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October 7, 2014

TO: Union County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Meeting Announcement

The Union County Transportation Disadvantaged Coordinating Board will meet Tuesday, October 14, 2014 at 1:15 p.m. in the A & A Transport Office located at the Union County Transportation Facility, 255 SW 9th Avenue, Lake Butler, Florida. 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.

#### Attachments

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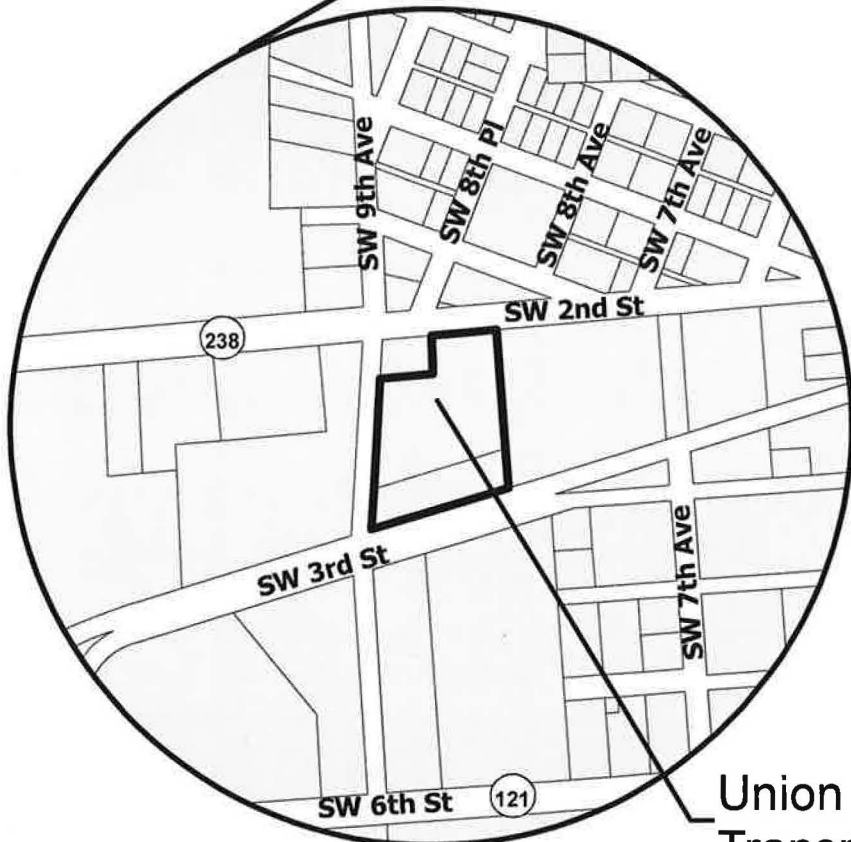
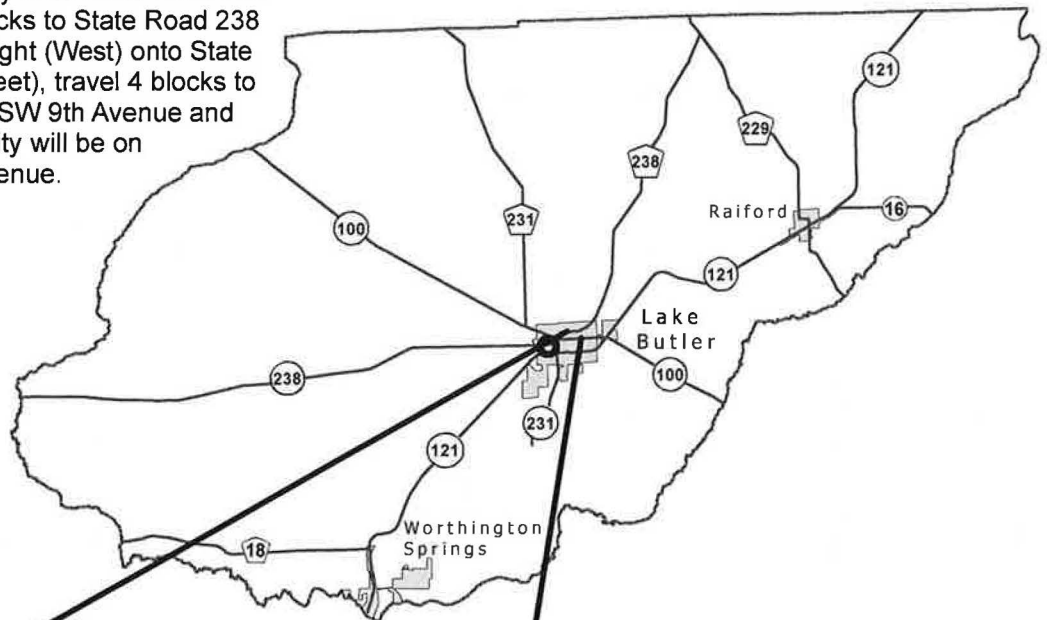
Dedicated to improving the quality of life of the Region's citizens,  
by coordinating growth management, protecting regional resources,  
promoting economic development and providing technical services to local governments.

