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May 1, 2013

TO: Alachua County Transportation Disadvantaged Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

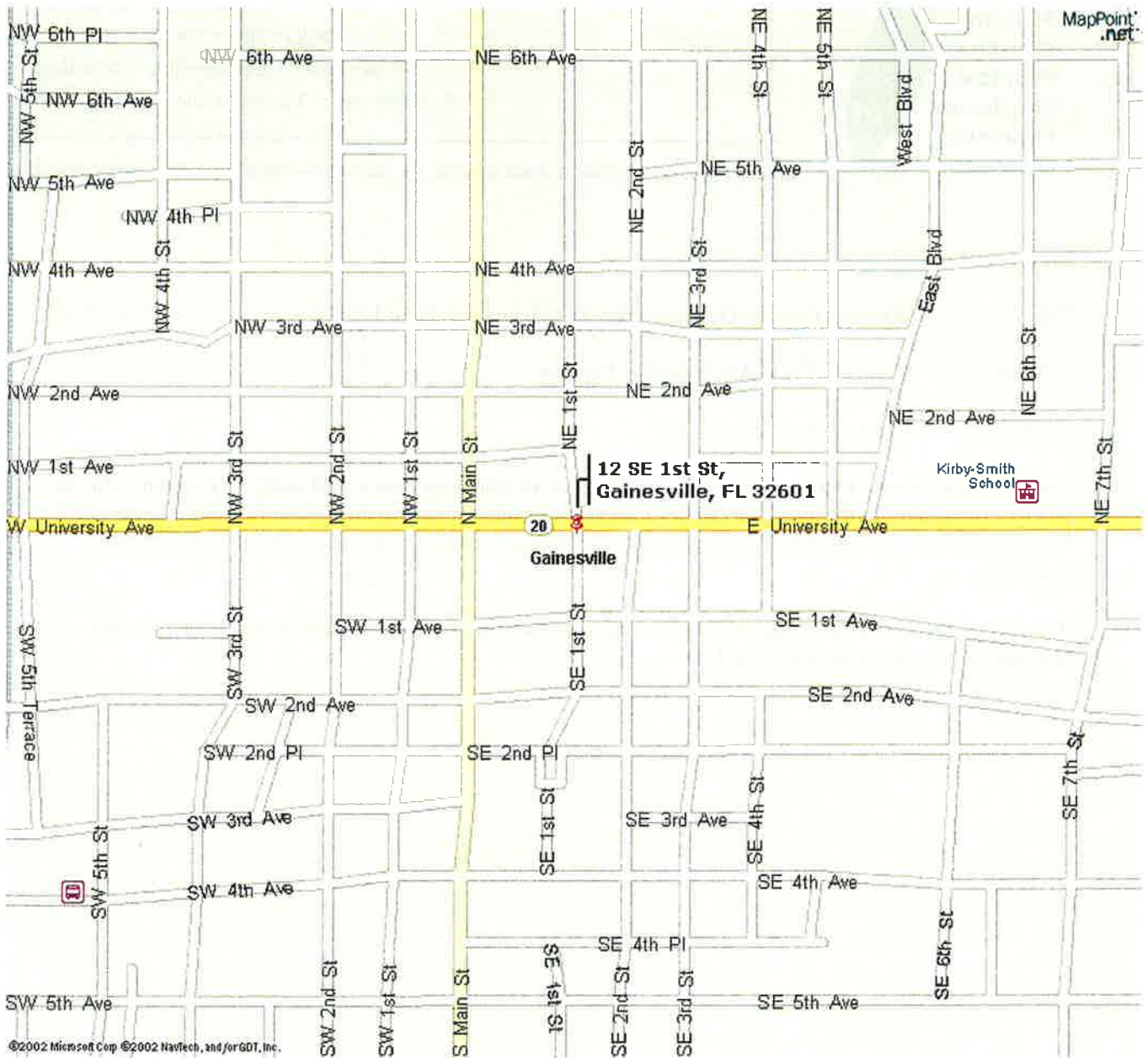
The Alachua County Transportation Disadvantaged Coordinating Board will meet Wednesday, May 8, 2013 at 10:00 a.m. in the Jack Durrance Auditorium located in the Alachua County Administration Building 12 S.E. 1st Street, City of Gainesville. All Board members are encouraged to attend this meeting.

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

Attachment

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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.





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**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

Jack Durrance Auditorium
Alachua County Admin. Bldg.
12 S.E. 1st Street
Gainesville, Florida

Wednesday
May 8, 2013
10:00 a.m.

I. BUSINESS MEETING CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

C. Approval of the March 13, 2013 Minutes

ACTION REQUIRED

II. NEW BUSINESS

**A. Alachua County Transportation Disadvantaged
Service Plan**

ACTION REQUIRED

The Board needs to review and approve the Alachua County Transportation
Disadvantaged Service Plan

B. Operations Reports

NO ACTION REQUIRED

C. 2013 Florida Legislative Update

NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

1. Members

2. Citizens

IV. FUTURE MEETING DATES

A. Wednesday, August 21, 2013 at 10:00 a.m.

B. Wednesday, December 4, 2013 at 10:00 a.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.

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED BOARD**

Voting Members

- Chairperson*
Commissioner Susan Bottcher
- Department of Transportation*
Janell Damato
- Department of Children and Families*
Peggy Henderson
- Department of Education*
Lydia Bush
- Public Education*
Dr. Harrell Harrison
- Citizen Advocate*
(Vacant)
- Citizen Advocate - User*
Earther Wright
- Elderly Representative*
Mary Douglas Edwards
- Veteran Representative*
Kyle Morrison
- Persons with Disabilities Representative*
Christine Eason Louton
- Community Action Agency Representative*
Monique Harrison
- Department of Elder Affairs*
Jeff Lee
- Children at Risk*
Elliene Chisholm
- Mass Transit Representative*
Jesus Gomez - Grievance Committee Member
- Private Transit Representative*
(Vacant)
- Agency for Health Care Administration - Medicaid*
Alana McKay
- Regional Workforce Development Board*
Linda Tatum

Alternate Members

- Chairperson*
Commissioner Thomas Hawkins
- Department of Transportation*
Sandra Collins
- Department of Children and Families*
Louella Teague
- Department of Education*
Jeff Aboumrad
- Public Education*
David Deas
- Citizen Advocate*
(Vacant)
- Citizen Advocate - User*
(Vacant)
- Elderly Representative*
(Vacant)
- Veteran Representative*
Major Stroupe
- Persons with Disabilities Representative*
Tassie Fuller
- Community Action Agency Representative*
Robert W. Wilford
- Department of Elder Affairs*
(Vacant)
- Early Childhood Services*
(Vacant)
- Mass Transit Representative*
Mildred Crawford
- Private Transit Representative*
(Vacant)
- Agency for Health Care Administration - Medicaid*
Andrew Singer
- Regional Workforce Development Board*
(Vacant)

04/22/2013

THE UNIVERSITY OF CHICAGO
DEPARTMENT OF POLITICAL SCIENCE

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**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MINUTES

Jack Durrance Auditorium
Alachua County Administration Bldg.
Gainesville, Florida

Wednesday
March 13, 2013
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Susan Bottcher, Chair
Jeff Aboumrad representing Lydia Bush Florida Department of Education
Mildred Crawford representing Jesus Gomez, Mass Transit Representative
Jeff Lee, Florida Department of Elder Affairs
Christine Eason Louton, Persons with Disabilities Representative
Peggy Henderson, Florida Department of Children and Families
Alana McKay, Agency for Health Care Administration- Medicaid
Earther Wright, Citizen Advocate

ALTERNATE MEMBERS PRESENT

Tassie Fuller, Persons with Disabilities Representative

VOTING MEMBERS ABSENT

Elliene Chisholm, Early Childhood Services Representative
Janell Damato, Florida Department of Transportation
Dr. Harrell Harrison, Public Education
Monique Harrison Community Action Agency Representative
Kyle Morrison, Veterans Representative
Linda Tatum, Regional Workforce Development Board

OTHERS PRESENT

Wesley Adams, MV Transportation, Inc.
Kevin Clark, Veterans Administration
Kelly Gonzalez, MV Transportation, Inc.
Marsha Rivera, MV Transportation, Inc.
Gene Tysowski, Alachua County Department of Community Support Services
Jack Varnon

STAFF PRESENT

Lynn Godfrey, Metropolitan Transportation Planning Organization

I. BUSINESS MEETING CALL TO ORDER

Commissioner Bottcher called the meeting to order at 10:00 a.m.

A. Introductions

Commissioner Bottcher asked everyone present to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Jeff Lee moved to approve the meeting agenda. Mildred Crawford seconded; motion passed unanimously.

C. Approval of the December 5, 2012 Minutes

Ms. Earther Wright noted that her name is misspelled in the minutes.

ACTION: Jeff Lee moved to approve the December 5, 2012 meeting minutes with the noted correction. Mildred Crawford seconded; motion passed unanimously.

II. UNFINISHED BUSINESS

A. Request for Proposals

Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization Senior Planner, stated that the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area issued a request for proposals for Alachua County Community Transportation Coordinator on January 3, 2013. She said that, in response to the request for proposals, one proposal was received from MV Transportation, Inc.

Ms. Godfrey explained that, at its December 3, 2012 meeting, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area authorized the Executive Director to appoint a Technical Review Committee to review and score proposals for the Alachua County Community Transportation Coordinator. She said the Technical Review Committee has reviewed MV's proposal and determined that it is responsive to the request for proposals.

ACTION: Mildred Crawford moved to recommend that MV Transportation, Inc. be designated the Alachua County Community Transportation Coordinator effective July 1, 2013 . Jeff Lee seconded; motion passed unanimously.

III. NEW BUSINESS

A. List of Priority Projects

Ms. Godfrey discussed the List of Priority Projects.

ACTION: Mildred Crawford moved to recommend approval of the Transportation Disadvantaged Program projects in the List of Priority Projects. Earther Wright seconded; motion passed unanimously.

Mr. Lee asked staff to reschedule the Board meetings if necessary in order to meet deadlines for submitting deliverables.

B. Alachua County Transportation Disadvantaged Service Plan Amendments

Ms. Godfrey stated that projects selected for Federal Transit Administration funding must be derived from a Coordinated Public Transit-Human Services Transportation Plan. She said that, attached are draft amendments to the Alachua County Transportation Disadvantaged Service Plan that meet the Federal requirements.

ACTION: Jeff Lee moved to approve the Alachua County Transportation Disadvantaged Service Plan amendments. Earther Wright seconded; motion passed unanimously.

C. Operations Reports

The Board reviewed the MV Transportation, Inc., operations reports. The Board requested MV Transportation to include a description of any complaints received in the complaint and commendation report.

D. 2013 Legislative Priorities

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged's 2013 Legislative priorities are in the meeting packet for the Board's review.

Chair Bottcher asked if the Federal sequestration will affect the Transportation Disadvantaged Program.

Ms. McKay stated that they do not know if it will affect the Medicaid Non-Emergency Transportation Program.

IV. OTHER BUSINESS

A. Members

Ms. Christine Louton asked staff to explain how changes in the Medicaid Non-Emergency Transportation Program might affect the Transportation Disadvantaged Program.

Ms. Godfrey explained that beginning in 2014, Health Maintenance Organizations will be responsible for the provision of Medicaid Non-Emergency Transportation. She said that, most likely, the Health Maintenance Organizations will contract the provision of Medicaid Program transportation services to a regional broker. She said that keeping the provision of Medicaid Program transportation in the coordinated system keeps the costs for all purchasing agencies down.

Ms. Alana McKay stated that their experience has been that the Health Maintenance Organizations have higher transportation costs than the coordinated system and that they do not want to provide transportation as part of their services.

B. Citizens

Mr. Jack Varnon commended MV Transportation for the excellent service they provide. He thanked the Board for recommending that MV Transportation continue as the Alachua County Community Transportation Coordinator.

Mr. Varnon also thanked MV Transportation for taking members of the Alachua County Council of the Blind to Transportation Disadvantaged Legislative Day on March 6, 2013.

Staff read a letter of appreciation from the Alachua County Council of the Blind.

ACTION: Mildred Crawford moved to send a letter to the Alachua County Legislative Delegation and the House Transportation Committee asking them to support HB1142. Earther Wright seconded; motion passed unanimously.

V. FUTURE MEETING DATES

Chair Bottcher stated that the next meeting of the Alachua County Transportation Disadvantaged Coordinating Board is May 8, 2013 at 10:00 a.m.

ADJOURNMENT

The meeting adjourned at 10:50 a.m.

Chair

Date



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May 1, 2013

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Alachua County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Alachua County Transportation Disadvantaged Service Plan.

BACKGROUND

According to Chapter 427, Florida Statutes, MV Transportation shall prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the local Coordinating Board's approval. This plan provides information needed by the local Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft Alachua County Transportation Disadvantaged Service Plan. If you have any questions concerning this Plan, please do not hesitate to contact me at extension 110.

Attachment

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ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED
SERVICE PLAN



Prepared by the

Metropolitan Transportation Planning Organization
2009 Northwest 67th Place, Suite A
Gainesville, Florida 32653-1603
352-955-2200

and

MV Transportation, Inc.
3713 SW 42 Avenue, Suite 3
Gainesville, FL 32608
375-2784

March 2013

**Transportation Disadvantaged Service Plan
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I

DEVELOPMENT PLAN

INTRODUCTION TO THE SERVICE AREA

The purpose of this section is to provide information about the organization and development of the Transportation Disadvantaged Program in Alachua County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

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

"those persons who because of physical or mental disability, income status, or 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."

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.

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Chapter 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 (FAC) was adopted to implement the provisions of Chapter 427. 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 Florida's Transportation Disadvantaged Program.

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 Chairperson is appointed by the Governor and Vice-Chairperson is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

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.

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is the designated official planning agency for Alachua County. A few of the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area's tasks according to Rule 41-2 of the Florida Administrative Code include:

- Appointing members to the local Transportation Disadvantaged Boards.
- Provide staff support to the local Transportation Disadvantaged Boards.
- Recommend to the Florida Commission for the Transportation Disadvantaged a Community Transportation Coordinator.

LOCAL COORDINATING BOARDS

The designated official planning agency is responsible for appointing a local Transportation Disadvantaged Coordinating Board in each county. The purpose of the local 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, there are 16 members appointed to the local Coordinating Board. The designated official planning agency appoints an elected official, to serve as the official chairperson for all local Coordinating Board meetings. The Vice-Chairperson is elected annually by the voting members of the local Coordinating Board.

In addition to the Chairperson, the following agencies or other groups serve on the local Coordinating Boards as voting members:

- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Families.
- A representative of the Public Education Community.
- A representative of the Florida Department Education.

- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over sixty representing the elderly.
- A person with a disability representing the disabled.
- A general citizen advocate.
- A citizen advocate who is a user of transportation disadvantaged services.
- A representative of the State Coordinating Council for Early Childhood Services.
- The Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elder Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration Medicaid Program.
- A representative of the 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.

COMMUNITY TRANSPORTATION COORDINATOR

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. MV Transportation is the designated Community Transportation Coordinator for Alachua County.

The Community Transportation Coordinator may provide all or a portion of the transportation service in a designated service area. Community Transportation Coordinators may also subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of the Community Transportation Coordinator:

- Developing and implementing a Transportation Disadvantaged Service Plan in conjunction with the designated official planning agency.
- Executing contracts for service with transportation operators.
- Reviewing all applications for federal, state and local funding (in conjunction with the local TD Board).
- Preparing an annual operating report.

DESIGNATION DATE/HISTORY

As stated earlier, the Community Transportation Coordinator for Alachua County is MV Transportation, Inc. MV Transportation was designated the Community Transportation Coordinator for Alachua County by the Commission for the Transportation Disadvantaged October 1, 2008. MV Transportation was selected the Community Transportation Coordinator for Alachua County through a competitive selection process.

MV Transportation is a private for-profit entity. MV Transportation centrally coordinates rides and provides direct transportation service.

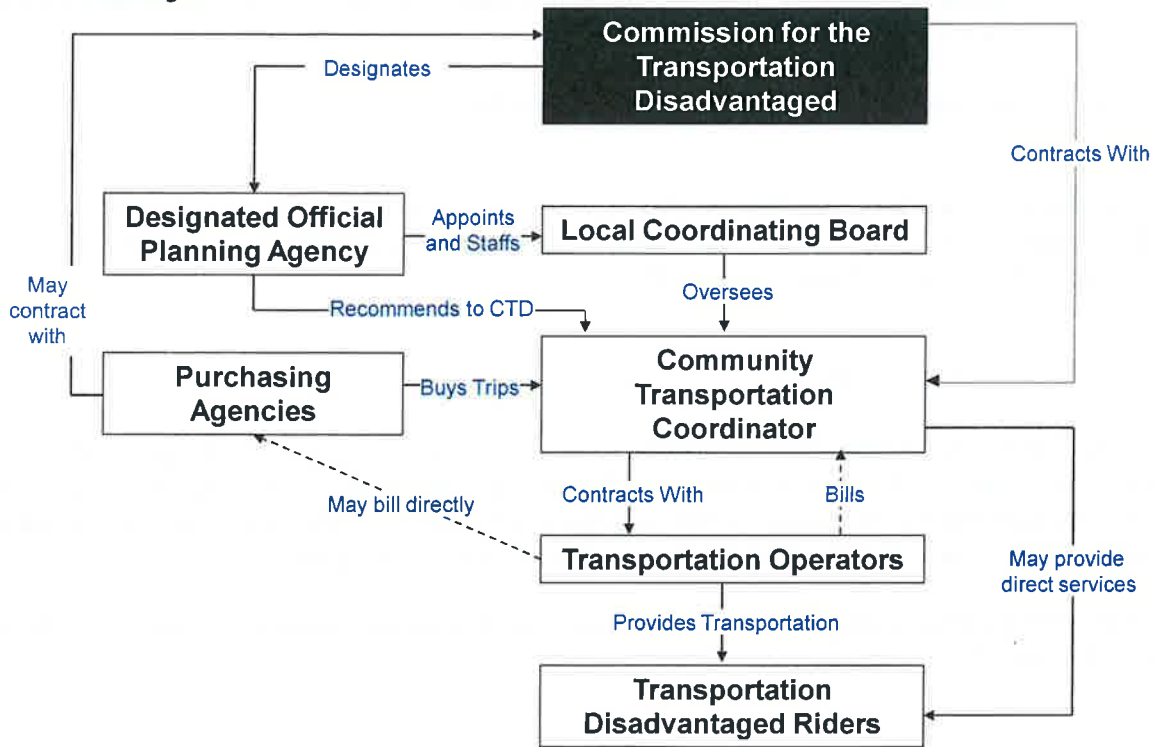
Chapter 427, Florida Statutes requires metropolitan planning organizations serve as designated official planning agencies in urbanized areas of the State of Florida. Therefore, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area was designated the official planning agency for Alachua County through a non-competitive selection process.

ORGANIZATION CHART

The following chart identifies those involved in the Florida's Transportation Disadvantaged Program:



Coordinated Transportation System Organization



CONSISTENCY REVIEW OF OTHER PLANS

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 Alachua County Comprehensive Plan. The Transportation Disadvantaged Program is addressed in the Mass Transit Element of the Comprehensive Plan.

REGIONAL POLICY PLANS

The North Central Florida Strategic Regional Policy Plan is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan.

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

TRANSIT DEVELOPMENT PLAN

The Regional Transit System Transit Development Plan discusses the existing transit system, coordination with related plans and policies, transit service needs and a proposed transit service plan. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Regional Transit System Transit Development Plan.

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 Transportation Disadvantaged Commission. 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 Commission for the Transportation Disadvantaged's 5 Year/20 Year Plan.

MPO LONG RANGE TRANSPORTATION PLANS

The Gainesville Urbanized Area Transportation Study (GUATS) Year 2035 Transportation Plan is part of a continuing, comprehensive and coordinated transportation planning process that establishes policy foundation for long range transportation decisions affecting the Gainesville area. The Year 2035 Transportation Plan is intended to serve as a record of efforts undertaken by the Gainesville Metropolitan Transportation Planning Organization to develop a multi-modal transportation plan for the year 2035.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Year 2035 Long Range Transportation Plan for the Gainesville Urbanized Area.

TRANSPORTATION IMPROVEMENT PROGRAM

The purpose of the Transportation Improvement Program is to identify all transportation projects (including pedestrian walkways, bicycle transportation facilities and transportation enhancement projects) within the Gainesville Metropolitan Area (GMA) to be funded by the City of Gainesville, Alachua County, the University of Florida, Title 23 United States Code (USC) and the Federal Transit Act. In addition, the Transportation Improvement Program identifies all regionally significant transportation projects for which Federal Highway Administration (FHWA) or Federal Transit Administration (FTA) approval is required whether or not the projects are to be funded with Title 23 USC or Federal Transit Act funds.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible with the Transportation Improvement Program.

PUBLIC PARTICIPATION

The Alachua 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 Alachua County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Alachua County Transportation Disadvantaged Board whose membership includes citizens, the Regional Transit System and human service providers.

LOCAL COORDINATING BOARD CERTIFICATION

Name: Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area
 Address: 2009 N.W. 67 Place, Suite A
Gainesville, FL 32653-1603

The Metropolitan Planning Organization named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, 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: 2/13/13
 Randy Wells, Chair

| REPRESENTATION | MEMBER'S NAME |
|------------------------------------------|-----------------------------|
| Chairperson | Commissioner Susan Bottcher |
| Elderly | Mary Douglas Edwards |
| Disabled | Christine Eason Louton |
| Citizen Advocate | Vacant |
| Citizen Advocate - User | Earther Wright |
| Veterans Services | Kyle Morrison |
| Community Action | Robert W. Wilford |
| Public Education | Dr. Harrell Harrison |
| Fla. Dept. of Transportation | Janell Demato |
| Fla. Dept. of Children and Families | Peggy Henderson |
| Fla. Dept. of Education | Lydia Bush |
| Fla. Dept. of Elder Affairs | Jeff Lee |
| Fla. Dept. of Health Care Administration | Alana McKay |
| Early Childhood Services | Elliene Chisholm |
| Private Transportation Industry | Vacant |
| Regional Workforce Development Board | Linda Tatum |
| Local Medical Community | Vacant |
| Mass Transit Industry | Jesus Gomez |

SERVICE AREA PROFILE AND DEMOGRAPHICS

SERVICE AREA DESCRIPTION

Alachua County has a land area of approximately 874 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Bradford, Columbia and Union Counties, on the east by Putnam County, on the south by Levy and Marion Counties and on the west by Gilchrist County.