# Union County Transportation Facility

## A & A Transport Office

255 SW 9th Avenue  
Lake Butler, Florida 32054

Directions: From the intersection of State Road 100 (also known as Main St) and State Road 238 (also known as 6th Ave) in the City of Lake Butler, head Southwesterly onto State Road 238 (also known as 6th Ave) travel two blocks to State Road 238 (also known as SW 2nd Street), turn right (West) onto State Road 238 (also known as SW 2nd Street), travel 4 blocks to SW 9th Avenue, turn left (South) onto SW 9th Avenue and the Union County Transportation Facility will be on the left, on the East side of SW 9th Avenue.



1 inch = 500 feet

Union County  
Transportation Facility





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**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING AGENDA**

**A & A Transport Office  
Union County Transportation Facility  
255 SW 9th Avenue  
Lake Butler, Florida**

**Tuesday  
October 14, 2014  
1:15 p.m.**

**I. BUSINESS MEETING – CALL TO ORDER**

**A. Introductions**

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

**C. Approval of the July 15, 2014 Minutes                      ACTION REQUIRED                      Page 7**

**II. NEW BUSINESS**

**A. Community Transportation Coordinator                      ACTION REQUIRED                      Page 11  
Annual Performance Evaluation**

The Board needs to approve A & A Transport's annual performance evaluation

**B. Appoint Grievance Committee                      ACTION REQUIRED                      Page 49**

The Chair needs to appoint five Board members to the Grievance Committee

**C. Operations Reports                      NO ACTION REQUIRED                      Page 51**

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

**2. Citizens**

#### **IV. FUTURE MEETING DATES**

- A. January 6, 2015 at 1:15 p.m.**
- B. April 14, 2015 at 1:15 p.m**
- C. July 14, 2015 at 1:15 p.m.**
- D. October 13, 2015 at 1:15 p.m.**

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

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



**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Wayne Smith Local Elected Official/Chair	
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Jaime Sanchez-Bianchi Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Jeff Aboumrad Florida Department of Education
Cara Ladnyk Florida Department of Elder Affairs	Casey Ladd Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Matthew Pearson Florida Association for Community Action Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Mike Pittman Public Education	Vacant Public Education
Barbara Fischer Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Doyle Archer Citizen Advocate Term ending June 30, 2015	Vernon Dukes, Vice-Chair Citizen Advocate Term ending June 30, 2015
Vacant Citizen Advocate - User Term ending June 30, 2015	Vacant Citizen Advocate - User Term ending June 30, 2015
Bill McGill Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Donald Pettit Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Vacant Medical Community Term ending June 30, 2016	Vacant Medical Community Term ending June 30, 2016
Alberta Hampton Children at Risk Term ending June 30, 2016	Vacant Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

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



**UNION COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD  
MEETING MINUTES**

A & A Transport Office  
Union County Transportation Facility  
255 SW 9th Avenue  
Lake Butler, Florida

Tuesday  
July 15, 2014  
1:15 p.m.

**VOTING MEMBERS PRESENT**

Commissioner M. Wayne Smith, Chairman  
Cara Ladnyk, Florida Department of Elder Affairs  
Bill McGill, Persons with Disabilities Representative  
Alana McKay, Florida Agency for Health Care Administration – Medicaid  
Matthew Pearson, Community Action Agency  
Donald Pettit, Elderly Representative  
Jaime Sanchez-Bianchi, Florida Department of Children and Families

**VOTING MEMBERS ABSENT**

Sandra Collins, Florida Department of Transportation  
Barbara Fischer, Veterans Representative  
Doyle Archer, Citizen Advocate  
Alberta Hampton Early Childhood Services Representative  
Mike Pittman, Public Education Representative

**OTHERS PRESENT**

Curtis Allen, A & A Transport  
Shantel Prats, Career Source Florida Crown

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chairman Smith called the meeting to order at 1:15 p.m.

**A. Introductions**

Chair Smith asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

**ACTION:** Alana McKay moved to approve the meeting agenda. Matthew Pearson seconded; motion passed unanimously.

**C. Approval of the April 15, 2014 Minutes**

**ACTION:** Alana McKay moved to approve the April 15, 2014 meeting minutes. Matthew Pearson seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. Bylaws**

Ms. Godfrey stated that the Board is required to review and approve the Bylaws annually.

The Board reviewed the Bylaws.

**ACTION:** Matthew Pearson moved to approve the Bylaws. Bill McGill seconded; motion passed unanimously.

**B. Grievance Procedures**

Ms. Godfrey stated that the Board is required to review and approve the Grievance Procedures annually.

The Board reviewed the Grievance Procedures.

**ACTION:** Matthew Pearson moved to approve the Grievance Procedures. Jaime Sanchez-Bianchi seconded; motion passed unanimously.

**C. Elect Vice-Chair**

**ACTION:** Matthew Pearson moved to elect Alana McKay as Vice-Chair. Donald Pettit seconded; motion passed unanimously.

**D. Operations Reports**

Mr. Curtis Allen, A & A Transport General Manager distributed the operations reports for the first quarter of 2014.

The Board reviewed the operations reports.

Ms. Alana McKay requested A & A Transport provide data from the previous Fiscal Year in the operations report for comparison purposes. She also asked if A & A Transport is contracted with any of the Medicaid Health Maintenance Organizations to provide Medicaid transportation.

Mr. Allen stated that A & A Transport is contracted with Logisticare, Access to Care and MTM to provide Medicaid transportation. He said they are also contracted with the Florida Commission for the Transportation Disadvantaged to provide Medicaid transportation. Mr. Allen said other transportation providers are providing Medicaid transportation in Union County.

Mr. Pearson asked if A & A Transport is experiencing any payment issues with the Medicaid transportation brokers.

Mr. Allen said they have had some issues with getting paid.

### **III. OTHER BUSINESS**

#### **A. Comments**

##### **1. Members**

There were no member comments.

##### **2. Citizens**

There were no citizen comments.

### **IV. FUTURE MEETING DATES**

Chairman Smith stated that the next Board meeting is scheduled for Tuesday, October 14, 2014 at 1:15 p.m.

### **ADJOURNMENT**

The meeting was adjourned at 1:45 p.m.

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Coordinating Board Chair

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Date





**II.A**

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

October 7, 2014

TO: Union County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Annual Performance Evaluation

RECOMMENDATION

**Approve A & A Transport's annual performance evaluation.**

BACKGROUND

The Board is required to annually evaluate the transportation services provided by A & A Transport. Attached is A & A Transport's draft annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

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# Community Transportation Coordinator Annual Performance Evaluation

Community Transportation Coordinator: A & A Transport, Inc.

County: Union

Review Period: July 1, 2013 - June 30, 2014

## I. Findings and Recommendations

### A. General Information

#### Areas of Noncompliance:

1. A & A Transport did not provide their Transportation Disadvantaged Program eligibility process to the Board.

#### Recommendations:

1. A & A Transport should provide the Transportation Disadvantaged Program eligibility application to the Board.
2. A & A Transport should provide their complaint form to the Board.
3. A & A Transport should provide the Rider Guide/informational brochure to the Board.

**Timeline for Compliance:** November 30, 2014

### B. Chapter 427, F.S.

#### Areas of Noncompliance:

1. Fiscal Year 2012/13 and 2013/14 Annual Operations Reports were not submitted by September 15, 2013 or 2014.
2. A & A Transport did not submit a Fiscal Year 2014/15 Rate Model to the Florida Commission for the Transportation Disadvantaged by July 1, 2014.

#### Recommendations:

1. A & A Transport should submit Annual Operations Reports to the Florida Commission for the Transportation Disadvantaged by September 15 of each year.
2. A & A Transport should submit a Fiscal Year 2014/15 Rate Model to the Florida Commission for the Transportation Disadvantaged.

**Timeline for Compliance:** November 30, 2014

### C. Rule 41-2, F.A.C.

**Areas of Noncompliance:** None

#### Recommendations:

A & A Transport should submit the 2013/2014 Annual Operations Report to the Board in order to determine whether the Board's standards were met.