DEMOGRAPHICS

LAND USE

The Future Land Use Element of the Alachua County Comprehensive Plan establishes policies and standards for the proper distribution and development of varying land uses in the county. Transportation is essential to the development of these land uses as it provides a means of interaction among these areas.

The Future Land Use Element is oriented around the Urban Cluster concept. The Future Land Use Element limits future urban residential development (at densities of one unit per acre or greater) to the urban area based on existing development and availability of infrastructure (such as potable water and sanitary sewer.) The Future Land Use Map designates vacant land within the urban area for densities and intensities of development based on determination of compatibility with adjacent existing and recently approved development. It also takes environmental constraints into account such as wetlands or proximity to preservation areas.

Within the urban area, the Comprehensive Plan provides for multiple nodes of mixed use Activity Centers of more intense development, with the degree of intensity corresponding to trip generation. Various levels and types of Activity Centers have been designated. These Activity Centers, distributed throughout the urban area, provide shopping, employment and/or service activities within short travel distances from the market areas they serve. This maximizes the use of infrastructure such as roads and public transit in relation to population.

Alachua County Activity Centers include: the University of Florida; N.W. 39 Avenue and I-75; Millhopper; Oaks Mall; Archer Road and 34th Street; N.W. 53rd Avenue and U.S. 441, Tower Road/24th Avenue; Archer Road/Tower Road; N. Main Street/53rd Avenue, Jonesville, Santa Fe Community College, Williston Road and SW 13 Street, Williston Road and I-75, N.E. 39 Avenue and North Main Street, Alachua (City of Alachua); Ridgeway (City of Gainesville); Gainesville (City of Gainesville); Hawthorne (City of Hawthorne); High Springs (City of High Springs) and High Springs Plaza (City of High Springs).

The cluster concept in the Future Land Use Element is also applied to rural areas. Rural clusters are designated in traditional communities with provision for infill development of these areas at no more than two units per acre and limited commercial development to serve those areas. Rural employment centers are also designated in areas with adequate infrastructure to provide for readily accessible employment opportunities for rural residents.

POPULATION/COMPOSITION

Table 1.25 of the 2011 Florida Statistical Abstract estimates Alachua County's total population in 2010 as 247,336. Table 1 shows the population of the cities and towns in Alachua County.

TABLE 1
POPULATION COUNTS AND ESTIMATES
ALACHUA COUNTY

| AREA | POPULATION COUNT 2000 | POPULATION ESTIMATE 2010 |
|----------------------|-----------------------|-----------------------------|
| Alachua County | 217,955 | 247,336 |
| City of Alachua | 6,098 | 9,059 |
| City of Archer | 1,289 | 1,118 |
| City of Gainesville | 95,447 | 124,354 |
| City of Hawthorne | 1,415 | 1,417 |
| City of High Springs | 3,863 | 5,350 |
| Town of LaCrosse | 143 | 360 |
| Town of Micanopy | 653 | 600 |
| City of Newberry | 3,316 | 4,950 |
| City of Waldo | 821 | 1,015 |
| Unincorporated Area | 104,910 | 99,113 |

Source: 2011 Florida Statistical Abstract, Table 1.25

Approximately 44 percent of the County's population is located within the unincorporated areas.

TABLE 2
POPULATION DISTRIBUTION IN CENSUS
DIVISIONS, CITIES AND TOWNS
ALACHUA COUNTY, 2010

| U.S. CENSUS POPULATION | PERSONS 65 YEARS AND OVER, PERCENT | PERSONS PER SQUARE MILE |
|------------------------|---------------------------------------|----------------------------|
| 247,336 | 10.8% | 282.7 |

Source: US Bureau of the Census, State & County QuickFacts

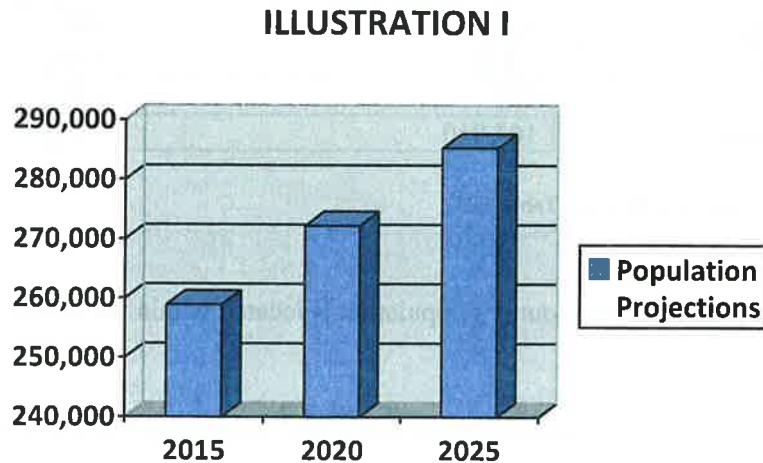
According to Table 1.80 of the 2011 Florida Statistical Abstract, 1,907 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part 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.

POPULATION DENSITIES

With approximately 874 square miles of land area, the County population density in 2010 was approximately 282 persons per square mile.

POPULATION PROJECTIONS

According to Table 1.41 of the 2011 Florida Statistical Abstract, Alachua County will have a total population of 272,200 by the Year 2020. Illustration I shows population projections for 2015, 2020 and 2025.



POPULATION AGE DISTRIBUTION

Population age distribution is useful in determining mobility needs which might be met by transit. 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
ALACHUA COUNTY, APRIL 2010**

| AGE GROUP | POPULATION |
|------------------|-------------------|
| 0-17 | 44,285 |
| 18-34 | 94,275 |
| 35-54 | 54,978 |
| 55-64 | 27,171 |
| 65-79 | 19,169 |
| 80 & Over | 7,458 |
| TOTAL | 247,336 |

Source: 2011 Florida Statistical Abstract , Table 1.34

WORK DISABILITY, MOBILITY AND SELF CARE LIMITATIONS

The 2000 Census reported that 7 percent of civilian residents of Alachua County who are 16 to 64 years of age and who are not institutionalized have a work disability. The work disability prevented 3.4 percent of these individuals from working. According to this information, 6.9 percent of individuals who are 16 to 64 years old have a mobility limitation (unable to move easily and quickly) and 2.7 percent have a self-care limitation (unable to care for themselves).

The 2000 Census also reported that 36.6 percent of persons 65 years and over have a mobility limitation and 12.5 percent have a self care limitation. It should be noted that some of the 2000 Census information contained in this Chapter is based on samples and is subject to sampling variability.

EMPLOYMENT

Table 6.11 of the 2011 Florida Statistical Abstract reports that Alachua County's labor force (individuals who are able to work but may not be employed) in 2010 was 131,257 with 120,484 people employed and 10,773 unemployed. The unemployment rate for Alachua County in 2010 was 8.2 percent.

INCOME

According to Table 5.48 of the 2011 Florida Statistical Abstract Alachua County's projected median household income for 2010 was \$40,656. Table 4 characterizes the levels of household income in Alachua County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4

**HOUSEHOLD INCOME
ALACHUA COUNTY, 2009**

| PER CAPITAL MONEY INCOME | MEDIAN HOUSEHOLD INCOME | PERSONS BELOW POVERTY LEVEL PERCENT |
|-------------------------------------|------------------------------------|------------------------------------------------|
| \$24,305 | \$38,597 | 23% |

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

TABLE 5

**POVERTY THRESHOLDS: POVERTY LEVEL
BASED ON MONEY INCOME
BY FAMILY SIZE IN THE UNITED STATES**

| FAMILY SIZE | 2010 INCOME |
|--------------------|--------------------|
| 1 | \$11,369 |
| 2 | \$14,634 |
| 3 | \$17,094 |
| 4 | \$22,541 |
| 5 | \$27,183 |
| 6 | \$31,266 |
| 7 | \$35,975 |
| 8 | \$40,235 |
| 9 or More | \$48,400 |

Source: 2011 Florida Statistical Abstract, Table 5.47

Table 7.18 of the 2011 Florida Statistical Abstract shows the average monthly cases of Aid to Families with Dependent Children (AFDC) in Fiscal Year 2010-2011 was 763. The total number of Medicaid recipients for Fiscal Year 2008-2009 in Alachua County was 32,983.

Table 6 shows income and poverty status from the 2010 US Census data. Table 7 shows individuals who received Supplemental Security Income.

TABLE 6

**INCOME AND POVERTY STATUS DATA FOR
CITIES AND CENSUS DESIGNATED PLACES
ALACHUA COUNTY, 2009**

| PER CAPITA INCOME | MEDIAN HOUSEHOLD INCOME | PERSONS BELOW POVERTY LEVEL PERCENT |
|--------------------------|--------------------------------|--------------------------------------------|
| \$24,305 | \$38,597 | 23% |

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

TABLE 7

**PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
ALACHUA COUNTY, DECEMBER 2010**

| TYPE OF ASSISTANCE | AVERAGE MONTHLY CASES |
|-------------------------------|------------------------------|
| Aged Assistance | 431 |
| Aid to the Blind and Disabled | 4,820 |
| Total | 5,251 |

Source: 2011 Florida Statistical Abstract, Table 7.19

HOUSING

Table 2.05 of the 2011 Florida Statistical Abstract estimates that in 2010, the total number of households in Alachua County was 100,516 and that the average household size was 2.32.

Table 8 presents data on housing units. The Gainesville census division contains approximately 73 percent of the County's housing units.

TABLE 8

**DISTRIBUTION OF HOUSING UNITS
ALACHUA COUNTY, 2010**

| HOUSING UNITS | HOME OWNERSHIP RATE 2009 | MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS 2009 | HOUSEHOLDS 2009 |
|----------------------|---------------------------------|----------------------------------------------------------|------------------------|
| 112,766 | 53.4% | \$185,500 | 96,518 |

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

HEALTH

Currently, there are six hospitals located in Alachua County. According to Table 20.06 of the 2011 Florida Statistical Abstract, there are 208 medical offices and clinics located in Alachua County.

Moreover, Tables 20.33, 20.35, 20.36 and 20.37 of the 2010 Florida Statistical Abstract provide the following information regarding licensed occupations. There are 1,653 licensed doctors of medicine and 5,664 registered, practical and advanced nurses.

TRANSPORTATION

According to the 2000 Census, there were 48,084 owner-occupied housing units with no vehicle available. The 2000 Census also reported that there were 39,425 renter-occupied housing units with no vehicle available.

MAJOR TRIP GENERATORS/ATTRACTORS

The Alachua County Comprehensive Plan designates twenty-eight areas as either major trip generators or attractors. Nineteen of these areas have been designated by the City of Gainesville as activity centers, five by the City as industrial concentrations and four have been identified by Alachua County as urban activity centers.

SERVICE ANALYSIS

POTENTIAL TRANSPORTATION DISADVANTAGED POPULATION

The potential transportation disadvantaged population includes all persons who are elderly, disabled or low-income.

TRANSPORTATION DISADVANTAGED POPULATION

The transportation disadvantaged population includes only those persons who are transportation disadvantaged according to the eligibility guidelines in Chapter 427, Florida Statutes. Chapter 427, Florida Statutes defines transportation disadvantaged as “. . . 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 s. 411.202.”

FORECASTING DEMAND

The Center for Urban Transportation Research's (CUTR) first step in forecasting the potential transportation disadvantaged population and transportation disadvantaged population was to forecast the number of persons who are elderly, disabled or low-income. Next, CUTR allocated each member of each of these groups to a particular market segment to avoid double and triple counting. Finally, to forecast demand, CUTR added the market segments together.¹

ELDERLY POPULATION

Forecasts of total population and of elderly population (i.e., persons age 60 and older) are based on county-level data from the Bureau of Economic and Business Research (BEBR) at the University of Florida, Gainesville.

BEBR provided estimates or forecasts of population by age for the years 1995, 2000, 2005 and 2010. CUTR developed population forecasts for intermediate years under the assumption that the rate of population growth would remain constant within the five-year periods.¹

DISABLED POPULATION

CUTR used county-level data from the 1990 Census and national data from Current Estimates from the National Health Interview Survey, 1990 (NHIS) to develop estimates of the percentage of the 1990 population who were disabled in the 0 to 59 and the 60 and older age groups. CUTR used these percentages to forecast the number of persons who are disabled in each year of the study period.¹

The 1990 Census provides data on the number of persons reporting a "mobility limitation" and/or a "self-care limitation." The 1990 Census defined "mobility limitation" as a health condition which had lasted for six or more months and which made it difficult to go outside the home alone. The 1990 Census defined "self-care limitation" as a health condition which had lasted for six or more months and which made it difficult to take care of personal needs, such as dressing, bathing, or getting around inside the house. For both definitions, "health condition" referred to both physical and mental conditions.

CUTR adjusted the county-level 1990 Census data using the national NHIS data as control totals. CUTR adjusted the 1990 Census data for each county so that the total number of persons in Florida who are disabled would match the national NHIS data.¹

LOW INCOME POPULATION

CUTR used county-level data from the 1990 Census to develop estimates of the percentage of the 1990 population who were low-income (i.e., who lived in families with an income below the federal poverty level) in the 0 to 59 and the 60 and older age groups. To estimate the number of low-income persons in each year of the study period, CUTR assumed that the percentage of low-income persons in each county would remain unchanged.¹

"HIGH RISK" AND "AT RISK" CHILDREN POPULATIONS

According to the Florida Department of Health and Rehabilitative Services (HRS), 28 percent of Florida's children under the age of 5 are "high-risk" or "at-risk."

The Center for Urban and Transportation Research has stated that because most of these children are disabled and/or are members of low income families, they are already included in the population forecasts of disabled and low-income persons.

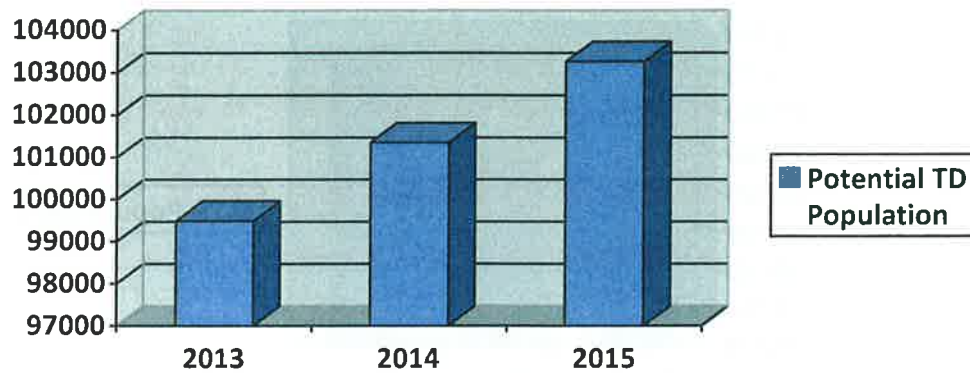
Once the potential transportation disadvantaged and transportation disadvantaged populations are estimated (see Tables 9 and 10 and Illustrations II and III), anticipated demand and unmet demand for specialized transportation disadvantaged services can be estimated. Tables 11 and 12 and Illustrations IV and V show the estimated demand and unmet demand for total trips for Alachua County.

TABLE 9
POTENTIAL TRANSPORTATION
DISADVANTAGED POPULATION ESTIMATES
ALACHUA COUNTY, 2013-2015

| POTENTIAL TD POPULATION | 2013 | 2014 | 2015 |
|---------------------------------------|---------------|----------------|----------------|
| Disabled, Non-Elderly, Low Income | 2,629 | 2,646 | 2,663 |
| Disabled, Non-Elderly, Non-Low Income | 7,971 | 8,023 | 8,075 |
| Disabled, Elderly, Low Income | 2,174 | 2,354 | 2,438 |
| Disabled, Elderly, Non-Low Income | 13,194 | 13,662 | 14,145 |
| Non-Disabled, Elderly, Low Income | 3,888 | 4,026 | 4,168 |
| Non-Disabled, Elderly, Non-Low Income | 22,562 | 23,361 | 24,189 |
| Non-Disabled, Non-Elderly, Low Income | 46,970 | 47,277 | 47,585 |
| TOTAL | 99,488 | 101,349 | 103,263 |

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

ILLUSTRATION II



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

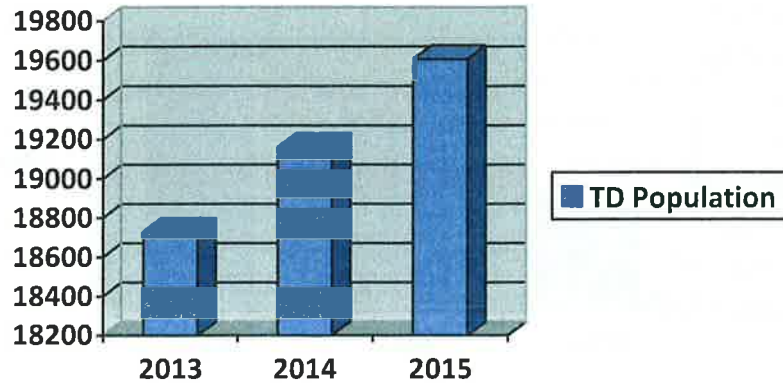
TABLE 10

TRANSPORTATION DISADVANTAGED POPULATION ESTIMATES ALACHUA COUNTY, 2013 -2015

| TD POPULATION | 2013 | 2014 | 2015 |
|---------------------------------|---------------|---------------|---------------|
| TD, Non-Elderly, Low Income | 893 | 899 | 904 |
| TD, Non-Elderly, Non-Low Income | 2,707 | 2,724 | 2,743 |
| TD, Elderly, Low Income | 1,565 | 1,621 | 1,678 |
| TD, Elderly, Non-Low Income | 9,082 | 9,403 | 9,737 |
| Non-TD, Low Income, No Auto | 4,477 | 4,510 | 4,545 |
| TOTAL | 18,724 | 19,157 | 19,607 |

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

ILLUSTRATION III



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

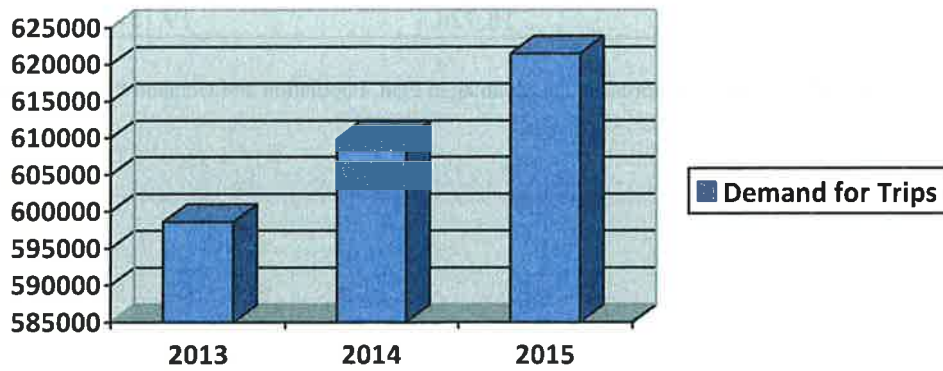
TABLE 11

FORECASTED DEMAND FOR TRIPS ALACHUA COUNTY, 2013-2015

| DEMAND FOR TRIPS | FORECAST |
|------------------|----------|
| 2013 | 598,574 |
| 2014 | 609,887 |
| 2015 | 621,511 |

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

ILLUSTRATION IV



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

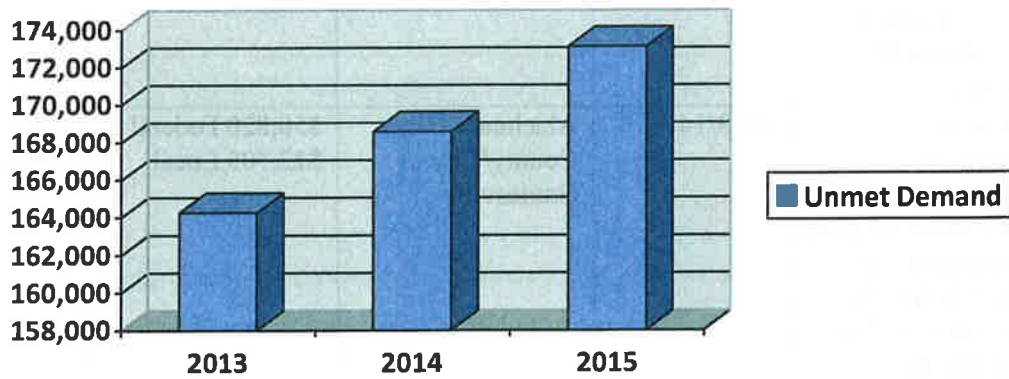
TABLE 12

**FORECASTED UNMET DEMAND FOR TRIPS
ALACHUA COUNTY, 2012-2015**

| UNMET DEMAND | FORECAST |
|---------------------|-----------------|
| 2013 | 164,257 |
| 2014 | 168,580 |
| 2015 | 173,104 |

Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

ILLUSTRATION V



Source: CUTR Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, 2000

NEEDS ASSESSMENT

U.S.C. Section 5310 Program

| PROJECT | PROJECT YEAR | LOCATION | ESTIMATED COST | FUNDING SOURCE |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------|------------------------------------|--------------------------------------------|
| Purchase ADA paratransit trips for persons with disabilities residing at a City of Gainesville address not in the area covered by the current ADA service area. Trip origins and destinations must have Gainesville addresses. | 2013/14 | City of Gainesville Alachua County | \$25,000 Federal \$25,000 Local | U.S.C. Section 5310 City of Gainesville |
| Purchase a replacement paratransit vehicle to provide transportation for the elderly and disabled in Alachua County and the City of Gainesville, Florida. Purchase a Mobile Data Terminal (MDT) to ensure complete service monitoring and maintain the spare radio. | 2013/14 | Alachua County/City of Gainesville | \$50,820 Federal \$12,705 Local | U.S.C. Section 5310 City of Gainesville |

U.S.C. Section 5311 Program

| PROJECT | PROJECT YEAR | LOCATION | ESTIMATED COST | FUNDING SOURCE |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------|--------------------------------------------------------|--------------------------------------------------------------|
| Improve ADA accessibility to 200 bus stops by pouring landing pads, adding curb cuts and improving walk ways to bus stops in unincorporated Gainesville on County routes 7, 10,11,13,43 and 75. | 2010/11 | Unincorporated City of Gainesville | \$600,000 | U.S.C. Section 5311 ARRA |
| Maintain the fixed route between the Oaks Mall and Santa Fe College in the unincorporated area of Gainesville. Purchase demand response service for residents in the non-urbanized areas of Alachua County | 2013/14 | City of Gainesville and Alachua County | \$282,918 Federal \$198,281 Local \$84,637 Local | U.S.C. Section 5311 City of Gainesville Program Income |

Rural Area Capital Equipment Support Grant

| PROJECT | PROJECT YEAR | LOCATION | ESTIMATED COST | FUNDING SOURCE |
|----------------------------------|---------------------|-----------------|---------------------------------|-----------------------------------------------------------------|
| Purchase one replacement vehicle | 2012/13 | Alachua County | \$68,490 State \$6,849 Local | Rural Area Capital Equipment Support Grant MV Transportation |

Transportation Disadvantaged Trust Fund Grant

| PROJECT | PROJECT YEAR | LOCATION | ESTIMATED COST | FUNDING SOURCE |
|------------------------------------------------------------|---------------------|-----------------|-----------------------------------|--------------------------------------------------------------------|
| Provide trips to transportation disadvantaged individuals. | 2012/13 | Alachua County | \$517,147 State \$57,461 Local | Transportation Disadvantaged Trust Fund Grant MV Transportation |

Medicaid Non-Emergency Transportation Program

| PROJECT | PROJECT YEAR | LOCATION | ESTIMATED COST | FUNDING SOURCE |
|--------------------------------------------------|---------------------|-----------------|-----------------------|-----------------------------------------------|
| Provide trips to Medicaid Program beneficiaries. | 2012/13 | Alachua County | \$1,288,730 State | Medicaid Non-Emergency Transportation Program |

BARRIERS TO COORDINATION

- Lack of knowledge of Chapter 427, Florida Statutes and its requirements is a barrier to coordination. More education of the Transportation Disadvantaged Program and benefits of the coordinated transportation system is needed for agencies that provide transportation to their clients. The Florida Commission for the Transportation Disadvantaged could assist in this effort by requesting that the member departments educate their district and local offices of the Transportation Disadvantaged Program.
- Increasing Transportation Disadvantaged Program requirements is a potential barrier to coordination because increasing requirements add to the cost of transportation services. If transportation services can be purchased at a lesser cost outside of the coordinated system, agencies may choose to do so. The Florida Commission for the Transportation Disadvantaged can assist in addressing this barrier by not placing additional requirements on the Community Transportation Coordinator without providing additional funding.

GOALS, OBJECTIVES AND STRATEGIES

GOAL I **Coordinate all transportation disadvantaged services funded with local, state and federal government funds in accordance with Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.**

OBJECTIVE By July 1, 2012, the planning agency staff in cooperation with the Community Transportation Coordinator, shall identify agencies that receive local, state and federal government transportation funds that are not coordinated through the

Community Transportation Coordinator. The Community Transportation Coordinator and local Coordinating Board shall inform each non-coordinated agency about Chapter 427, Florida Statutes.

Strategy 1a The Community Transportation Coordinator and planning agency staff shall contact the agencies to obtain information about the amount of funding they receive, the types of vehicles that they operate, the hours that the vehicles are operated.

Strategy 1b The Community Transportation Coordinator shall determine whether a purchase of service contract, coordination contract or subcontract should be executed with identified agencies to coordinate the transportation services that are being provided.

GOAL II **The local Coordinating Board shall identify unmet needs of transportation disadvantaged individuals in Alachua County.**

OBJECTIVE The local Coordinating Board shall identify unmet transportation needs of disadvantaged individuals in Alachua County and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy 2a At each local Coordinating Board meeting, the Community Transportation Coordinator shall report trip requests which it was unable to provide.

GOAL III **The Community Transportation Coordinator shall effectively provide the greatest number of trips using the most cost effective methods possible.**

OBJECTIVE The Community Transportation Coordinator shall provide transportation services that maximize the use of vehicles to eliminate duplication of service.

Strategy 3a The Community Transportation Coordinator shall base trip assignments on examination of the most logical routing. The Community Transportation Coordinator shall assign random trip requests with consideration of location, time and maximum efficiency.

Strategy 3b The Community Transportation Coordinator shall base trip assignments on cost considerations.

Strategy 3c The Community Transportation Coordinator shall measure the number of trips per hour.

Strategy 3d The Community Transportation Coordinator shall work with common destination agencies and businesses to arrange appointments in order to group rides.

Strategy 3e The Community Transportation Coordinator shall work with Community Transportation Coordinators in surrounding counties to coordinate inter-county trips

Strategy 3f The Community Transportation Coordinator shall work with purchasing agencies to ensure that their funds are utilized in the most cost-effective manner.

GOAL IV **The Community Transportation Coordinator shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.**

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

Strategy 4a 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 services offered to individuals without disabilities (i.e., service hours, equipment availability, trip rate, etc.).

Strategy 4b The Community Transportation Coordinator shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent service to individuals with disabilities.

Strategy 4c The Community Transportation Coordinator shall provide alternative methods for accessing transportation services for individuals with disabilities (i.e., include the Florida Relay Service 1-800 telephone number in all advertising, radio advertising, close captioned public service announcements, etc.).

Strategy 4d The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for, and the abilities of, persons with disabilities.

Strategy 4e The Community Transportation Coordinator shall involve persons with disabilities in their sensitivity training on an ongoing basis.

GOAL V **The local Coordinating Board shall 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 continue to provide accessible 24-hour, seven days per week transportation service as required in the designated service area by any federal, state or local government agency sponsoring such services. The provision of said services shall be furnished in accordance with the advance reservation requirement included in the Quality Assurance Section of the Transportation Disadvantaged Service Plan.**

- OBJECTIVE** The Community Transportation Coordinator shall ensure the continuation, but not encourage the use of, transportation services after Community Transportation Coordinator office hours.
- Strategy 6a** The Community Transportation Coordinator shall contract with an adequate number of transportation operators to provide after hour and weekend transportation services as required in the designated service area by any federal, state or local government agency sponsoring such services.
- Strategy 6b** The Community Transportation Coordinator shall maintain an accessible system for individuals to request after hour service and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.
- GOAL VII** **The Community Transportation Coordinator shall utilize the Transportation Disadvantaged Trust Fund allocation in a cost effective manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget for utilization of Transportation Disadvantaged Trust Funds to ensure that the funds are spent in the most efficient manner.
- Strategy 7a** The Transportation Disadvantaged Board, in cooperation with the Community Transportation Coordinator, shall review Transportation Disadvantaged trip priorities as necessary.
- Strategy 7b** The Community Transportation Coordinator shall ensure that its staff is familiar with the established trip priorities.
- GOAL VIII** **The Community Transportation Coordinator shall comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the local Coordinating Board.**
- OBJECTIVE** The Community Transportation Coordinator shall complete all reports which require local Coordinating Board review and/or approval.
- Strategy 8a** All Community Transportation Coordinator final reports shall be completed and submitted to the planning agency staff a minimum of two weeks prior to meeting date to be reviewed and included in the local Coordinating Board's meeting materials.
- GOAL IX** **The local Coordinating Board shall respond to grievances and service complaints as specified in the local Coordinating Board's Grievance Committee Procedures.**
- OBJECTIVE** The local Coordinating Board shall address all written grievances in a timely manner according to the Grievance Committee Procedures.

- Strategy 9a** The Community Transportation Coordinator and the Grievance Committee shall document all grievances.
- Strategy 9b** The Community Transportation Coordinator shall report service complaints quarterly to the local Coordinating Board.
- GOAL X** **The Community Transportation Coordinator shall monitor safety compliance.**
- OBJECTIVE** The Community Transportation Coordinator shall ensure compliance with Chapter 14.90 Florida Statutes.
- Strategy 10a** The Community Transportation Coordinator shall meet the local standard for accidents.
- GOAL XI** **Encourage the use of mass transit.**
- OBJECTIVE** The Community Transportation Coordinator shall continue to encourage the use of the bus pass programs.
- Strategy 11a** The Community Transportation Coordinator shall report the progress of the bus pass programs, administered by the Community Transportation Coordinator, to the local Coordinating Board annually.
- Strategy 11b** The number of bus passes sold should increase by 5 percent annually.
- GOAL XII** **The Community Transportation Coordinator shall improve the quality of service.**
- OBJECTIVE** The Community Transportation Coordinator shall provide courteous and professional service.
- Strategy 12a** Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- Strategy 12b** The Community Transportation Coordinator shall establish clear and simple service policies.

IMPLEMENTATION SCHEDULE

| STRATEGIES | IMPLEMENTATION DATE |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <p>(1) Identify agencies located in Alachua County receiving local, state and/or federal funds to transport clients or purchase vehicles.</p> <p>(2) Contact the identified agencies to obtain information about the funding they receive.</p> <p>(3) Determine type of contract to execute with appropriate agencies to coordinate transportation services.</p> | <p>(1) 7/1/13</p> <p>(2) As necessary</p> <p>(3) As necessary</p> |
| <p>(1) Discuss transportation needs at local Coordinating Board meetings.</p> <p>(2) Report unmet trip requests.</p> | <p>(1) Quarterly</p> <p>(2) Quarterly</p> |
| <p>(1) Base trip assignments on examination of the most logical routing.</p> <p>(2) Base trip assignments on cost considerations.</p> <p>(3) Measure the average passenger trips per vehicles quarterly.</p> <p>(4) Work with common destination agencies and businesses to arrange appointments in order to group rides.</p> <p>(5) Work with purchasing agencies to ensure that their funds are utilized in the most cost-effective manner.</p> | <p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Quarterly</p> <p>(4) Ongoing</p> <p>(5) Ongoing</p> |
| <p>(1) Comply with the requirements of the Americans with Disabilities Act (ADA) regarding access to and provision of transportation services.</p> <p>(2) 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 (i.e., service hours, equipment availability, trip rate, etc.).</p> <p>(3) Maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent service to individuals with disabilities.</p> <p>(4) Provide alternative methods for accessing transportation services for individuals with disabilities (i.e., include the Florida Relay Service 1-800 telephone number in all advertising, radio advertising, captioned public service announcements, etc.).</p> <p>(5) Train staff members regarding the utilization of special equipment for, and the abilities of, persons with disabilities.</p> <p>(6) Notify appropriate agencies of barriers which prohibit access to transportation services.</p> <p>(7) Involve persons with disabilities in their sensitivity training on an ongoing basis.</p> | <p>(1) Ongoing</p> <p>(2) Ongoing</p> <p>(3) Ongoing</p> <p>(4) Annually</p> <p>(5) Ongoing</p> <p>(6) Ongoing</p> <p>(7) Ongoing</p> |
| <p>(1) Evaluate the Community Transportation Coordinator's performance and incorporate recommendations into the Board's goals and objectives for the next operating year.</p> | <p>(1) 2013</p> |
| <p>(1) Contract with an adequate number of transportation operators to provide after hour and weekend transportation services as required in the designated service area by any federal, state or local government agency sponsoring such services.</p> <p>(2) Maintain an accessible system for individuals to request after hour service and on weekends as required in the designated service area by any federal, state or local government agency sponsoring such services.</p> | <p>(1) Ongoing</p> <p>(2) Ongoing</p> |

| STRATEGIES | IMPLEMENTATION DATE |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| (1) Adhere to a strict budget for utilization of Transportation Disadvantaged Trust Funds to insure that the funds are spent in the most efficient manner. (2) Review Transportation Disadvantaged Trust Fund trip priorities when necessary. (3) Ensure that schedulers are familiar with the established trip priorities. (4) Review the expenditure of Transportation Disadvantaged Trust Funds quarterly. | (1) Ongoing (2) Ongoing (3) Ongoing (4) Quarterly |
| (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 Transportation Disadvantaged Board meeting. | (1) Ongoing (2) Ongoing |
| (1) Respond to all grievances in a timely manner. (2) Document all grievances. (3) Report service complaints to the local Coordinating Board. | (1) As necessary (2) As necessary (3) Quarterly |
| (1) Monitor subcontractors' compliance with Chapter 14.90, Florida Statutes. (2) Monitor subcontractors and report to the local Coordinating Board if any subcontractor fails to take corrective actions as specified by the Community Transportation Coordinator. (3) Meet the local standard for accidents | (1) Annually (2) Ongoing (3) Annually |
| (1) Report the progress of the Bus Pass Program to the local Coordinating Board quarterly. (2) The number of bus passes sold should increase by 5 percent annually. | (1) Quarterly (2) Annually |
| (1) Provide courteous and professional service. (2) Reservationists and other staff shall receive sensitivity and courtesy training annually. (3) Establish clear and simple service policies. | (1) Ongoing (2) Annually (3) Ongoing |

II

SERVICE PLAN

OPERATIONS ELEMENT

The operations element is a profile of the Alachua County coordinated transportation system. This element is intended to provide basic information about the daily operations of MV Transportation and contracted transportation providers.

TYPES, HOURS AND DAYS OF SERVICE

TYPES OF SERVICE

- Ambulatory
- Wheelchair
- Non-Emergency Stretcher
- Demand Responsive
- Subscription
- Door to Door
- Curb to Curb

Non-emergency stretcher service sponsored with Transportation Disadvantaged Trust Funds will be limited to 18 trips per grant period. Transportation Disadvantaged Program sponsored service is only provided within Alachua County.

SUBSCRIPTION SERVICE

Subscription (standing order) service is defined as a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner. Due to the complexities of scheduling, changes to subscriptions can occur no more than once per month. Changes more frequently than that will necessitate scheduling each trip request through the demand-response process.

HOURS OF SERVICE

Office Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. excluding holidays (see below).

Reservations: Monday through Friday, 8:00 a.m. to 5:00 p.m. excluding holidays (see below). Reservations are taken on Saturday 8:00 a.m. to 5:00 p.m. and Sunday from 10:00 a.m. to 5:00 p.m. for ADA service ONLY.

Customer Service: Monday through Friday, 8:00 a.m. to 5:00 p.m. for all services, and Saturday 8:00 a.m. to 5:00 p.m. and Sunday from 10:00 a.m. to 5:00 p.m. for ADA service ONLY.

Hours of Operation:

Transportation Disadvantaged Program - Monday through Friday, 6:00 a.m. to 9:00 p.m. excluding holidays (see below). Saturday service will only be provided for dialysis appointments, and limited additional Transportation Disadvantaged sponsored trips on Saturday based on availability of funds and priorities as outlined in the Transportation Disadvantaged.

AHCA-Medicaid Service - 24 hours per day, seven days per week excluding holidays (see below). After hours trips (i.e., hospital discharges) are scheduled according to standards outlined in the Medicaid Subcontracted Transportation Provider contract with the Florida Commission for the Transportation Disadvantaged. Trips provided after hours may also be post authorized by MV Transportation.

ADA Sponsored Trips – The parameters of this service are outlined in a service plan prepared by the City of Gainesville Regional Transit System. It is available upon request.

Holidays:

ADA Sponsored Trips – The parameters of this service are outlined in a service plan prepared by the City of Gainesville Regional Transit System (RTS). It is available upon request. . Holiday ADA service under the CTC system will be provided only during hours when RTS fixed-route service is operating as ADA service is complementary to the fixed-route service.

TD Program: TD Program service will not be provided on the following observed holidays.

- Thanksgiving Day
- Christmas Day
- New Year's Day

TD program will provide service to Dialysis and Cancer Treatment only

- Veteran's Day
- Martin Luther King, Jr.'s Birthday
- Memorial Day
- Independence Day
- Labor Day

AHCA-Medicaid Program: Medicaid Program service will not be provided on the following observed holidays except for urgent care service:

Thanksgiving Day
Christmas Day
New Year's Day

Medicaid Program will provide limited service to Dialysis and Cancer Treatment and urgent care only on the following days.

Veteran's Day
Martin Luther King, Jr.'s Birthday
Memorial Day
Independence Day
Labor Day

Urgent care is an unscheduled episodic situation in which there is no threat to life of limb but the recipient must be seen on the day of the request under currently accepted standards of care, and qualified medical personnel have determined that treatment cannot be put off until the next day. Hospital discharges shall also be considered as urgent care. This requirement shall also apply to appointments established by medical care providers allowing for insufficient time for routine (3) day scheduling. Valid requests for urgent care transport and hospital discharges shall be acknowledged for scheduling within three (3) hours of the time the request is made.

Travel Times:

City Limits - maximum ride time one hour
Outside City Limits (within Alachua County) - maximum ride time 90 minutes

Dialysis Shuttles:

The purpose of the dialysis shuttle is to provide predictable and regular vehicle arrivals at the dialysis centers for return trips and to maximize vehicle multi-loading utilization.

MV Transportation has worked with the various dialysis units to develop days and times for the return trip shuttles. At the present time, a shuttle is in place at Shands Kidney Center (SKC) and Gainesville Kidney Center West (GKCW).

Trips to the designated dialysis units are handled like any other paratransit trip. Return trips from the designated dialysis units are assigned to shuttle routes. The time the shuttle will arrive at the designated unit is coordinated between MV Transportation and the dialysis unit. The schedule of vehicle arrival times may vary by day of week and by unit depending on the volume and schedules at each unit. For example, GKCW recently added an overnight shift. Those trips are accommodated outside the shuttle system. The SKU unit has a M-W-F arrival times of 1100, 1200, 1300, 1400, 1500 and 1600. The GKCW unit has a 1030, 1130, 1230 and 1330 schedule.

Dialysis patients who are unable to board the last shuttle vehicle for the day will be made a will call. A “will-call” is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Transportation will dispatch a vehicle back to their pick-up location within two hours of the initial time a “will-call” was given. Travel times for regular service shall apply to the dialysis shuttle service.

ACCESSING SERVICES

ADVANCE NOTIFICATION TIME

Transportation Disadvantaged Program Transportation Disadvantaged sponsored trips must be scheduled through MV Transportation by 5:00 p.m. the day before.

Agency for Health Care Administration - Medicaid Medicaid sponsored service must be scheduled through MV Transportation three workdays advance of when transportation is needed. Medicaid beneficiaries may be denied service if they fail to request a reservation three workdays in advance of an appointment without good cause. “Good cause” is created by factors such as, but not limited to, any of the following:

- Urgent Care;
- Post-surgical and/or medical follow-up care specified by a health care provider to occur in fewer than three workdays;
- Imminent availability of an appointment with a specialist when the next available appointment would require a delay of two weeks or more; or
- The result of administrative or technical delay caused by the subcontracted transportation provider that required that an appointment be rescheduled.

MV Transportation may accommodate same day service requests for all sponsored trips on a space available basis and when scheduling permits.

SCHEDULING CONSECUTIVE SAME DAY TRIPS

Consecutive same day trips must be scheduled a minimum of 90 minutes apart.

TRIP CANCELLATION PROCESS

Trip cancellations must be made to MV Transportation at least two hours before the opening of the pick-up window. For example: If a passenger has an 8:00 a.m. appointment time and their pick-up window opens at 7:00 a.m., they must call MV Transportation to cancel their ride before 5:00 a.m.

CHANGING TRIP SCHEDULE

Passengers must call MV by 5:00 p.m. the day before their travel to change a scheduled trip.

NO-SHOW POLICY

A “no-show” is recorded after the transportation vehicle has arrived on time and has waited five minutes for the passenger. If the passenger is not there or has elected not to take the trip it will be considered a “no-show.” If the passenger does not call to cancel a ride within two hours of time of service it will be considered a “no-show.”

If a rider has two or more no-shows in a 60 day period they may be suspended from service. If a driver arrives to pick a passenger up and they are not there or do not take the trip the driver will hang a no-show notice on the door. MV Transportation is not responsible for rescheduling same day trips that are determined no-shows.

WILL CALL DEFINITION/POLICY

A “will-call” is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Transportation will dispatch a vehicle back to their pick-up location within two hours of the initial time a “will-call” was given.

SAFETY

Transportation service shall be denied if the passenger represents a danger to the safety of the driver, other passengers or to themselves. If a passenger represents a danger, an incident report is completed by the driver. Passengers and agency/facility personnel will be interviewed as appropriate and MV Transportation will investigate the incident report. Based on the incident report, a warning letter will be issued to the passenger. If the passenger’s behavior continues, service will be suspended.

BARIATRIC TRANSPORTATION

TD Program: MV Transportation is required to transport all “common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight do not have to be transported.

Medicaid NET Program: MV Transportation shall make provisions for transportation services to Medicaid beneficiaries whose weight exceeds the limits of MV Transportation’s equipment (STP Agreement – V. Transportation Provider Network D. Coverage Provisions 3. Bariatric Transportation).

ADA: Section 37.165(b) of the USDOT regulations requires transit providers to transport all “common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight do not have to be transported.

TRANSPORTATION DISADVANTAGED TRUST FUND PROGRAM ELIGIBILITY

MV Transportation shall use the following criteria when determining Transportation Disadvantaged Program eligibility:

Unable to transport themselves: Individual is not sponsored by any agency for their transportation and is unable to use the fixed route bus system due to a physical or mental disability defined by the ADA (*Medical Verification Form required*); or

Unable to purchase transportation: Individual applicant income meets maximum of 150% of the current Federal Poverty Guidelines (*Proof of Income required*).

Unable to obtain transportation: Individual does not have an operational vehicle in the household; or the ability to operate a vehicle; or the ability to find transportation from other sources.

MV Transportation will use the above criteria for new applicants and when current Transportation Disadvantaged Program participants reapply for certification. MV Transportation should provide all Transportation Disadvantaged Program applicants with written notification of eligibility approval or denial within 10 working days after receipt of application. Appeals may be filed with the Alachua County Transportation Disadvantaged Board Grievance Committee.

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Eligibility shall be for one year. MV Transportation shall notify individuals 30 days in advance of their eligibility expiration date and need for renewal.

TRANSPORTATION DISADVANTAGED TRUST FUND TRIP PRIORITIES

In ranking order:

- 1) Vital Care - Medical (Dialysis, Cancer Care and Physical Therapy for Mobility)
- 2) Other Medical
- 3) Employment
- 4) Grocery shopping
- 5) Educational

- 6) Social service agency trips
- 7) Shopping
- 8) Recreation and other

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

CONTRACTING PROCESS/CRITERIA

MV Transportation will provide all of the transportation services directly.

FIXED ROUTE UTILIZATION

Any TD and Medicaid sponsored rider may participate in the Bus Pass Program if they can use the fixed route transit service. Medicaid sponsored riders must show proof of two medical appointments during the month. A \$ 1.00 passenger payment is required for each Medicaid sponsored bus pass. A \$3.00 passenger payment is required for each TD sponsored bus pass. Bus passes are issued at the MV Transportation office. A maximum of 150 TD bus passes will be sold per month.

VEHICLE INVENTORY

MV's vehicle inventory is shown as Exhibit II.

SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

MV Transportation's System Safety Program Plan is available upon request.

INTERCOUNTY SERVICES

MV Transportation does not currently have any formal agreements with Community Transportation Coordinators in other counties.

EMERGENCY PREPAREDNESS AND RESPONSE

Alachua County Emergency Management is responsible for evacuating special needs registrants.

EDUCATIONAL EFFORTS/MARKETING

Education programs for program recipients, agencies, facilities and medical providers are available upon request.

ACCEPTABLE ALTERNATIVES

There have been no acceptable alternatives identified for the provision of transportation service in Alachua County. The Florida Agency for People with Disabilities operates outside of the coordinated system but the Community Transportation Coordinator is waiting on guidance from the Florida Commission for the Transportation Disadvantaged regarding any official process.

SERVICE STANDARDS

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: MV Transportation shall comply with all requirements of the Federal Transportation Administration (FTA) (and the Florida Department of Transportation) regarding the testing of safety sensitive employees for drug and alcohol use.

TRANSPORT OF ESCORTS AND DEPENDENT CHILDREN

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

Local Policy: Escorts will be transported when prearranged at the time of the reservation. Escorts shall pay the same fare as the authorized passenger. Any ADA rider who has been authorized through the Center for Independent Living (if under contract with RTS) as a personal care attendant may have the personal care attendant travel at no charge. Both escorts and personal care attendants will be transported from the same origin to the same destination as the authorized passenger. Children under age of 16 will be required to be accompanied by an escort.

USE, RESPONSIBILITY AND COST OF CHILD RESTRAINT DEVICES

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

Local Policy: The provision of federally approved child restraint devices is the sole responsibility of the parent/guardian/caregiver of the child/infant being transported. The Community Transportation Coordinator will not provide these devices.

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: Passenger property that can be carried by the passenger and/or personal care attendant in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Drivers may assist passengers with up to two (2) bags of personal property upon request. MV drivers are not personally or financially responsible for damaged or broken property. Only one (1) folding shopping cart per client will be allowed on the vehicle. The driver is responsible for the handling and stowing of the shopping cart. Personal property shall not exceed 25 pounds. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices. Passenger property in excess of this policy will not be transported.

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: The Community Transportation Coordinator shall comply with this standard.

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 local complaint process shall be outlined as a section in the local 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.

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

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: Only Medicaid sponsored trips shall be provided outside of the service area and shall require verification of need. As the Subcontracted Transportation Provider for Medicaid service, MV will make the determination of the necessity of out-of-area service and reserves the right to transport on dates and times that facilitate multi-loading of passengers. No out-of-county trips will be provided if sponsored by the Transportation Disadvantaged Program.

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: Vehicle exteriors shall be cleaned (scrubbed) once per week. Vehicle interiors shall be swept and cleaned up each day and thoroughly cleaned (scrubbed) once per week. Passenger compartment shall be clean and free of vermin, insects or pests.

BILLING REQUIREMENTS

Chapter 287.0585 Florida Statutes - Late payments by contractors to subcontractors and suppliers; penalty.-- (1) When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts, except those construction contracts subject to the provisions of chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payments required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of 1 percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

(2) This section shall not apply when the contract between the contractor and subcontractors or subvendors provides otherwise.

History.--s. 5, ch. 85-104; s. 2, ch. 89-200; s. 9, ch. 91-162.

PASSENGER/TRIP DATABASE

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

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

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: The Community Transportation Coordinator shall comply with this standard.

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.

Local Policy: The Community Transportation Coordinator shall comply with this standard. Drivers will be required to wear a photo ID name tag and standard recognizable attire..

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 door. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

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

SMOKING, EATING, AND DRINKING

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

Local Policy: Smoking, eating and drinking is prohibited in any vehicle.

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 Service Plan.

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

TWO-WAY COMMUNICATIONS

Rule 41-2.006 (4) (p), F.A.C. All vehicles ordered or put into service after adoption of this section of the Rule, and 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: The Community Transportation Coordinator shall comply with this standard.

AIR CONDITIONING/HEATING

Rule 41-2.006 (4) (q), F.A.C. All vehicles ordered or put into service after adoption of this section of the Rule, and 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: Each vehicle shall have air conditioning and heating systems adequate for the climate conditions of the area and maintained in good working order.

CPR AND FIRST AID

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

Local Policy: Drivers shall attend required training sessions in first aid and CPR if required within the parameters of the Request for Proposals issued by the Designated Official Planning Agency

DRIVER CRIMINAL BACKGROUND SCREENING

Local Policy: The Community Transportation Coordinator conducts a thorough criminal records/background check that meets or exceeds requirements of all participating funding agencies.

CONTRACT MONITORING

Local Policy: The Community Transportation Coordinator shall monitor all aspects of service provision, including, but not limited to: compliance with Chapter 14-90, Florida Statutes, System Safety Program Plan, contract service standards, on-street observations, driver and vehicle file reviews and vehicle inspections.

PICK-UP WINDOW

Local Policy:

Trips within the Gainesville City Limits: Passengers must be ready one hour before their appointment time. For example: Passenger has a 8:00 a.m. appt. time passenger must be ready at 7:00 a.m.

Trips From or To Areas Outside of the Gainesville City Limits within Alachua County: Passenger must be ready 1 ½ hours before their appointment time. For example: Passenger has an 8:00 a.m. appointment time, passenger must be ready at 6:30 a.m.

Trips From or To Areas Outside of Alachua County: Passenger must be ready 2 hours before their appointment time. For example: Passenger has an 8:00 a.m. appointment time, passenger must be ready at 6:00 a.m.

Return Trips: Passengers shall be picked up 0-30 minutes after their scheduled pick-up time. For example: Rider has a 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 5:30 p.m.

Dialysis Return Trips: If a driver is waiting for a passenger returning from a dialysis appointment, the driver may wait for the passenger more than 5 minutes (upon passenger or agency request) as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle.

Will Call Trips: A “will-call” is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Transportation will dispatch a vehicle back to their pick-up location within two hours of the initial time a “will-call” was given.

ADVANCE RESERVATION REQUIREMENT

Local Policy: Trips must be scheduled through MV Transportation by 5:00 p.m. the day before transportation is needed for most funding agencies and three (3) business days in advance for Medicaid appointments. The Community Transportation Coordinator shall accept reservations up to 14 days in advance.

ON-TIME PERFORMANCE

Local Policy: The Community Transportation Coordinator shall have a 90 percent on-time performance rate for all completed trips. Trips are considered on-time when a passenger is picked up and dropped off within their pick-up window as defined above.

ACCIDENTS

Local Policy: Preventable accidents should not exceed 1.4 accidents per 100,000 miles.

ROADCALLS

Local Policy: Road calls should not exceed 8 per 100,000 miles.

CALL HOLD TIME

Local Policy: Reservations line shall not exceed an average on-hold time of 2 minutes for calls received.

COMPLAINTS

Local Policy: Three certified valid complaints per 1,000 trips will be the maximum allowable number of complaints for the evaluation period.

USE OF MASS TRANSIT

Local Policy: The number of bus passes issued will be determined by the Community Transportation Coordinator and the local Coordinating Board with goals that best meet the needs of all passengers accessing service.

LOCAL GRIEVANCE PROCEDURE/PROCESS

The Transportation Disadvantaged Board, serving to assist the Community Transportation Coordinator, has established the following procedures for the Grievance Committee to address grievances or co

PURPOSE OF GRIEVANCE COMMITTEE

According to Rule 41-2.012 of the Florida Administrative Code (FAC), one duty of the TD Board is to:

"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 TD Board for the improvement of service. The TD Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Members appointed to the committee shall be voting members of the TD Board."

It should be noted that there is a distinct difference between "hearing" a grievance, and "hearing and determining" a grievance. Neither the Grievance Committee nor the local Coordinating Board has the authority to "hear and determine" a grievance. They only have the authority to "hear" and advise.

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 (F.S.) grants no adjudicative powers to anyone.

Even though the local Coordinating Board does not have determinative powers, the recognition of problems by the various members of the local Coordinating Board is a very useful mechanism to resolve many issues. In addition, it should be noted that since the local Coordinating Board is involved in the development and approval of the Community Transportation Coordinator's Service Plan, and the annual evaluation of the Community Transportation Coordinator, there is considerable avenue for the TD Board to influence changes where needed.

DEFINITION OF SERVICE COMPLAINT

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other Community Transportation Coordinator employees involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant.

Service complaints may include but are not limited to:

- Late trips (late pickup and/or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e., may not qualify, lack of Transportation Disadvantaged funds, etc.

All service complaints should be recorded, however, only those determined as valid will be counted. A summary of complaints should be provided by the Community Transportation Coordinator to the local Coordinating Board based on type. If the Community Transportation Coordinator is also an operator, their statistics on service complaints should be provided to the local Coordinating Board.

MV Transportation Complaint Processing and Resolution

All customer comments are documented on a Customer Comment Form and forwarded to the appropriate personnel. When receiving a complaint, team members are required to respond in the upmost professional manner. MV Transportation does not tolerate any employee engaging in hostile conversation with a customer. Any employee found engaging in such behavior will be disciplined up to and including termination of employment. MV requires its team members to abide by the following guidelines when handling a customer complaint.

- Actively listen to the complaint and not argue with the passenger.
- Document all necessary information on the complaint form.

Once all necessary information has been documented, the customer will be advised that a supervisor will contact them in a timely manner. MV will take appropriate action to begin investigation and determine validity. Complaints that are serious in nature must immediately be brought to the attention of the General Manager. The General Manager must be advised by the Operations Manager of all validated complaints so that appropriate retraining and/or disciplinary action can be conducted. The General Manager must approve any deviations from this protocol.

Investigations may include a face-to-face meeting, either at the customer's requested location or at our office, to fully understand the issue. This step promotes proactive interaction that will keep this relationship positive, promote excellent customer service and prevent small issues from growing into large, potentially litigious events. The results of this investigation, along with any remedial action that will be taken, will be provided to the Alachua County local Coordinating Board as part of the total bi-monthly reporting process.

In the event of an error by MV, a copy of the complaint along with a copy of any employee discipline notice will be placed in the employee's personnel file. Employees who receive repeated valid complaints will be disciplined appropriately up to and including termination of their employment.

DEFINITION OF FORMAL GRIEVANCE

A formal grievance is a written complaint to document concerns regarding the operation or administration of Transportation Disadvantaged services by the transportation operator, the Community Transportation Coordinator, the Designated Official Planning Agency, or the TD Board. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days.

Formal grievance processes by the TD Board or the Community Transportation Coordinator 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 should demonstrate or establish their concerns as clearly as possible.

Formal Grievances include but are not limited to:

- Chronic, recurring or unresolved Service Complaints. (Refer to description of service complaints above)
- Violations of specific laws governing the provision of Transportation Disadvantaged services, i.e., Chapter 427 Florida Statutes (F.S.), Rule 41-2 Florida Administrative Code and accompanying documents, Sunshine Law and the Americans with Disabilities Act.
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures
- Suspension of Service

COMPOSITION OF GRIEVANCE COMMITTEE

The local Coordinating Board shall appoint at least three (3) of its voting members to the Grievance Committee. A majority vote is required for actions by the Grievance Committee. A quorum shall consist of no less than a majority of the Grievance Committee membership. In cases where a grievance involves the private, personal or professional interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

GRIEVANCE COMMITTEE PROCEDURES

The local Coordinating Board must make a written copy of its grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

FILING A GRIEVANCE WITH THE TD BOARD

Should an interested party wish to file a grievance with the local Coordinating Board, that grievance must be filed in writing with the Grievance Committee within thirty (30) days after the occurrence of the event giving rise to the grievance. In instances of rider suspension, riders have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. The complainant may use the Grievance Form provided to submit a grievance. The grievance shall be sent to:

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

When necessary, the Metropolitan Transportation Planning Organization staff will provide assistance to disabled individuals to prepare written grievances. The grievance must demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from Metropolitan Transportation Planning Organization staff.

The grievance shall include:

1. the name and address of the complainant;
2. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
3. an explanation by the complainant of the improvements needed to address the complaint.

If the local Coordinating Board receives a grievance pertaining to the operation of services under the Community Transportation Coordinator, that grievance should be passed on to the Community Transportation Coordinator for their response to be included in the local Coordinating Board's response. 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.

GRIEVANCE COMMITTEE MEETING SCHEDULE

The following procedures apply to grievances that do not involve rider suspension. Within seven (7) working days following the date of receipt of the formal grievance, staff shall advise the Grievance Committee of the grievance, schedule a hearing on the grievance and inform the complainant of the hearing date.

The Grievance Committee shall meet to hear the grievance within twenty-one (21) working days from the date of receipt of the grievance. When appropriate, the Grievance Committee may meet to hear filed grievances immediately following regularly scheduled local Coordinating Board meetings. In addition, a regular business meeting of the Grievance Committee may be called when necessary.

NOTICE OF HEARING

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. Certified mailing is recommended. The notice shall clearly state:

1. date, time, and location of the meeting; and
2. purpose of the discussion and a statement of the issues involved.

GRIEVANCE COMMITTEE HEARING PROCEDURES

All Grievance Committee proceedings shall be in accordance with Roberts Rules of Order. 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 Grievance Committee may at any time during the course of the hearing question the parties and their witnesses on any facts which it deems material to the alleged improper action. The entire hearing shall be recorded electronically, on tape. Any party requesting a copy of the transcription shall pay all costs incurred in furnishing the copy of the transcription.

The Grievance Committee will follow a meeting agenda in accordance with the procedures herein set forth:

1. call to order;
2. presentation of grievance;
 - a. presentation of grievance by Complainant, which will also include witnesses, if applicable, and
 - b. response of concerned parties, which will include witnesses, if applicable.
3. discussion of grievance, which shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, staff, the complainant and other interested parties. Discussion shall focus solely on the grievance as filed by the complainant;
4. following discussion of the grievance, the Grievance Committee may submit a recommendation to the local Coordinating Board in response to the grievance; and
5. close hearing.

REPORT TO LOCAL COORDINATING BOARD

A written report shall be provided to the local Coordinating Board and shall include the following information:

1. a statement that a meeting was held in which the involved parties, their representatives and witnesses were given an opportunity to present their grievance;
2. a statement that clearly defines the issues discussed; and
3. the recommendation or explanation of the Grievance Committee based on their investigation and assessment.

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) working days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the local Coordinating Board through the appeal process.

REPORT TO COMMUNITY TRANSPORTATION COORDINATOR'S GOVERNING BOARD

A written report shall also be provided to the Community Transportation Coordinator's governing board and shall include the following information:

1. a statement that a meeting was held in which the involved parties, their representatives and witnesses were given an opportunity to present their grievance;
2. a statement that clearly defines the issues discussed; and
3. the recommendation or explanation of the Grievance Committee based on their investigation and assessment.

APPEALS

APPEAL TO THE LOCAL COORDINATING BOARD

Appeal of the recommendation by the Grievance Committee to the local Coordinating Board shall be made within ten (10) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

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

The complainant will be notified in writing of the date, time and place of the local Coordinating Board meeting where the appeal will be heard. This written notice will be mailed at least seven working days in advance of the meeting.

The local Coordinating Board will meet to hear the appeal and render its recommendation within twenty-one (21) days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) days of the date of the recommendation.

APPEAL TO THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Should a complainant remain dissatisfied with the local Coordinating Board or Community Transportation Coordinator's recommendation, 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, Florida 32399-0450

The Florida Commission for the Transportation Disadvantaged also has a Helpline to assist individuals with complaints. The toll-free Helpline is -1-800-983-2435.

Chapter 427, F.S. does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two 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." Similarly, if the grievance showed that one 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.

Accordingly, 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.

PROHIBITION AGAINST RETALIATION

No individual shall be unlawfully denied Transportation Disadvantaged services because such individual has filed a grievance related to the Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to the Transportation Disadvantaged Program.

ALTERNATIVE RECOURSE

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

SUSPENSION RECONSIDERATION HEARING

If a rider has been issued a notice of suspension by MV Transportation, he/she 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 Alachua County Transportation Disadvantaged local 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:

MV Transportation
3713 SW 42nd Avenue, Suite 3
Gainesville, FL 32608

and

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

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. Transportation services will continue to be provided if a reconsideration hearing is requested, and, continue until a decision whether or not to uphold the suspension is made.

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 Alachua County Transportation Disadvantaged local 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 MV Transportation to the person requesting the hearing.

CLIENT CODE OF CONDUCT

GENERAL

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 the Community Transportation System

- 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 onboard any vehicle.
- No passenger may refuse to pay the approved passenger fare. Passengers who refuse to pay the passenger fare will not be transported. (The Medicaid Program prohibits denial of service based on inability to pay).
- 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 they are 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.

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.

PHYSICAL

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.

PENALTIES

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** - MV Transportation will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that MV Transportation 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

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 Alachua County Transportation Disadvantaged local 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:

MV Transportation
3713 SW 42nd Avenue, Suite 3
Gainesville, FL 32608

and

Transportation Disadvantaged Program
TD 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 Alachua County Transportation Disadvantaged local 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 MV Transportation to the person requesting the hearing.

MEDICAID NET GRIEVANCE SYSTEM

Definitions

- a. Complaint Process – the complaint process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.
- b. Grievance Process – The Grievance process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any mater other than an Action.
- c. Appeal Process – the Appeal process is the Commission’s and the STP’s procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.
- d. Medicaid Fair Hearing Process – The Medicaid Fair Hearing process is the administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the Commission or the STP.

General Requirements

As set forth herein, the following process constitutes MV Transportation's Medicaid Grievance/Complaint Process.

1. MV Transportation, Inc. herein referred to as the STP, must attain written approval of the Medicaid Grievance/Complaint Process prior to implementation.
2. The STP will refer all Medicaid Beneficiaries who are dissatisfied with the STP or its Actions to the STP's Grievance/Appeal Coordinator for processing and documentation in accordance with the Medicaid contract and established policies and procedures.
3. The STP shall provide reasonable assistance to Medicaid Beneficiaries in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.
4. The STP shall acknowledge, in writing, the receipt of a Grievance or request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
5. The STP shall not allow any of the decision makers on a Grievance or Appeal if they were involved in any of the previous levels of review or decision-making when deciding any of the following:
 - a. An Appeal or denial that is based on lack of Medical Necessity; and,
 - b. A Grievance regarding the denial of an expedited resolution of an Appeal.
6. The Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, shall be allowed an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records held by the STP.
7. The Medicaid Beneficiary and/or the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate shall be considered as parties to the Grievance/Appeal.
8. The STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of the Medicaid contract in order to fulfill the requirements as set forth in this process.
9. The STP shall work with the Commission's Grievance/Appeals Coordinator to resolve all grievance related issues.

- a. The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (4th) grade reading level, of any action taken by the STP to deny a Transportation Service request, or limit transportation services in an amount, duration, or scope that is less than requested.
- b. The STP shall provide notice to the Medicaid Beneficiary as set forth below:
 - (1) The Action the Recipient has taken or intends to take;
 - (2) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
 - (3) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
 - (4) The procedures for filing an appeal;
 - (5) The circumstances under which expedited resolution is available and how to request it; and,
 - (6) The Medicaid Beneficiary's rights to request that transportation services continue pending the resolution of the appeal, how to request the continuation of transportation services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.
- c. The STP must provide the notice of action within the following time frames:
 - (1) At least ten (10) calendar days before the date of the action or fifteen (15) calendar days if the notice is sent by surface mail (five [5] calendar days if the recipient suspects fraud on the part of the Medicaid Beneficiary).
 - (2) For denial of the trip request, at the time of any action affecting the trip request.
 - (3) For standard service authorization decision that deny or limit transportation services, as quickly as the Medicaid Beneficiary's health condition requires, but no later than fourteen (14) calendar days following receipt of the request for service.
- d. If the STP extends the time frame for notification, it must:

- (1) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid beneficiary of the right to file a grievance if the Medicaid Beneficiary disagrees with the recipient's decision to extend the time frame; and,
 - (2) Carry out its determination as quickly as the Medicaid beneficiary's health condition requires, but in no case later than the date upon which the fourteen (14) calendar day extension period expires.
- e. If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a denial and, therefore, an action adverse to the Medicaid Beneficiary.
- f. For expedited Service Authorization decisions, within three (3) business days (with the possibility of a fourteen (14) calendar day extension).

The Complaint Process

1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a complaint.
2. General Duties
 - a. The STP must:
 - (1) Resolve each complaint within fifteen (15) business days from the day the STP received the initial complaint, be it oral or in writing;
 - (a) The STP may extend the complaint resolution time frame by up to ten (10) business days if the Medicaid Beneficiary request an extension, or the Recipient/Subcontractor documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
 - (b) If the STP requests the extension, the Recipient/Subcontractor must give the Medicaid Beneficiary written notice of the reason for the delay.

- (2) Notify the Medicaid Beneficiary, in writing, within five (5) business days of the resolution of the complaint if the Medicaid Beneficiary is not satisfied with the STP's resolution. The notice of disposition shall include the results and date of the resolution of the complaint, and shall include:
 - (a) A notice of the right to request a grievance or appeal, whichever is the most appropriate to the nature of the objection; and,
 - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair Hearing System Section).
- (3) The STP shall provide the Commission with a report detailing the total number of complaints received, pursuant to reporting requirements of the contract with the Commission.
- (4) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files a complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's complaint.

b. Filing Requirements

- (1) The Medicaid Beneficiary or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent must file a complaint within fifteen (15) calendar days after the date of occurrence that initiated the complaint.
- (2) The Medicaid Beneficiary or his/her representative may file a complaint either orally or in writing. The Medicaid Beneficiary or his/her representative may follow up an oral request with a written request, however the timeframe for resolution begins the date the STP receives the oral request.

The Grievance Process

A Medicaid Beneficiary may file a grievance, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a grievance.

1. General Duties

a. The STP must:

- (1) Resolve each grievance within ninety (90) calendar days from the day the STP received the initial grievance request, be it oral or in writing;
- (2) Notify the Medicaid Beneficiary, in writing, within thirty (30) calendar days of the resolution of the grievance. The notice of disposition shall include the results and date of the resolution of the grievance, and for decisions not wholly in the Medicaid Beneficiary's favor, the notice of disposition shall include:
 - (a) Notice of the right to request a Medicaid Fair Hearing, if applicable; and,
 - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing (see Medicaid Fair hearing System Section below);
- (3) Provide the Commission with a copy of the written notice of disposition upon request;
- (4) The STP nor any Transportation Provider shall take a punitive action against a physician or other health care provider who files a grievance on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's grievance; and,
- (5) Provide the Commission with a report detailing the total number of Grievances received, pursuant to the Reporting Requirements Section of these procedures.

b. The STP may extend the Grievance resolution time frame by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.

- (1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.

c. Filing Requirements

- (1) The Medicaid Beneficiary or provider must file a grievance within one (1) year after the date of occurrence that initiated the grievance.
- (2) The Medicaid Beneficiary or provider may file a grievance either orally or in writing. The Medicaid Beneficiary may follow up an oral request with a written request, however the timeframe for resolution begins the date the STP receives the oral request.

The Appeal Process

A Medicaid Beneficiary may file an appeal, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file an appeal.

1. General Duties

a. The STP shall:

- (1) Confirm in writing all oral inquiries seeking an appeal, unless the Medicaid Beneficiary or provider request an expedited resolution.
- (2) If the resolution is in favor of the Medicaid Beneficiary, provide the services as quickly as the Medicaid Beneficiary's health condition requires;
- (3) Provide the Medicaid Beneficiary or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;
- (4) Allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity, before and during the appeal process, to examine the Medicaid Beneficiary's case file, including all documents and records;
- (5) Consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the appeal;
- (6) Continue the Medicaid Beneficiary's transportation services if:
 - (a) The Medicaid Beneficiary files the appeal in a timely manner, meaning on or before the later of the following:

- (b) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail); or,
 - (c) The intended effective date of the STP's proposed action.
 - (d) The appeal involves the termination, suspension, or reduction of a previously authorized transportation service;
 - (e) The transportation was for a Medicaid compensable service ordered;
 - (f) The authorization period has not expired; and/or,
 - (g) The Medicaid Beneficiary requests extension of transportation services.
- (7) Provide written notice of the resolution of the appeal, including the results and date of the resolution within two (2) business days after the resolution. For decision not wholly in the Medicaid Beneficiary's favor, the notice of resolution shall include:
- (a) Notice of the right to request a Medicaid Fair Hearing;
 - (b) Information about how to request a Medicaid Fair Hearing, including the DCF address necessary for pursuing a Medicaid Fair Hearing, as set forth in Medicaid Fair Hearing System Section, below;
 - (c) Notice of the right to continue to receive transportation services pending a Medicaid Fair Hearing;
 - (d) Information about how to request the continuation of transportation services; and
 - (e) Notice that if the STP's action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued transportation services.
- (8) Provide the Commission with a copy of the written notice of disposition upon request;
- (9) The STP nor any transportation providers shall take any punitive action against a physician or other health care provider who files an

appeal on behalf of a Medicaid Beneficiary or supports a Medicaid Beneficiary's appeal; and,

(10) Provide the Commission with a report detailing the total number of appeals received, pursuant to reporting requirements of this process.

b. If the STP continues or reinstates the Medicaid Beneficiary's transportation services while the appeal is pending, the STP must continue providing the transportation services until one (1) of the following occurs:

(1) The Medicaid Beneficiary withdraws the appeal;

(2) Ten (10) business days pass from the date of the STP's notice of resolution of the appeal if the resolution is adverse to the Medicaid Beneficiary and if the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of transportation services until a Medicaid Fair Hearing decision is reached;

(3) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid Beneficiary; or,

(4) The authorization to provide services expires, or the Medicaid Beneficiary meets the authorized service limits.

c. If the final resolution of the appeal is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished from the Medicaid Beneficiary while the appeal was pending, to the extent that the STP furnished the services solely because of the requirements of this section.

d. If the STP did not furnish services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.

e. If the STP furnished services while the appeal was pending and the appeal panel reverses the STP's decision to deny, limit or delay services, the STP must pay for disputed services in accordance with State policy and regulations.

3. Filing Requirements

a. The Medicaid Beneficiary or his/her representative must file an appeal within thirty (30) calendar days of receipt of the notice of the STP's action.

- b. The Medicaid Beneficiary may file an appeal either orally or in writing. If the filing is oral, the Medicaid Beneficiary must also file a written, signed appeal within thirty (30) calendar days of the oral filing. The STP shall notify the requesting party that it must file the written request within ten (10) business days after receipt of the oral request. For oral filings, time frames for resolution of the appeal begin on the date the STP receives the oral filing.
- c. The STP shall resolve each appeal within State-established time frames not to exceed forty-five (45) calendar days from the day the STP received the initial appeal request, whether oral or in writing.
- d. If the resolution is in favor of the Medicaid Beneficiary, the STP shall provide the services as quickly as the Medicaid Beneficiary's health condition requires.
- e. The STP may extend the resolution time frames by up to fourteen (14) calendar days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
 - (1) If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.
 - (2) The STP must provide written notice of the extension to the Medicaid Beneficiary within five (5) business days of determining the need for an extension.

4. Expedited Process

- a. The STP shall establish and maintain an expedited review process for appeals when the STP determines, the Medicaid Beneficiary requests or the provider indicates (in making the request on the Medicaid Beneficiary's behalf or supporting the Medicaid Beneficiary's request) that taking the time for a standard resolution could seriously jeopardize the Medicaid Beneficiary's life, health or ability to attain, maintain or regain maximum function.
- b. The Medicaid Beneficiary may file an expedited appeal either orally or in writing. No additional written follow-up on the part of the Medicaid Beneficiary is required for an oral request for an expedited appeal.
- c. The STP must:
 - (1) Inform the Medicaid Beneficiary of the limited time available for the Medicaid Beneficiary to present evidence and allegations of fact or law, in person and in writing;

- (2) Resolve each expedited appeal and provide notice to the Medicaid Beneficiary, as quickly as the Medicaid Beneficiary's health condition requires, within State established time frames not to exceed seventy-two (72) hours after the Recipient/Subcontractor receives the appeal request, whether the appeal was made orally or in writing;
- (3) Provide written notice of the resolution in accordance with the appeal process section, of the expedited appeal to the Medicaid Beneficiary;
- (4) Make reasonable efforts to provide oral notice of disposition to the Medicaid Beneficiary immediately after the appeal panel renders a decision; and,
- (5) The STP nor any transportation provider shall take any punitive action against a physician or other health care provider who requests an expedited resolution on the Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for expedited resolution of an appeal.
 - a. If the STP denies a request for an expedited resolution of an appeal, the STP must:
 - (1) Transfer the appeal to the standard time frame of no longer than forty-five (45) calendar days from the day the recipient/subcontractor received the request for appeal (with a possible fourteen [14] day extension);
 - (2) Make all reasonable efforts to provide immediate oral notification of the recipients/subcontractor's denial for expedited resolution of the appeal;
 - (3) Provide written notice of the denial of the expedited appeal within two (2) calendar days; and,
 - (4) Fulfill all requirements set forth in the appeal process section above.

Medicaid Fair Hearing Process

As set forth in Rule 65-2.042, FAC, the Recipient's/Subcontractor's grievance procedure and appeal and grievance processes shall state that the Medicaid Beneficiary has the right to request a Medicaid Fair Hearing, in addition to, and at the same time as, pursuing resolution through the Recipient's/Subcontractor's grievance and appeal processes.

- a. A physician or other health care provider must have a Medicaid Beneficiary's written consent before requesting a Medicaid Fair Hearing on behalf of a Medicaid Beneficiary.
- b. The parties to a Medicaid Fair Hearing include the STP, as well as the Medicaid Beneficiary, his/her representative or the representative of a deceased Medicaid Beneficiary's estate.

2. Filing Requirements

- a. The Medicaid Beneficiary may request a Medicaid Fair hearing within ninety (90) days of the date of the notice of the STP's resolution of the Medicaid Beneficiary's grievance/appeal by contacting DCF at:

The Office of Appeal Hearings
 1317 Winewood Boulevard, Building 5, Room 203
 Tallahassee, FL 32399-0700

3. General Duties

- a. The STP must:
 - (1) Continue the Medicaid Beneficiary's transportation services while the Medicaid Fair Hearing is pending if:
 - (a) The Medicaid Beneficiary filed for the Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:
 - (i) Within ten (10) business days of the date on the notice of action (add five [5] business days if the notice is sent via surface mail);
 - (ii) The intended effective date of the STP's proposed action.
 - (b) The Medicaid Fair Hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - (c) The authorization period has not expired; and/or,
 - (d) The Medicaid Beneficiary requests extension of transportation services.

- (2) The STP nor any Transportation Provider shall take any punitive action against a physician, Transportation Provider, or other health care provider who requests a Medicaid Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.
 - a. If the STP continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the STP must continue said Transportation Services until one (1) of the following occurs:
 - (1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;
 - (2) Ten (10) Business Days pass from the date of the STP's notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached (add five [5] Business Days if the Recipient/Subcontractor sends the notice of Action by surface Mail);
 - (3) The Medicaid fair Hearing officer renders a decision that is adverse to the Medicaid Beneficiary; and/or,
 - (4) The Medicaid Beneficiary's authorization expires or the Medicaid Beneficiary reaches his/her authorized service limits.
4. If the final resolution of the Medicaid Fair Hearing is adverse to the Medicaid Beneficiary, the STP may recover the costs of the services furnished while the Medicaid Fair Hearing was pending, to the extent that the STP furnished said services solely because of the requirements of this Section.
5. If the STP did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must authorize or provide the disputed services as quickly as the Medicaid Beneficiary's health condition requires.

6. If the STP did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the STP's decision to deny, limit or delay services, the STP must pay for the disputed services in accordance with State policy and regulations.

| Type | Time Frame to File | Provide Transportation Services During Review | Time Frame to Resolve | Extension Time Frame | Time Frame to Send Notification of Resolution | Next Step (if any) |
|-----------|------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------|------------------------------|-----------------------------------------------------------------------------|------------------------|
| Complaint | Ninety (90) calendar days from the date of the incident that precipitated the complaint. | Yes | Fifteen (15) business days. | Ten (10) business days. | Five (5) business days from the date of the complaint. | File a grievance. |
| Grievance | Ninety (90) calendar days from the date of the action that precipitated. | Yes | Ninety (90) calendar days. | Fourteen (14) calendar days. | Thirty (30) calendar days from the date of the resolution of the grievance. | Medicaid Fair Hearing. |

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS

Not applicable.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

MV Transportation's rate structure and passenger fares are shown in the attached rate sheet and Florida Commission for the Transportation Disadvantaged Rate Model Calculation worksheets.

TRANSPORTATION DISADVANTAGED TRUST FUND

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: MV Transportation, Inc.

COUNTY: Alachua

CONTRACT PERIOD: July 1, 2013 - June 30, 2014

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

| PROGRAM/SERVICE TYPE | COST PER UNIT (Passenger Mile or Passenger Trip) |
|---------------------------------|-----------------------------------------------------------------|
| ambulatory | \$27.47/passenger trip |
| wheelchair | \$47.10/passenger trip |
| stretcher | \$98.12/passenger trip |
| bus pass | \$20.50/bus pass |

TRANSPORTATION DISADVANTAGED TRUST FUND

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: MV Transportation, Inc.

COUNTY: Alachua

CONTRACT PERIOD: July 1, 2012 - June 30, 2013

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

| PROGRAM/SERVICE TYPE | COST PER UNIT (Passenger Mile or Passenger Trip) |
|---------------------------------|-----------------------------------------------------------------|
| ambulatory | \$26.67/passenger trip |
| wheelchair | \$45.73/passenger trip |
| stretcher | \$95.27/passenger trip |
| bus pass | \$20.50/bus pass |

t:\lynn\tdsp12\alachua\ratesheet.doc

Preliminary Information Worksheet

Version 1.4

| | |
|-------------------------------|-------------------------|
| CTC Name: | MV Transportation, Inc. |
| County (Service Area): | Alachua County |
| Contact Person: | Ed Griffin |
| Phone # | (407) 455-2632 |

Throughout this version you will see triangles that include explanatory comments for your review. Hover your cursor over the triangles to see the comment.

Check Applicable Characteristic:

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

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Worksheet for Multiple Service Rates

CTC: MV Transportation Version 1.4
 County: Alachua County

1. Answer the questions by completing the GREEN cells starting in Section I for all services.
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers.

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| <input checked="" type="radio"/> Yes <input type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Go to Section II for Ambulatory Service | Go to Section II for Wheelchair Service | Go to Section II for Stretcher Service | STOP! Do NOT Complete Sections II - V for Group Service |

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| <input checked="" type="radio"/> Yes <input type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Answer # 2 for Ambulatory Service | Answer # 2 for Wheelchair Service | Answer # 2 for Stretcher Service | Do NOT Complete Section II for Group Service |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| | | | |
|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No |
|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------|-------------|-------------|----------------------------------------------|
| Leave Blank | Leave Blank | Leave Blank | Do NOT Complete Section II for Group Service |
| | | | |
| | | | |

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------|------------------------------------------|-----------------------------------------|----------------------------------------------|
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered #3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
 Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate | | | |
|----------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------|----------------------------------------------|
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Leave Blank and Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

Worksheet for Multiple Service Rates

CTC: MV Transportal Version 1.4
 County: Alachua County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompt directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR Pass. Trip Pass. Mile Leave Blank
per passenger mile?
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort? Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) Do NOT Complete Section IV
..... And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

| | | RATES FOR FY: 2013 - 2014 | | | | |
|-----------------------------------------------------------------------------------------------------------------|-----------|--------------------------------|-------------|-----------|---------------|-----------|
| | | Ambul | Wheel Chair | Stretcher | Group | Group |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 1,121,395 | 795,200 | 306,100 | 20,095 | Leave Blank | 0 |
| Rate per Passenger Mile = | | \$2.50 | \$4.29 | \$8.94 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 101,395 | 68,880 | 31,340 | 1,175 | Leave Blank | |
| Rate per Passenger Trip = | | \$27.47 | \$47.10 | \$86.12 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |
| 2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,... | | Combination Trip and Mile Rate | | | | |
| .. INPUT the Desired Rate per Trip (but must be less than per trip rate above) = | | | | | Leave Blank | \$0.00 |
| Rate per Passenger Mile for Balance = | | \$2.50 | \$4.29 | \$8.94 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |

| | | Rates if No Revenue Funds Were Identified As Subsidy Funds | | | | |
|---------------------------|--|------------------------------------------------------------|-------------|-----------|---------------|-----------|
| | | Ambul | Wheel Chair | Stretcher | Group | Group |
| Rate per Passenger Mile = | | \$2.54 | \$4.35 | \$9.05 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |
| Rate per Passenger Trip = | | \$27.85 | \$47.74 | \$89.46 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |

Program These Rates into Your Medicaid Encounter Data

Budgeted Rate Base Worksheet

Version 1.4

CTC: MV Transportation, Inc.

County: Alachua County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

| | | | |
|---|-----------------------------------------|---|---|
| | Upcoming Year's BUDGETED Revenues | | |
| | from | | |
| | July 1st of | | |
| | 2013 | | |
| | to | | |
| | June 30th of | | |
| | 2014 | | |
| 1 | 2 | 3 | 4 |

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?

Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base

What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?

REVENUES (CTC/Operators ONLY)

Local Non-Govt

| | | |
|---------------------------------|----|--------------|
| Farebox | \$ | 64,000 |
| Medicaid Co-Pay Received | \$ | - |
| Donations/ Contributions | \$ | - |
| In-Kind, Contributed Services | \$ | - |
| Other | \$ | 11,525 |
| Bus Pass Program Revenue | \$ | 2,450 |

| | | | | |
|----|--------|----|--------|--|
| \$ | 47,976 | \$ | 36,024 | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | 11,525 | |
| \$ | - | \$ | 2,450 | |

YELLOW cells are NEVER Generated by Applying Authorized Rates

Local Government

| | | |
|--------------------------------------|----|-----------|
| District School Board | \$ | - |
| Compl. ADA Services | \$ | - |
| County Cash | \$ | 198,305 |
| County In-Kind, Contributed Services | \$ | - |
| City Cash | \$ | 1,314,280 |
| City In-Kind, Contributed Services | \$ | - |
| Other Cash | \$ | - |
| Other In-Kind, Contributed Services | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|-----------|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | 198,305 | \$ | - | |
| \$ | - | \$ | - | |
| \$ | 1,314,280 | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

BLUE cells Should be funds generated by rates in this spreadsheet

CTD

| | | |
|---------------------------------|----|---------------|
| Non-Spons. Trip Program | \$ | 499,671 |
| Non-Spons. Capital Equipment | \$ | - |
| Rural Capital Equipment | \$ | - |
| Other TD | \$ | - |
| Bus Pass Program Revenue | \$ | 11,588 |

| | | | | |
|----|---------|----|--------|--|
| \$ | 499,671 | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | 11,588 | |

local match req. \$ 55,519

GREEN cells MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

USDOT & FDOT

| | | |
|---------------------------------|----|----------|
| 49 USC 5307 | \$ | - |
| 49 USC 5310 | \$ | - |
| 49 USC 5311 (Operating) | \$ | 64,200 |
| 49 USC 5311(Capital) | \$ | - |
| Block Grant | \$ | - |
| Service Development | \$ | - |
| Commuter Assistance | \$ | - |
| Other DOT | \$ | 90,000 |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|--------|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | 64,200 | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | 90,000 | \$ | - | |
| \$ | - | \$ | - | |

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

AHCA

| | | |
|---------------------------------|----|-----------|
| Medical | \$ | 1,228,730 |
| Other AHCA | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|-----------|----|---|--|
| \$ | 1,228,730 | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

DCF

| | | |
|-------------------------------------|----|----------|
| Alcohol, Drug & Mental Health | \$ | - |
| Family Safety & Preservation | \$ | - |
| Comm. Care Dis./Aging & Adult Serv. | \$ | - |
| Other DCF | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

GOLD cells

DOH

| | | |
|---------------------------------|----|----------|
| Children Medical Services | \$ | - |
| County Public Health | \$ | - |
| Other DOH | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

DOE (state)

| | | |
|---------------------------------|----|----------|
| Carl Perkins | \$ | - |
| Div of Blind Services | \$ | - |
| Vocational Rehabilitation | \$ | - |
| Day Care Programs | \$ | - |
| Other DOE | \$ | 40,500 |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|--------|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | 40,500 | \$ | - | |
| \$ | - | \$ | - | |

AWI

| | | |
|---------------------------------|----|----------|
| WAGES/Workforce Board | \$ | - |
| AWI | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

DOEA

| | | |
|---------------------------------|----|----------|
| Older Americans Act | \$ | - |
| Community Care for Elderly | \$ | - |
| Other DOEA | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

DCA

| | | |
|---------------------------------|----|----------|
| Community Services | \$ | - |
| Other DCA | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

Worksheet for Program-wide Rates

CTC: **MV Transportation** Version 1.4
 County: **Alachua County**

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

| PROGRAM-WIDE RATES | |
|-------------------------------------|--------------|
| Total Projected Passenger Miles = | 1,121,395 |
| Rate Per Passenger Mile = \$ | 3.11 |
| Total Projected Passenger Trips = | 101,395 |
| Rate Per Passenger Trip = \$ | 34.36 |

Fiscal Year
 2013 - 2014

| | |
|-------------------------------------|-------------------|
| Avg. Passenger Trip Length = | 11.1 Miles |
|-------------------------------------|-------------------|

| Rates If No Revenue Funds Were Identified As Subsidy Funds | |
|------------------------------------------------------------|--------------|
| Rate Per Passenger Mile = \$ | 3.15 |
| Rate Per Passenger Trip = \$ | 34.83 |

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: MV Transportal Version 1.4
 County: Alachua County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|-----------------------------------------|-----------------------------------------|----------------------------------------|---------------------------------------------------------|
| <input checked="" type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No | <input checked="" type="radio"/> No |
| Go to Section II for Ambulatory Service | Go to Section II for Wheelchair Service | Go to Section II for Stretcher Service | STOP! Do NOT Complete Sections II - V for Group Service |

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|--------------------------------------|--------------------------------------|--------------------------------------|----------------------------------------------|
| <input checked="" type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No | <input checked="" type="radio"/> No |
| Answer # 2 for Ambulatory Service | Answer # 2 for Wheelchair Service | Answer # 2 for Stretcher Service | Do Not Complete Section II for Group Service |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input checked="" type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------|-------------|-------------|----------------------------------------------|
| Leave Blank | Leave Blank | Leave Blank | Do NOT Complete Section II for Group Service |
| | | | |
| | | | |

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------|------------------------------------------|-----------------------------------------|----------------------------------------------|
| | | | |
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered #3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
 Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate | | | |
|----------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------|----------------------------------------------|
| | | | |
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Leave Blank and Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

Worksheet for Multiple Service Rates

CTC: MV Transportati Version 1.4
 County: Alachua County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?
 Pass. Trip Pass. Mile **Leave Blank**
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? **Leave Blank**
4. How much will you charge each escort? **Leave Blank**

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) **Do NOT Complete Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate** 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service **BLANK** if you answered NO in Section I or YES to question #2 in Section II

| | | RATES FOR FY: 2013 - 2014 | | | |
|------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------|-------------|-----------|-----------------------------------|
| | | Ambul | Wheel Chair | Stretcher | Group |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 1,121,395 | 795,200 | 306,100 | 20,095 | Leave Blank 0 |
| Rate per Passenger Mile = | | \$2.60 | \$4.29 | \$8.94 | \$0.00 per passenger per group |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 101,395 | 68,880 | 31,340 | 1,175 | Leave Blank |
| Rate per Passenger Trip = | | \$27.47 | \$47.10 | \$98.12 | \$0.00 per passenger per group |
| 2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ... | | Combination Trip and Mile Rate | | | |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = | | | | | Leave Blank \$0.00 |
| Rate per Passenger Mile for Balance = | | \$2.60 | \$4.29 | \$8.94 | \$0.00 per passenger per group |

| | | Rates If No Revenue Funds Were Identified As Subsidy Funds | | | |
|---------------------------|--|------------------------------------------------------------|-------------|-----------|-----------------------------------|
| | | Ambul | Wheel Chair | Stretcher | Group |
| Rate per Passenger Mile = | | \$2.54 | \$4.35 | \$9.06 | \$0.00 per passenger per group |
| Rate per Passenger Trip = | | \$27.85 | \$47.74 | \$99.46 | \$0.00 per passenger per group |

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.

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 *QAPE/LCB CTC 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.



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II.B.

2009 NW 67th Place, Gainesville, FL 32653 -1603 • 352.955.2200

May 1, 2013

TO: Alachua County Transportation Disadvantaged Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 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. Transportation Disadvantaged Standards Report;
2. MV Transportation Operations Report July 2012 - March 2013;
3. Transportation Disadvantaged Program Status Report;
4. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2012-March 2013; and
5. Florida Commission for the Transportation Disadvantaged Medicaid and Transportation Disadvantaged Program Helpline Reports February 2013.

If you have any questions regarding the attached information, please contact me.

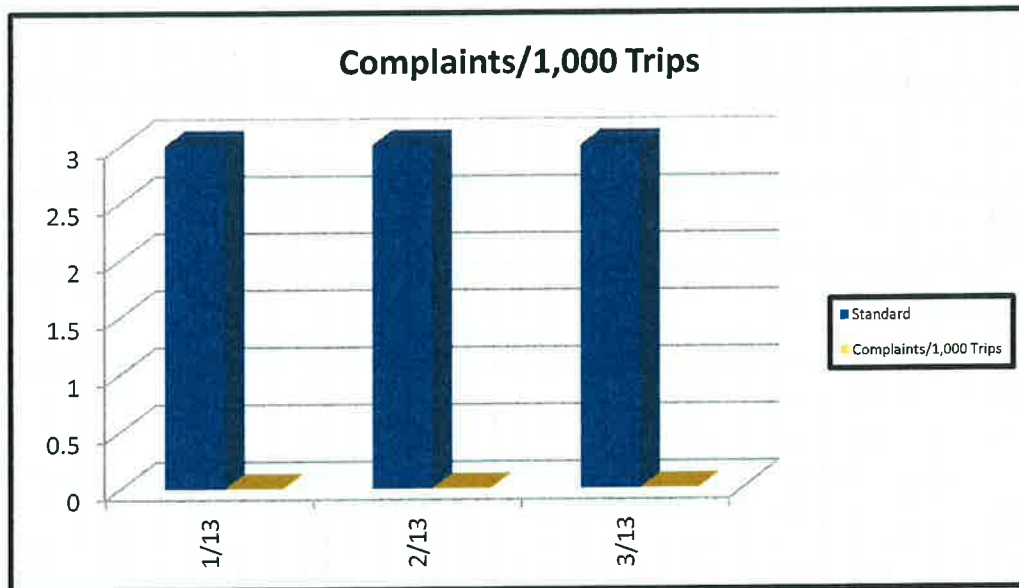
Attachments

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TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS

ALACHUA COUNTY, JANUARY 2013 - MARCH 2013

| MONTH | STANDARD | COMPLAINTS/1,000 TRIPS |
|-------|----------|------------------------|
| 1/13 | 3 | 0 |
| 2/13 | 3 | 0 |
| 3/13 | 3 | 0 |



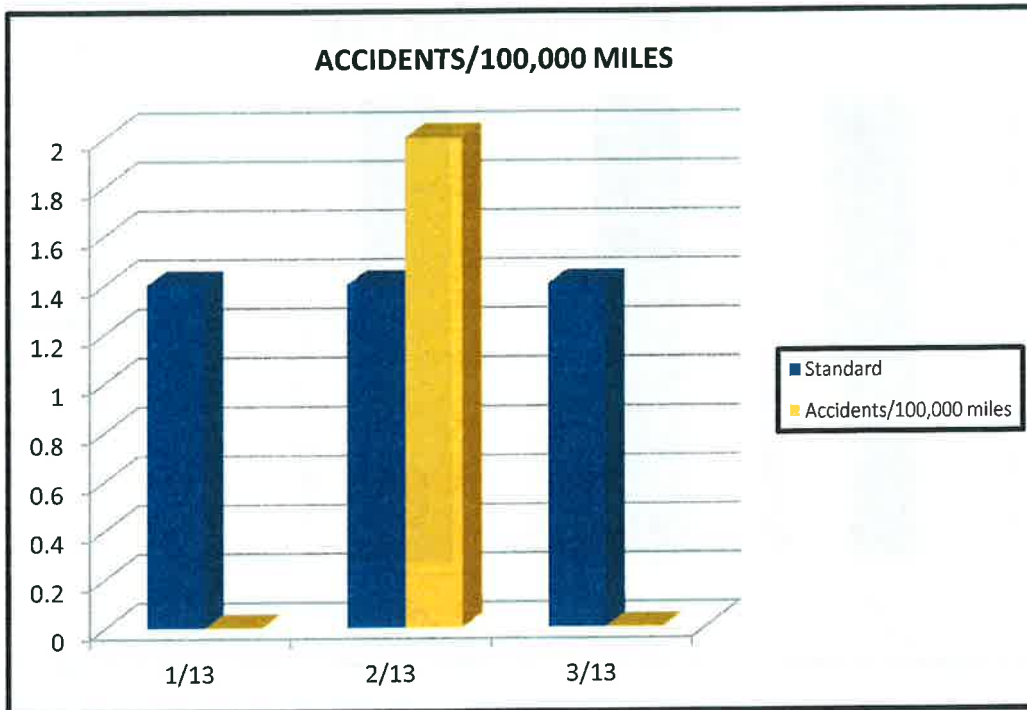
**MV TRANSPORTATION
SUMMARY OF SERVICE ISSUES**

| TYPE OF COMPLAINT | 7/12 | 8/12 | 9/12 | 10/12 | 11/12 | 12/12 | 1/13 | 2/13 | 3/13 | 4/13 | 5/13 | 6/13 |
|---------------------------------------------|--------------|---------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|----------------|
| Late Drop-Off | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Pick-Up before Window Opens | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Late Return Pick-Up | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Ride Time Exceeded Standards | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Can't Get Through by Telephone | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| On Hold for Excessive Periods of Time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Phone System Problems | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Sunday Reservations | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Trip Denial | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Driver Training | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Driver Behavior | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | |
| No Passenger Assistance Provided | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| No Driver ID | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Dispatcher Behavior | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Reservationist Behavior | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Unsafe Driving | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| No Show by Driver | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | |
| Reservations/Scheduling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Reservations | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Air Conditioning not Working | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Wheelchair/Scooter Securement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Passenger Behavior | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| No Show by Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Customer Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Safety | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Trip Cancelled, Ride Came Anyway | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Wheelchair Lift Not Working Properly | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Charged Wrong Passenger Fare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Vehicle Condition | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| MV Staff Availability | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Dropped Off at Wrong Location | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Improper Passenger Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Did Not Process TD Eligibility Application | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| TOTAL | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| TRIPS | 8,952 | 10,210 | 9,162 | 10,410 | 8,512 | 8,006 | 9,445 | 9,099 | 9,772 | | | |
| COMPLAINTS/1,000 TRIPS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | #DIV/0! | #DIV/0! | #DIV/0! |
| Number of Individuals Submitting Complaints | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | | | |
| RTS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| CIL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Foster Grandparents | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| NCFRPC | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | |
| COMMENDATIONS | 3 | 0 | 0 | 0 | 1 | 2 | 1 | 1 | 1 | | | |

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS**

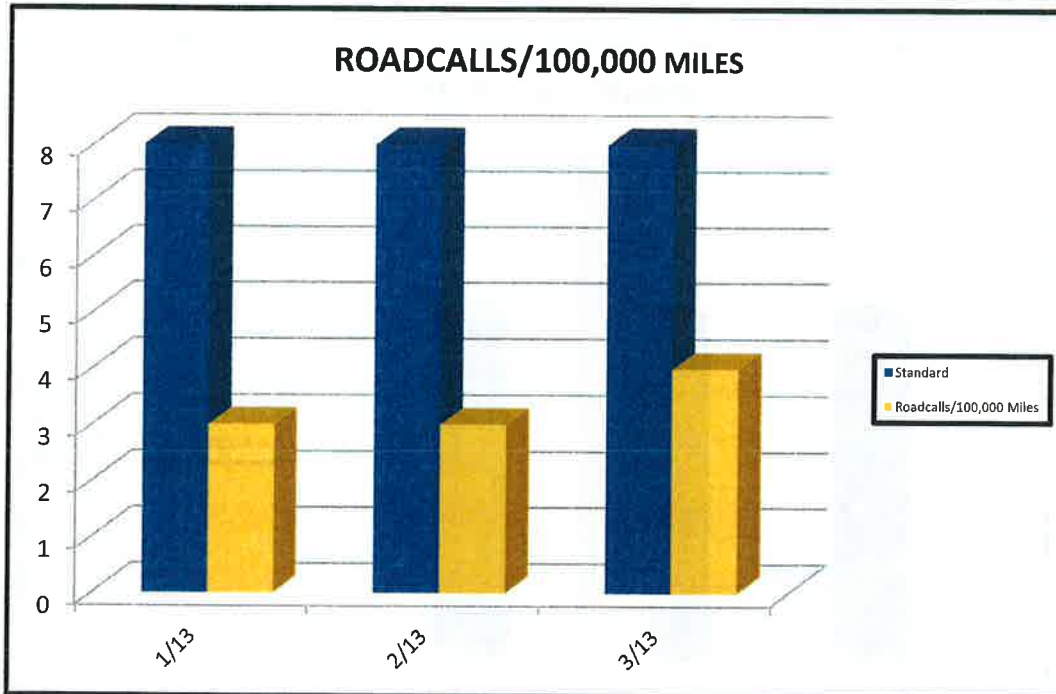
ALACHUA COUNTY JANUARY 2013 - MARCH 2013

| MONTH | STANDARD | ACCIDENTS/100,000 MILES |
|-------|----------|-------------------------|
| 1/13 | 1.4 | 0 |
| 2/13 | 1.4 | 2 |
| 3/13 | 1.4 | 0 |



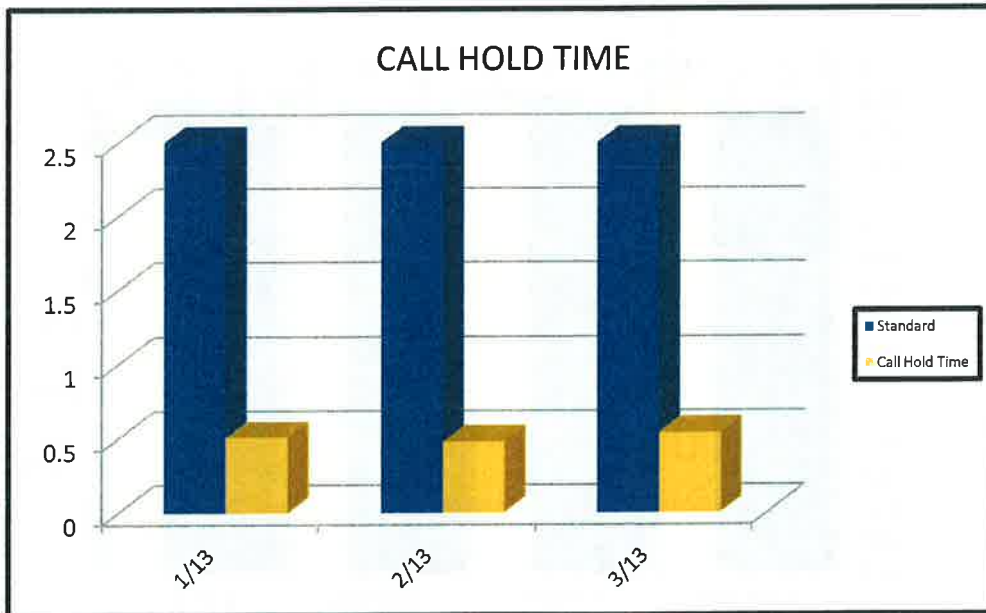
**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JANUARY 2013 - MARCH 2013**

| MONTH | STANDARD | ROADCALLS/100,000 MILES |
|-------|----------|-------------------------|
| 1/13 | 8 | 3 |
| 2/13 | 8 | 3 |
| 3/13 | 8 | 4 |



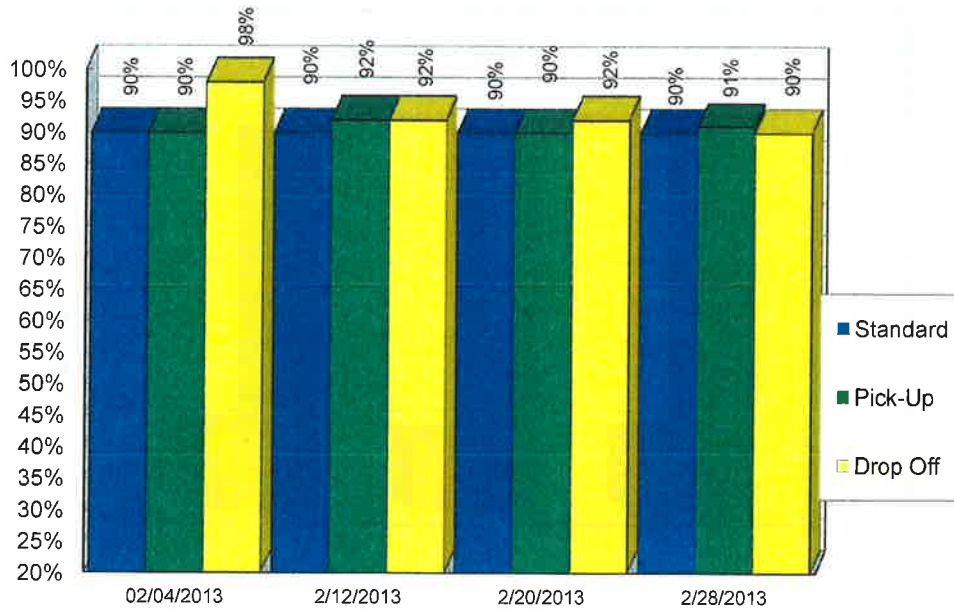
**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JANUARY 2013 - MARCH 2013**

| MONTH | STANDARD | CALL HOLD TIME |
|-------|----------|----------------|
| 1/13 | 2.5 | 0.51 |
| 2/13 | 2.5 | 0.48 |
| 3/13 | 2.5 | 0.54 |



TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, FEBRUARY 2013

On-Time Performance Standard
90%



Early/Late Report - Monthly
 MV-Div: 0065 (Gainesville, FL)

Statistics by IWeb (c) 2008 MV Transportation, Inc. - Last Queried: 03/14/13 02:28:44 PAC

| February 2013 (Early Win: 31 Late Win: 31) | | | | | | | | | | | | | | | | | | |
|--------------------------------------------|-----|--------------|------------|----------|----------|----------|----------|---------------|--------------|------------|---------------|-----------|----------------|------------|------------|-----------|----------|-----------|
| Date | DoW | Trips | Stop Types | | | | | Total | | | | | Sub Categories | | | | | |
| | | | NoShow | CAD | NS (Lt) | NS (Dw) | Miss | Stops | OnTime | Late | OTP% | Late31+ | Early | Oto15 | 16to30 | 31to60 | 61to90 | 91+ |
| 02/01/13 | Fri | 414 | 40 | 0 | 0 | 0 | 0 | 454 | 412 | 42 | 90.75% | 5 | 78 | 32 | 5 | 4 | 1 | 0 |
| 02/02/13 | Sat | 181 | 25 | 0 | 0 | 0 | 0 | 206 | 196 | 10 | 95.15% | 0 | 40 | 8 | 2 | 0 | 0 | 0 |
| 02/03/13 | Sun | 40 | 4 | 0 | 0 | 0 | 0 | 44 | 34 | 10 | 77.27% | 1 | 3 | 7 | 2 | 1 | 0 | 0 |
| 02/04/13 | Mon | 405 | 55 | 0 | 0 | 0 | 0 | 460 | 430 | 30 | 93.48% | 3 | 79 | 18 | 9 | 3 | 0 | 0 |
| 02/05/13 | Tue | 446 | 36 | 0 | 0 | 0 | 0 | 484 | 459 | 25 | 94.83% | 1 | 75 | 21 | 3 | 0 | 0 | 1 |
| 02/06/13 | Wed | 454 | 36 | 0 | 0 | 0 | 0 | 490 | 452 | 38 | 92.24% | 4 | 99 | 23 | 11 | 2 | 0 | 2 |
| 02/07/13 | Thu | 449 | 47 | 0 | 0 | 0 | 0 | 496 | 470 | 26 | 94.76% | 1 | 79 | 20 | 5 | 0 | 0 | 1 |
| 02/08/13 | Fri | 421 | 40 | 0 | 0 | 0 | 0 | 461 | 430 | 31 | 93.28% | 3 | 76 | 23 | 5 | 2 | 0 | 1 |
| 02/09/13 | Sat | 200 | 25 | 0 | 0 | 0 | 0 | 225 | 209 | 16 | 92.89% | 0 | 43 | 13 | 3 | 0 | 0 | 0 |
| 02/10/13 | Sun | 40 | 5 | 0 | 0 | 0 | 0 | 45 | 41 | 4 | 91.11% | 0 | 4 | 3 | 1 | 0 | 0 | 0 |
| 02/11/13 | Mon | 414 | 44 | 0 | 0 | 0 | 0 | 458 | 431 | 27 | 94.10% | 4 | 86 | 15 | 8 | 4 | 0 | 0 |
| 02/12/13 | Tue | 512 | 41 | 0 | 0 | 0 | 0 | 553 | 502 | 51 | 90.78% | 5 | 92 | 35 | 11 | 4 | 0 | 1 |
| 02/13/13 | Wed | 493 | 43 | 0 | 0 | 0 | 0 | 536 | 490 | 46 | 91.42% | 8 | 99 | 30 | 8 | 3 | 3 | 2 |
| 02/14/13 | Thu | 488 | 56 | 0 | 0 | 0 | 0 | 544 | 494 | 50 | 90.81% | 7 | 63 | 37 | 6 | 5 | 2 | 0 |
| 02/15/13 | Fri | 414 | 41 | 0 | 0 | 0 | 0 | 455 | 414 | 41 | 90.99% | 4 | 73 | 30 | 7 | 2 | 0 | 2 |
| 02/16/13 | Sat | 171 | 19 | 0 | 0 | 0 | 0 | 190 | 181 | 9 | 95.26% | 0 | 51 | 6 | 3 | 0 | 0 | 0 |
| 02/17/13 | Sun | 34 | 2 | 0 | 0 | 0 | 0 | 36 | 31 | 5 | 86.11% | 2 | 0 | 2 | 1 | 1 | 1 | 0 |
| 02/18/13 | Mon | 287 | 35 | 0 | 0 | 0 | 0 | 322 | 306 | 17 | 94.72% | 4 | 61 | 9 | 4 | 3 | 0 | 1 |
| 02/19/13 | Tue | 464 | 42 | 0 | 0 | 0 | 0 | 506 | 473 | 33 | 93.48% | 4 | 81 | 18 | 11 | 2 | 1 | 1 |
| 02/20/13 | Wed | 448 | 36 | 0 | 0 | 0 | 0 | 484 | 449 | 35 | 92.77% | 4 | 84 | 19 | 12 | 3 | 0 | 1 |
| 02/21/13 | Thu | 469 | 48 | 0 | 0 | 0 | 0 | 517 | 485 | 32 | 93.81% | 5 | 76 | 23 | 4 | 4 | 0 | 1 |
| 02/22/13 | Fri | 428 | 47 | 0 | 0 | 0 | 0 | 475 | 430 | 45 | 90.53% | 4 | 66 | 34 | 7 | 4 | 0 | 0 |
| 02/23/13 | Sat | 191 | 18 | 0 | 0 | 0 | 0 | 209 | 202 | 7 | 96.65% | 2 | 44 | 4 | 1 | 2 | 0 | 0 |
| 02/24/13 | Sun | 39 | 3 | 0 | 0 | 0 | 0 | 42 | 39 | 3 | 92.86% | 0 | 2 | 1 | 2 | 0 | 0 | 0 |
| 02/25/13 | Mon | 437 | 27 | 0 | 0 | 0 | 0 | 464 | 413 | 51 | 89.01% | 6 | 76 | 40 | 5 | 3 | 1 | 2 |
| 02/26/13 | Tue | 446 | 33 | 0 | 0 | 0 | 0 | 479 | 442 | 37 | 92.28% | 4 | 74 | 24 | 9 | 3 | 0 | 1 |
| 02/27/13 | Wed | 481 | 32 | 0 | 0 | 0 | 0 | 513 | 488 | 25 | 95.13% | 2 | 112 | 17 | 6 | 1 | 0 | 1 |
| 02/28/13 | Thu | 512 | 41 | 0 | 0 | 0 | 0 | 553 | 484 | 69 | 87.52% | 9 | 79 | 40 | 20 | 8 | 0 | 1 |
| Total: | | 9,778 | 923 | 0 | 0 | 0 | 0 | 10,701 | 9,886 | 815 | 92.38% | 92 | 1,796 | 552 | 171 | 64 | 9 | 19 |

TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, MARCH 2013

On-Time Performance Standard
90%



Early/Late Report - Monthly
 MV-Div: 0065 (Gainesville, FL)

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 04/05/13 02:50:31 PAC

| March 2013 (Early Win: 31 Late Win: 31) | | | | | | | | | | | | | Sub Categories | | | | | |
|-----------------------------------------|-----|---------------|------------|----------|----------|----------|----------|---------------|---------------|--------------|---------------|------------|----------------|------------|------------|------------|-----------|-----------|
| Date | DoW | Trips | Stop Types | | | | Miss | Stops | OnTime | Late | OTP% | Late31+ | Early | 0to15 | 16to30 | 31to60 | 61to90 | 91+ |
| | | | NoShow | CAD | NS (Lt) | NS (Dw) | | | | | | | | | | | | |
| 03/01/13 | Fri | 487 | 47 | 0 | 0 | 0 | 0 | 534 | 481 | 53 | 90.07% | 7 | 80 | 30 | 16 | 6 | 1 | 0 |
| 03/02/13 | Sat | 162 | 35 | 0 | 0 | 0 | 0 | 197 | 185 | 12 | 83.91% | 2 | 45 | 7 | 3 | 2 | 0 | 0 |
| 03/03/13 | Sun | 37 | 9 | 0 | 0 | 0 | 0 | 46 | 38 | 8 | 82.61% | 1 | 4 | 5 | 2 | 1 | 0 | 0 |
| 03/04/13 | Mon | 458 | 38 | 0 | 0 | 0 | 0 | 496 | 467 | 29 | 94.15% | 3 | 90 | 16 | 10 | 3 | 0 | 0 |
| 03/05/13 | Tue | 472 | 49 | 0 | 0 | 0 | 0 | 521 | 481 | 40 | 92.32% | 7 | 79 | 29 | 4 | 6 | 0 | 1 |
| 03/06/13 | Wed | 486 | 26 | 0 | 0 | 0 | 0 | 512 | 471 | 41 | 91.99% | 4 | 88 | 28 | 9 | 3 | 0 | 1 |
| 03/07/13 | Thu | 488 | 43 | 0 | 0 | 0 | 0 | 531 | 491 | 40 | 92.47% | 2 | 98 | 28 | 10 | 1 | 0 | 1 |
| 03/08/13 | Fri | 485 | 44 | 0 | 0 | 0 | 0 | 529 | 483 | 46 | 91.30% | 11 | 96 | 27 | 8 | 7 | 3 | 1 |
| 03/09/13 | Sat | 185 | 17 | 0 | 0 | 0 | 0 | 202 | 193 | 9 | 95.54% | 0 | 51 | 8 | 1 | 0 | 0 | 0 |
| 03/10/13 | Sun | 39 | 3 | 0 | 0 | 0 | 0 | 42 | 40 | 2 | 95.24% | 0 | 4 | 1 | 1 | 0 | 0 | 0 |
| 03/11/13 | Mon | 442 | 34 | 0 | 0 | 0 | 0 | 476 | 431 | 45 | 90.55% | 6 | 77 | 30 | 9 | 5 | 0 | 1 |
| 03/12/13 | Tue | 479 | 39 | 0 | 0 | 0 | 0 | 518 | 450 | 68 | 86.87% | 10 | 70 | 35 | 23 | 7 | 2 | 1 |
| 03/13/13 | Wed | 533 | 34 | 0 | 0 | 0 | 0 | 567 | 500 | 67 | 88.18% | 11 | 73 | 46 | 10 | 10 | 0 | 1 |
| 03/14/13 | Thu | 517 | 42 | 0 | 0 | 0 | 0 | 559 | 501 | 58 | 89.62% | 5 | 49 | 41 | 12 | 3 | 1 | 1 |
| 03/15/13 | Fri | 463 | 42 | 0 | 0 | 0 | 0 | 505 | 432 | 73 | 85.54% | 12 | 78 | 44 | 17 | 5 | 4 | 3 |
| 03/16/13 | Sat | 177 | 20 | 0 | 0 | 0 | 0 | 197 | 188 | 9 | 95.43% | 3 | 49 | 6 | 0 | 3 | 0 | 0 |
| 03/17/13 | Sun | 42 | 1 | 0 | 0 | 0 | 0 | 43 | 39 | 4 | 90.70% | 0 | 4 | 1 | 3 | 0 | 0 | 0 |
| 03/18/13 | Mon | 445 | 42 | 0 | 0 | 0 | 0 | 487 | 447 | 40 | 91.79% | 0 | 88 | 33 | 7 | 0 | 0 | 0 |
| 03/19/13 | Tue | 443 | 44 | 0 | 0 | 0 | 0 | 487 | 447 | 40 | 91.79% | 4 | 70 | 28 | 8 | 3 | 0 | 1 |
| 03/20/13 | Wed | 453 | 32 | 0 | 0 | 0 | 0 | 485 | 444 | 41 | 91.55% | 5 | 81 | 24 | 12 | 3 | 1 | 1 |
| 03/21/13 | Thu | 456 | 45 | 0 | 0 | 0 | 0 | 501 | 435 | 66 | 86.83% | 10 | 80 | 38 | 18 | 6 | 1 | 3 |
| 03/22/13 | Fri | 443 | 48 | 0 | 0 | 0 | 0 | 491 | 427 | 64 | 86.97% | 5 | 58 | 42 | 17 | 4 | 0 | 1 |
| 03/23/13 | Sat | 161 | 26 | 0 | 0 | 0 | 0 | 187 | 171 | 16 | 91.44% | 1 | 40 | 10 | 5 | 1 | 0 | 0 |
| 03/24/13 | Sun | 34 | 4 | 0 | 0 | 0 | 0 | 38 | 36 | 2 | 94.74% | 0 | 5 | 1 | 1 | 0 | 0 | 0 |
| 03/25/13 | Mon | 424 | 30 | 0 | 0 | 0 | 0 | 454 | 420 | 34 | 92.51% | 4 | 88 | 19 | 11 | 3 | 0 | 1 |
| 03/26/13 | Tue | 435 | 42 | 0 | 0 | 0 | 0 | 477 | 445 | 32 | 93.29% | 4 | 90 | 19 | 9 | 2 | 0 | 2 |
| 03/27/13 | Wed | 476 | 39 | 0 | 0 | 0 | 0 | 515 | 478 | 37 | 92.82% | 8 | 87 | 20 | 9 | 7 | 0 | 1 |
| 03/28/13 | Thu | 413 | 36 | 0 | 0 | 0 | 0 | 449 | 396 | 53 | 88.20% | 7 | 69 | 35 | 11 | 5 | 0 | 2 |
| 03/29/13 | Fri | 369 | 37 | 0 | 0 | 0 | 0 | 406 | 385 | 21 | 94.83% | 3 | 85 | 10 | 8 | 2 | 0 | 1 |
| 03/30/13 | Sat | 170 | 20 | 0 | 0 | 0 | 0 | 190 | 181 | 9 | 95.26% | 1 | 41 | 5 | 3 | 1 | 0 | 0 |
| 03/31/13 | Sun | 39 | 3 | 0 | 0 | 0 | 0 | 42 | 36 | 6 | 85.71% | 3 | 3 | 3 | 0 | 3 | 0 | 0 |
| Total: | | 10,713 | 971 | 0 | 0 | 0 | 0 | 11,684 | 10,619 | 1,065 | 90.88% | 139 | 1,920 | 669 | 257 | 102 | 13 | 24 |

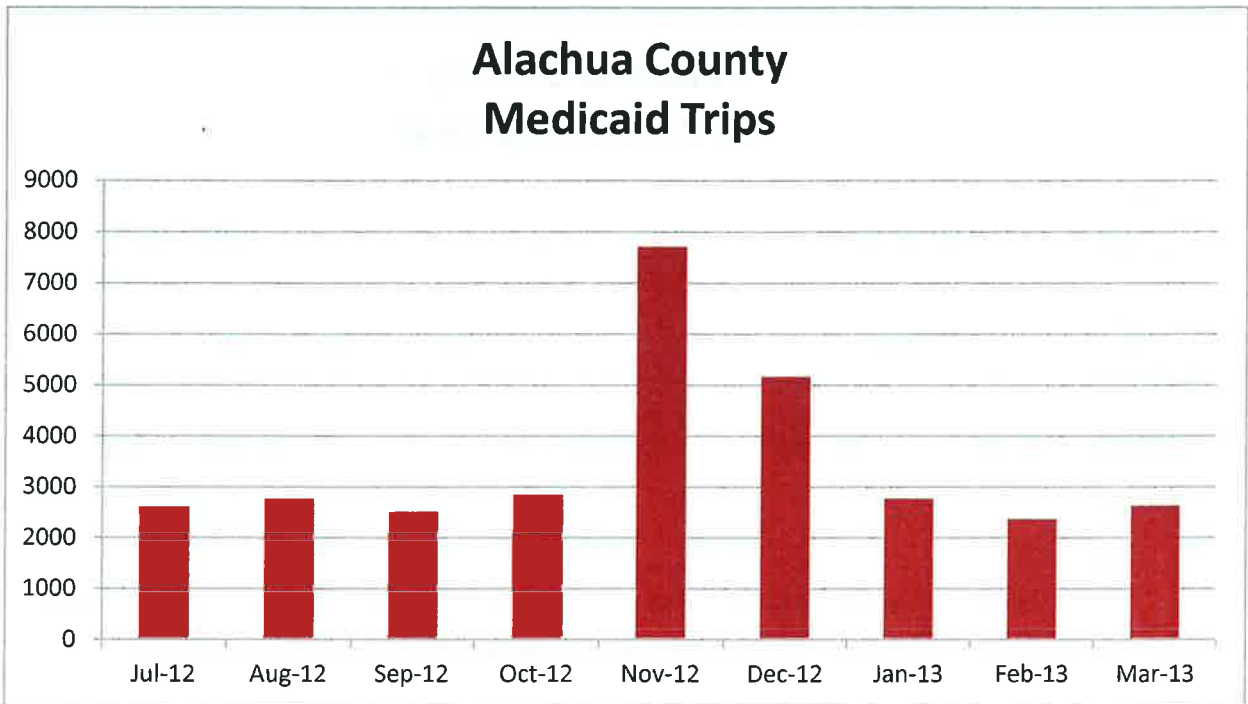
| 2012-2013 OPERATING DATA | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 |
|------------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|---------------------|----------------------|----------------------|----------------|----------------|----------------|
| Total No Trips Invoiced | 8,573 | 10,210 | 9,162 | 10,410 | 8,512 | 8,006 | 9,445 | 9,099 | 9,772 | 0 | 0 | 0 |
| Medicaid Alachua | 3,232 | 3,439 | 2,907 | 3,257 | 2,831 | 2,907 | 3,154 | 2831 | 2,747 | | | |
| TD Trust Fund Alachua | 1,202 | 1,413 | 1,269 | 1,559 | 1,206 | 1,168 | 1,636 | 1401 | 1,647 | | | |
| ADA | 3,657 | 4,081 | 3,851 | 4,350 | 3,751 | 3,319 | 3,848 | 4004 | 4,484 | | | |
| NFG - 5317 | 237 | 268 | 152 | 115 | 58 | 55 | 49 | 136 | 134 | | | |
| CICO - 5311 | 63 | 66 | 76 | 160 | 170 | 159 | 149 | 132 | 138 | | | |
| County of Alachua, FGPA, RSVP | 137 | 519 | 558 | 537 | 445 | 340 | 558 | 511 | 536 | | | |
| Elder Care | 45 | 66 | 62 | 110 | 51 | 58 | 53 | 84 | 86 | | | |
| Bus Passes TD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Bus Passes Medicaid | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Purchased Transportation | | | | | | | | | | | | |
| Medicaid Alachua | \$102,394.00 | \$102,394.00 | \$102,394.00 | \$102,394.00 | \$102,394.00 | \$102,394.00 | \$102,394.00 | \$102,394.00 | \$102,394.00 | | | |
| TD Trust Fund Alachua | \$ 36,485.14 | \$ 45,975.81 | \$ 41,372.93 | \$ 52,347.43 | \$ 40,073.92 | \$ 37,993.10 | \$53,383.20 | \$45,522.35 | \$52,559.67 | | | |
| ADA | \$ 94,898.31 | \$ 105,985.82 | \$ 100,535.07 | \$ 116,396.51 | \$ 100,547.11 | \$ 88,507.92 | \$102,705.45 | \$106,966.51 | \$119,965.85 | | | |
| NFG - 5317 | \$ 5,989.54 | \$ 6,781.62 | \$ 3,849.86 | \$ 3,088.69 | \$ 1,602.26 | \$ 1,468.67 | \$1,278.09 | \$3,535.94 | \$3,477.52 | | | |
| CICO - 5311 | \$ 2,403.57 | \$ 1,733.76 | \$ 1,930.12 | \$ 3,958.74 | \$ 4,405.10 | \$ 4,259.09 | \$4,041.45 | \$3,581.88 | \$3,976.91 | | | |
| County of Alachua, FGPA, RSVP | \$ 4,041.50 | \$ 15,782.25 | \$ 17,045.97 | \$ 15,981.12 | \$ 13,243.20 | \$ 10,118.40 | \$ 16,606.08 | \$15,207.36 | \$15,951.36 | | | |
| Elder Care | \$ 1,482.75 | \$ 2,174.70 | \$ 2,042.90 | \$ 3,624.50 | \$ 1,680.45 | \$ 1,911.10 | \$ 1,746.35 | \$2,767.80 | \$2,833.70 | | | |
| Bus Passes Total MED and TD | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | | | |
| Total Dollars Invoiced | \$ 251,748.71 | \$ 280,827.96 | \$ 269,170.85 | \$ 297,790.99 | \$ 263,946.04 | \$ 246,652.28 | \$282,154.62 | \$279,975.84 | \$301,159.01 | | | |
| Total Expenses | \$ 249,035.00 | \$ 262,239.00 | \$ 249,665.00 | \$ 259,049.00 | \$ 221,126.00 | \$ 232,894.00 | \$244,643.00 | \$ 224,564.00 | \$ 223,296.00 | | | |
| Average Cost Per Trip | \$ 29.05 | \$ 25.68 | \$ 27.25 | \$ 24.88 | \$ 25.98 | \$ 29.09 | \$ 25.90 | \$ 24.68 | \$ 22.85 | #DIV/0! | #DIV/0! | #DIV/0! |
| Total Vehicle Miles | 118,564 | 121,627 | 107,761 | 123,736 | 105,399 | 96,126 | 113,917 | 108,702 | 120,420 | | | |
| Total Vehicle Hours | 6,437 | 7,217 | 6,513 | 7,392 | 6,458 | 5,818 | 6,643 | 6,434 | 7,088 | | | |
| Avg Miles per Trip | 14 | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 | #DIV/0! | #DIV/0! | #DIV/0! |
| Avg Cost Per Mile | \$2.10 | \$2.16 | \$2.32 | \$2.09 | \$2.10 | \$2.42 | \$2.15 | \$2.07 | \$1.85 | #DIV/0! | #DIV/0! | #DIV/0! |
| Avg Cost Per Hour | \$38.69 | \$36.34 | \$38.33 | \$35.04 | \$34.24 | \$40.03 | \$36.83 | \$34.90 | \$31.50 | #DIV/0! | #DIV/0! | #DIV/0! |
| Number of No Shows | 615 | 704 | 506 | 563 | 526 | 459 | 476 | 513 | 583 | | | |
| Number Trips Denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| No Accidents | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | | | |
| No RoadCalls | 2 | 5 | 2 | 6 | 8 | 3 | 3 | 3 | 4 | | | |
| Telephone Calls Rec'd | 9,424 | 10,927 | 9,274 | 10,808 | 8,408 | 8,093 | 12,471 | 12,184 | 12,088 | | | |
| Avg. Telephone On-Hold Time | 1.04 | 1.01 | 0.57 | 1 | 1 | 0.54 | 0.51 | 0.48 | 0.54 | | | |

| TD PROGRAM STATUS REPORT | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 |
|------------------------------------------------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Paratransit Applications Approved | 17 | 15 | 14 | 22 | 24 | 17 | 41 | 28 |
| Paratransit Applications Denied | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 |
| Bus Pass Applications Received | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Bus Passes sponsored by the TDTF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Applicants at or below 100% of the Federal Poverty Level | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of TD Trips that can be Provided Daily | 54 | 54 | 54 | 54 | 54 | 54 | 54 | 54 |
| Average Number of TD Trips Performed Daily | 51 | 56 | 57 | 55 | 46 | 43 | 55 | 57 |
| TD Trip Priorities Used (Yes or No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Number of Dialysis Saturday Trips Provided | 81 | 68 | 105 | 71 | 73 | 113 | 81 | 69 |
| Number of Other Saturday Trips Provided | 6 | 10 | 5 | 6 | 14 | 17 | 47 | 38 |
| Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

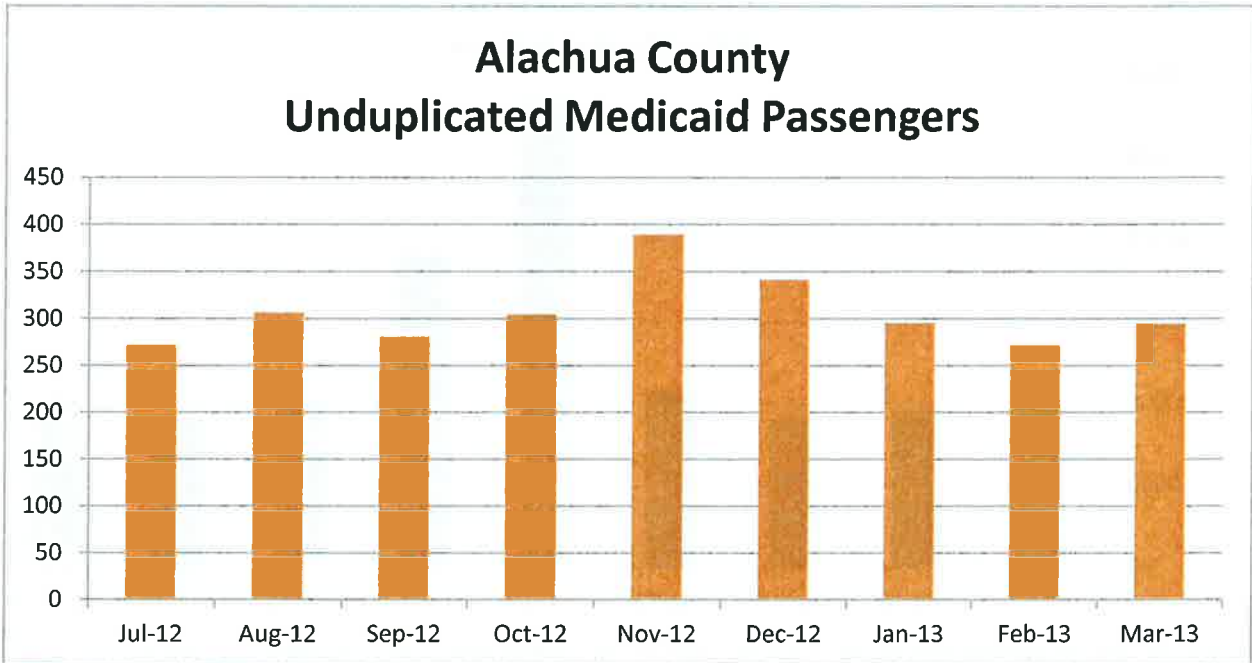
CTC: MV Transportation
 Rates Charged for TD Service:
 \$26.67 one-way ambulatory trip
 \$45.73 one-way wheelchair trip
 \$20.50 bus pass

**2012-2013 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
 ALACHUA COUNTY**

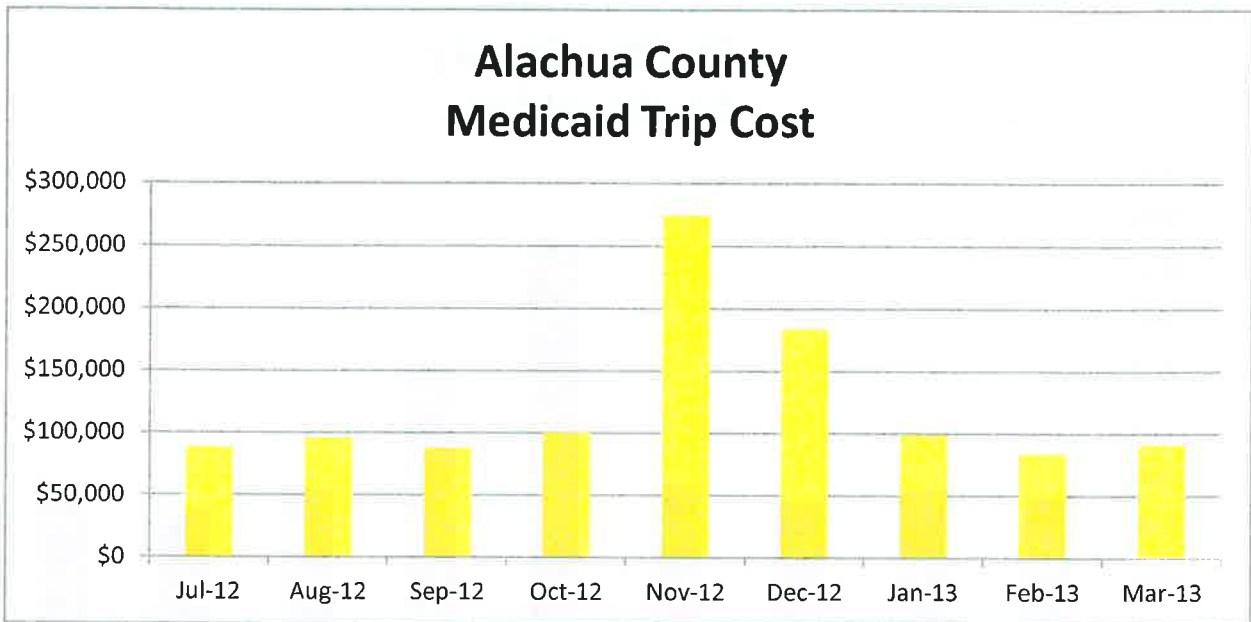
| MONTH/YEAR | STATE FUNDS | MONTHLY STATE ALLOCATION | STATE DOLLARS INVOICED | DIFFERENCE | STATE FUNDS REMAINING | TOTAL DOLLARS SPENT | NUMBER OF TRIPS | AVERAGE COST PER TRIP |
|--------------|--------------|--------------------------|------------------------|---------------------|-----------------------|---------------------|-----------------|-----------------------|
| Jul-12 | \$497,789.00 | \$41,830.00 | \$36,485.14 | \$5,344.86 | \$461,303.86 | \$40,539.04 | 1,202 | \$ 33.73 |
| Aug-12 | - | \$41,447.00 | \$41,378.23 | \$68.77 | \$419,925.63 | \$45,975.81 | 1,413 | \$ 32.54 |
| Sep-12 | - | \$41,447.00 | \$37,235.64 | \$4,211.36 | \$382,689.99 | \$41,372.93 | 1,269 | \$ 32.60 |
| Oct-12 | - | \$41,447.00 | \$47,112.69 | -\$5,665.69 | \$335,577.30 | \$52,347.43 | 1,559 | \$ 33.58 |
| Nov-12 | - | \$41,447.00 | \$36,066.53 | \$5,380.47 | \$299,510.77 | \$40,073.92 | 1,206 | \$ 33.23 |
| Dec-12 | - | \$41,447.00 | \$34,193.79 | \$7,253.21 | \$265,316.98 | \$37,993.10 | 1,168 | \$ 32.53 |
| Jan-13 | - | \$41,447.00 | \$48,044.88 | -\$6,597.88 | \$217,272.10 | \$53,383.20 | 1,636 | \$ 32.63 |
| Feb-13 | - | \$41,447.00 | \$40,970.11 | \$476.89 | \$176,301.99 | \$45,522.35 | 1,401 | \$ 32.49 |
| Mar-13 | - | \$41,447.00 | \$47,303.70 | -\$5,856.70 | \$128,998.29 | \$52,559.67 | 1,647 | \$ 31.91 |
| Apr-13 | - | \$41,447.00 | | \$41,447.00 | \$128,998.29 | | | #DIV/0! |
| May-13 | - | \$41,447.00 | | \$41,447.00 | \$128,998.29 | | | #DIV/0! |
| Jun-13 | - | \$41,447.00 | | \$41,447.00 | \$128,998.29 | | | #DIV/0! |
| TOTAL | - | \$497,747.00 | \$368,790.71 | \$128,956.29 | \$128,998.29 | \$409,767.45 | 12,501 | \$ 32.78 |



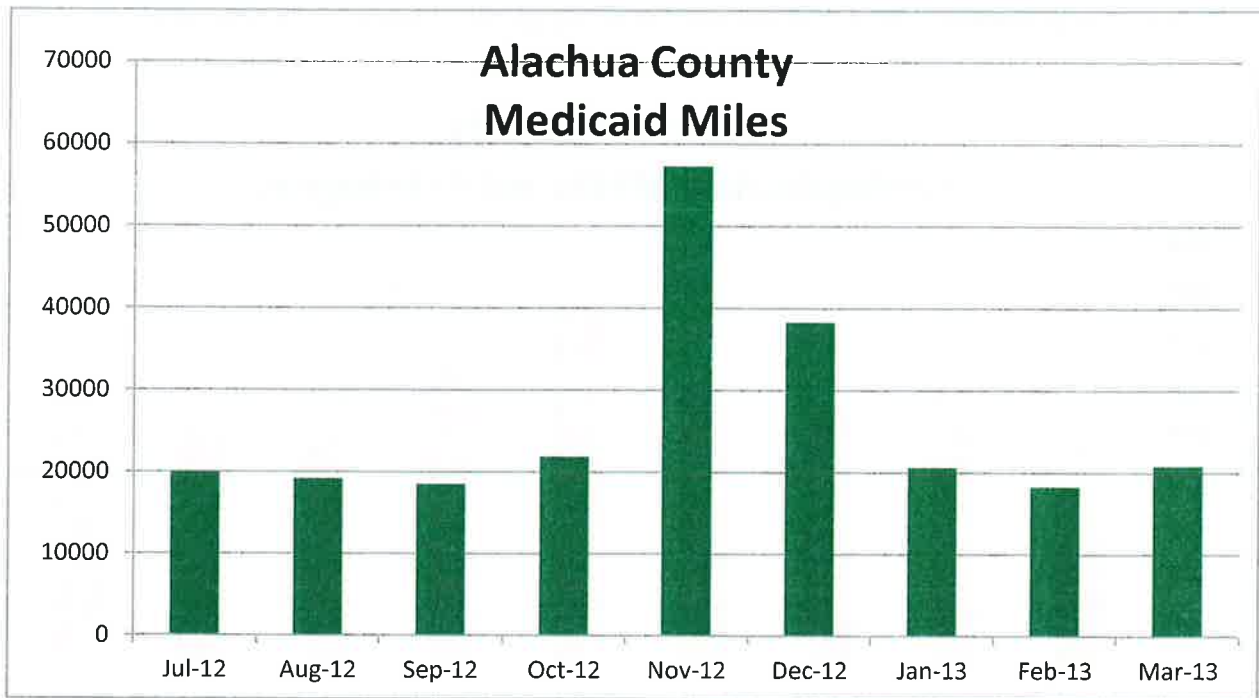
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



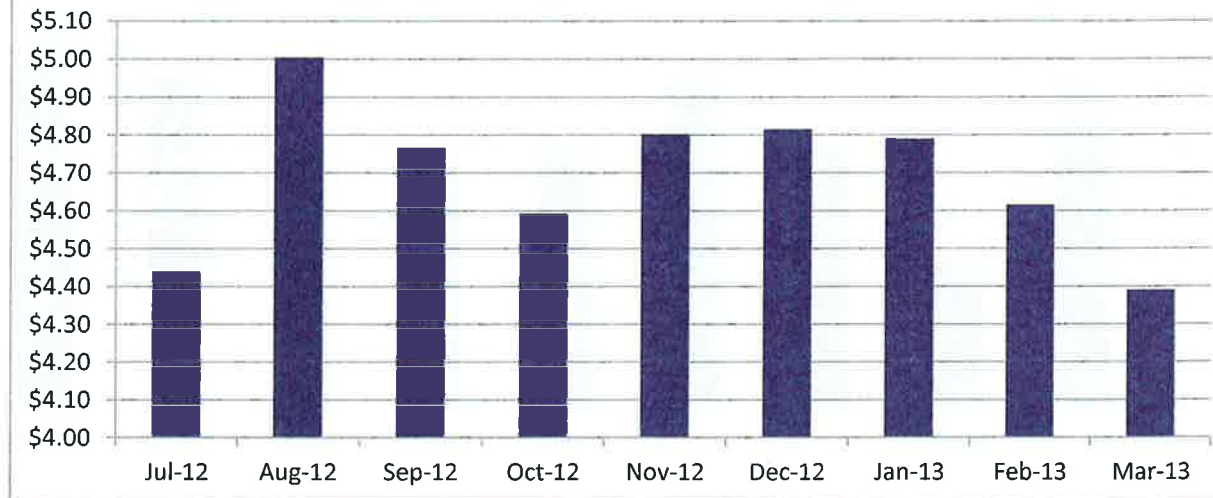
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Alachua County Average Cost Per Medicaid Trip



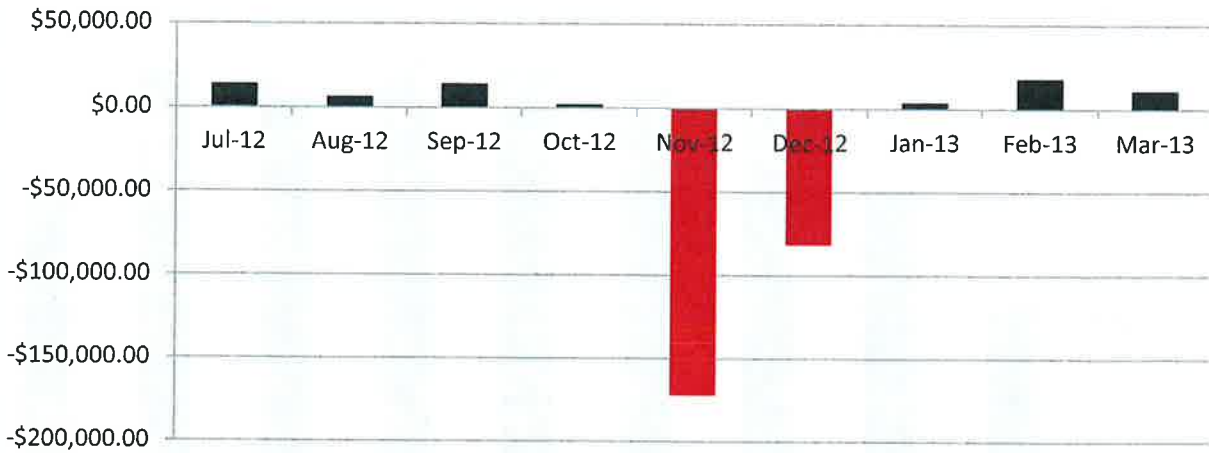
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Alachua County Average Cost Per Medicaid Mile



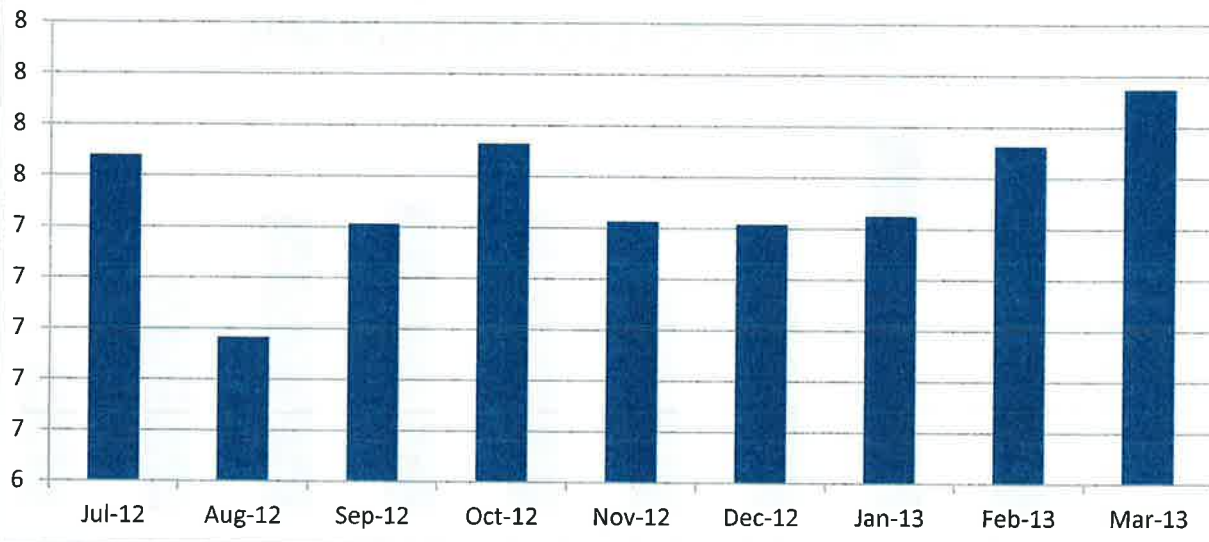
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Alachua County Medicaid Allocation vs Actual Service Cost



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Alachua County Average Miles Per Medicaid Trip



Medicaid Ombudsman Calls

Feb-13

| County | Service Availability | Quality of Service | Funding | Other | Total Closed | Total Open | Total |
|--------------|----------------------|--------------------|---------|-------|--------------|------------|-------|
| Alachua | 9 | 0 | 0 | 0 | 9 | 0 | 9 |
| Baker | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bay | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bradford | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Brevard | 7 | 1 | 0 | 0 | 8 | 0 | 8 |
| Broward | 9 | 0 | 0 | 0 | 9 | 0 | 9 |
| Calhoun | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Charlotte | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Citrus | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Clay | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| Collier | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Columbia | 2 | 1 | 0 | 0 | 3 | 0 | 3 |
| DeSoto | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dixie | 5 | 0 | 0 | 0 | 5 | 0 | 5 |
| Duval | 9 | 0 | 0 | 0 | 9 | 0 | 9 |
| Escambia | 4 | 0 | 0 | 0 | 4 | 0 | 4 |
| Flagler | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| Franklin | 0 | 1 | 0 | 0 | 1 | 0 | 1 |
| Gadsden | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gilchrist | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Glades | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gulf | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hamilton | 1 | 0 | 0 | 0 | 1 | 0 | 1 |
| Hardee | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hendry | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hernando | 7 | 0 | 0 | 0 | 7 | 0 | 7 |
| Highlands | 7 | 0 | 0 | 0 | 7 | 0 | 7 |
| Hillsborough | 9 | 3 | 0 | 0 | 12 | 0 | 12 |
| Holmes | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Indian River | 2 | 0 | 0 | 0 | 2 | 0 | 2 |
| Jackson | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jefferson | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lafayette | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lake | 8 | 0 | 0 | 0 | 8 | 0 | 8 |
| Lee | 9 | 3 | 0 | 0 | 12 | 0 | 12 |
| Leon | 2 | 1 | 0 | 0 | 3 | 0 | 3 |
| Levy | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Liberty | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| County | Service Availability | Quality of Service | Funding | Other | Total Closed | Total Open | Total |
|---------------|----------------------|--------------------|----------|----------|--------------|------------|------------|
| Madison | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manatee | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| Marion | 4 | 0 | 0 | 0 | 4 | 0 | 4 |
| Martin | 5 | 0 | 0 | 0 | 5 | 0 | 5 |
| Miami-Dade | 12 | 6 | 0 | 0 | 18 | 0 | 18 |
| Monroe | 1 | 0 | 0 | 0 | 1 | 0 | 1 |
| Nassau | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Okaloosa | 1 | 1 | 0 | 0 | 2 | 0 | 2 |
| Okeechobee | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Orange | 13 | 1 | 0 | 0 | 14 | 0 | 14 |
| Osceola | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Palm Beach | 5 | 2 | 0 | 0 | 7 | 0 | 7 |
| Pasco | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pinellas | 10 | 3 | 0 | 0 | 13 | 0 | 13 |
| Polk | 4 | 0 | 0 | 0 | 4 | 0 | 4 |
| Putnam | 0 | 1 | 0 | 0 | 1 | 0 | 1 |
| St. Johns | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| St. Lucie | 12 | 6 | 0 | 0 | 18 | 0 | 18 |
| Santa Rosa | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sarasota | 6 | 0 | 0 | 0 | 6 | 0 | 6 |
| Seminole | 3 | 1 | 0 | 0 | 4 | 0 | 4 |
| Sumter | 1 | 0 | 0 | 0 | 1 | 0 | 1 |
| Suwannee | 10 | 1 | 0 | 0 | 11 | 0 | 11 |
| Taylor | 2 | 0 | 0 | 0 | 2 | 0 | 2 |
| Union | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Volusia | 5 | 2 | 0 | 0 | 7 | 0 | 7 |
| Wakulla | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Walton | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Washington | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 193 | 34 | 0 | 0 | 227 | 0 | 227 |

TD Ombudsman Calls

Feb-13

| County | Service Availability | Quality of Service | Funding | Other | Total Closed | Total Open | Total |
|--------------|----------------------|--------------------|---------|-------|--------------|------------|-------|
| Alachua | 6 | 0 | 0 | 0 | 6 | 0 | 6 |
| Baker | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bay | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bradford | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Brevard | 5 | 0 | 0 | 0 | 5 | 0 | 5 |
| Broward | 9 | 0 | 0 | 0 | 9 | 0 | 9 |
| Calhoun | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Charlotte | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Citrus | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Clay | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Collier | 1 | 0 | 0 | 0 | 1 | 0 | 1 |
| Columbia | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DeSoto | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dixie | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Duval | 5 | 0 | 0 | 0 | 5 | 0 | 5 |
| Escambia | 2 | 0 | 0 | 0 | 2 | 0 | 2 |
| Flagler | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Franklin | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gadsden | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gilchrist | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Glades | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gulf | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hamilton | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hardee | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hendry | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hernando | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| Highlands | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hillsborough | 6 | 0 | 0 | 0 | 6 | 0 | 6 |
| Holmes | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Indian River | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jackson | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jefferson | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lafayette | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lake | 12 | 0 | 0 | 0 | 12 | 0 | 12 |
| Lee | 8 | 0 | 0 | 0 | 8 | 0 | 8 |
| Leon | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| Levy | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Liberty | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| County | Service Availability | Quality of Service | Funding | Other | Total Closed | Total Open | Total |
|---------------|----------------------|--------------------|----------|----------|--------------|------------|------------|
| Madison | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manatee | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Marion | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Martin | 4 | 0 | 0 | 0 | 4 | 0 | 4 |
| Miami-Dade | 12 | 0 | 0 | 0 | 12 | 0 | 12 |
| Monroe | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Nassau | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Okaloosa | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Okeechobee | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Orange | 9 | 0 | 0 | 0 | 9 | 0 | 9 |
| Osceola | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Palm Beach | 8 | 1 | 0 | 0 | 9 | 0 | 9 |
| Pasco | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pinellas | 6 | 1 | 0 | 0 | 7 | 0 | 7 |
| Polk | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| Putnam | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| St. Johns | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| St. Lucie | 5 | 0 | 0 | 0 | 5 | 0 | 5 |
| Santa Rosa | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sarasota | 6 | 0 | 0 | 0 | 6 | 0 | 6 |
| Seminole | 1 | 0 | 0 | 0 | 1 | 0 | 1 |
| Sumter | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Suwannee | 6 | 1 | 0 | 0 | 7 | 0 | 7 |
| Taylor | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Union | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Volusia | 2 | 0 | 0 | 0 | 2 | 0 | 2 |
| Wakulla | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Walton | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Washington | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 122 | 3 | 0 | 0 | 125 | 0 | 125 |



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March 27, 2013

The Honorable Seth McKeel, Chair
House Appropriations Committee
222 The Capital
402 South Monroe Street
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Representative McKeel:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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March 27, 2013

The Honorable W. Keith Perry.
Florida House of Representatives
405 House Office Building
402 South Monroe Street
Tallahassee, FL 32399-1300

RE: Florida's Transportation Disadvantaged Program

Dear Representative Perry:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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March 27, 2013

The Honorable Clovis Watson, Jr.
Florida House of Representatives
1301 The Capital
402 South Monroe Street
Tallahassee, FL 32399-1300

RE: Florida's Transportation Disadvantaged Program

Dear Representative Watson:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

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Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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March 27, 2013

The Honorable Elizabeth W. Porter
Florida House of Representatives
405 House Office Building
402 South Monroe Street
Tallahassee, FL 32399-1300

RE: Florida's Transportation Disadvantaged Program

Dear Representative Porter:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

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Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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March 27, 2013

Senator Rob Bradley
208 Senate Office Building
404 South Monroe Street
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Senator Bradley:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

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Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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March 27, 2013

Senator Andy Gardiner, Chair
Senate Appropriations Subcommittee on Transportation,
Tourism and Economic Development
420 Senate Office Building
404 South Monroe Street
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Senator Gardiner:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

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Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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March 27, 2013

Senator Joe Negron, Chair
Senate Committee on Appropriations
412 Senate Office Building
404 South Monroe Street
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Senator Negron:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

Thank you for your consideration in this matter and support of Florida's Transportation Disadvantaged Program. If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner at extension 110.

Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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March 27, 2013

The Honorable Ed Hooper, Chair
House Transportation and Economic Development
Appropriations Subcommittee
222 The Capital
402 South Monroe Street
Tallahassee, FL 32399-1100

RE: Florida's Transportation Disadvantaged Program

Dear Representative Hooper:

This letter is in regard to Florida's Transportation Disadvantaged Program established by Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves because of age, disability or income status.

The Alachua County Transportation Disadvantaged Coordinating Board respectfully requests your support of the Governor's proposed Fiscal Year 2013/14 budget that provides additional funds for transportation disadvantaged services. Florida's Transportation Disadvantaged Program provides much needed public transportation services to elderly, disabled and low-income residents of Alachua County. MV Transportation, Inc., the Alachua County Community Transportation Coordinator, has done an outstanding job coordinating transportation services in Alachua County in order to utilize public funds more efficiently.

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Sincerely,

Susan Bottcher, Chair
Alachua County Transportation Disadvantaged
Coordinating Board

xc: Steve Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged
Alachua County Transportation Disadvantaged Coordinating Board

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ATTENDANCE RECORD

ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

| POSITION | NAME | 6/13/2012 | 8/8/2012 | 10/10/2012 | 3/13/2013 |
|----------------------------------|-----------------------------|-----------|----------|------------|-----------|
| Chair | Commissioner Susan Bottcher | - | - | P | P |
| Alternate Chair | Commissioner Thomas Hawkins | P | P | P | A |
| FDOT | Janel Damato | - | - | P | A |
| Alternate Member | Sandra Collins | A | P | A | A |
| FDept. of Children & Families | Peggy Henderson | P | A | A | P |
| Alternate Member | Louella Teague | A | A | A | A |
| FAHCA-Medicaid | Alana McKay | P | P | P | P |
| Alternate Member | Andrew Singer | A | A | A | A |
| FDOE | Lydia Bush | A | A | A | A |
| Alternate Member | Jeff Aboumrad | P | P | P | P |
| Public Education | Dr. Harrell Harrison | P | P | A | A |
| Alternate Member | David Deas | A | A | A | A |
| Citizen Advocate (CA) | (Vacant) | | | | |
| Alternate Member | (Vacant) | | | | |
| CA-User | Earther Wright | P | A | P | P |
| Alternate Member | (Vacant) | | | | |
| Elderly Rep. | Mary Douglas Edwards | A | A | A | A |
| Alternate Member | (Vacant) | | | | |
| Veterans Rep. | Kyle Morrison | A | A | P | A |
| Alternate Member | Major Stroupe | P | P | A | A |
| Persons with Disabilities Rep. | Christine Eason Louton | P | P | P | P |
| Alternate Rep. | Tassie Fuller | A | P | P | P |
| CAA Rep. | Monique Harrison | P | P | P | A |
| Alternate Member | Robert Wilford | A | A | A | A |
| FDEA | Jeff Lee | P | P | P | P |
| Alternate Member | (Vacant) | | | | |
| Children at Risk | Elliene Chisholm | A | P | A | A |
| Alternate Member | (Vacant) | | | | |
| Mass Transit Rep. | Jesus Gomez | A | A | A | A |
| Alternate Member | Mildred Crawford | P | P | P | P |
| Workforce Development Board Rep. | Linda Tatum | A | P | A | A |
| Alternate Member | (Vacant) | | | | |

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

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