**Timeline for Compliance:** November 30, 2014

**Areas of Noncompliance:** None.

**Recommendations:** None.

**Timeline for Compliance:** None

### E. Surveys

**Areas of Noncompliance:** None

**Recommendations:** None

**Timeline for Compliance:** None



# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



## Transportation Disadvantaged

Community Transportation Coordinator: A & A Transport, Inc.

County: Union

Address: 55 N. Lake Butler Avenue, Lake Butler, FL 32056

Contact: Curtis Allen, President Phone: 386-496-2008

Review period: July 1, 2013 - June 30, 2014



# Community Transportation Coordinator Annual Performance Evaluation

Approved by the  
Union County  
Transportation Disadvantaged Coordinating Board

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

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**M. Wayne Smith, Chair**

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

October 14, 2014

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## TABLE OF CONTENTS

General Questions	3
Compliance With Chapter 427, Florida Statutes	5
Compliance With Rule 41-2, Florida Administrative Code	21
Level of Cost	27
Level of Competition	28
Level of Coordination	29



## GENERAL QUESTIONS

1. What was the designation date of the Community Transportation Coordinator?  
7/01/13
2. What is the complaint process?  
The complaint process is described in the Union County Transportation Disadvantaged Service Plan
3. Does the community transportation coordinator have a complaint form?  
☐ Yes ☐ No ☒ Unknown (complaint form was not provided by A & A Transport)
4. Does the form have a section for resolution of the complaint?  
☐ Yes ☒ No (complaint form was not provided by A & A Transport)
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?  
☒ Yes ☐ No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?  
Unknown
7. When a complaint is forwarded to the Community Transportation Coordinator's office from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?  
☐ Yes ☐ No ☒ Unknown
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?  
☐ Yes ☐ No ☒ Unknown
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?  
☐ Yes ☐ No ☒ Unknown
10. Does the rider/ beneficiary information or brochure list the complaint procedure?  
☐ Yes ☐ No ☒ Unknown
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?  
Unknown
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?  
☐ Yes ☒ No
14. What innovative ideas have you implemented in your coordinated system?  
Unknown

15. Are there any areas where coordination can be improved?  
Unknown
16. What barriers are there to the coordinated system?  
Unknown
17. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?  
Unknown
18. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?.  
Unknown
19. How are you marketing the voluntary dollar?  
Unknown

## COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?  
☒ Yes ☐ No
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?  
☒ Yes (attached) ☐ No
3. Do the contracts include performance standards for the transportation operators and coordination contractors?  
☒ Yes ☐ No
4. Do the contracts include the proper language concerning payment to subcontractors?  
☒ Yes ☐ No
5. Were the following items submitted on time?  
  
Annual Operating Report  
☐ Yes ☒ No  
  
Memorandum of Agreement  
☒ Yes ☐ No  
  
Transportation Disadvantaged Service Plan  
☒ Yes ☐ No (A & A Transport did not submit a Fiscal Year 2014/15 Rate Model to the Florida Commission for the Transportation Disadvantaged by July 1, 2014).  
  
Transportation Disadvantaged Trust Fund Grant Application  
☒ Yes ☐ No  
  
Other grant applications  
☒ Yes ☐ No
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?  
☐ Yes ☐ No ☒ Unknown
7. Is a written report issued to the operator?  
☐ Yes ☐ No ☒ Unknown
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?  
Unknown.

# **EXHIBIT D**

## **CURRENT COORDINATION AGREEMENT**

**between**

**INDUSTRIAL COMPLEX of RAIFORD**

**and**

**A & A TRANSPORT (CTC, Union County, FL)**

Ver – 5310 / EXH-D - 2014 – K2

**STATE OF FLORIDA**

**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

**STANDARD COORDINATION/OPERATOR CONTRACT**

**THIS CONTRACT** is entered into between the **COMMUNITY TRANSPORTATION COORDINATOR, A & A TRANSPORT, INC.**, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of UNION county, and hereinafter referred to as the "Coordinator" and **THE INDUSTRIAL COMPLEX OF RAIFORD**, hereinafter referred to as the "Agency/Operator". The terms and conditions of this Contract are effective 01/02/14 and will continue through 01/02/15

**WHEREAS**, the Coordinator is required, under Rule 41-2, F.A.C., Contractual Arrangements, to provide and/or enter into where cost effective and efficient, to enter into subcontract(s) or to broker transportation services to transportation operators, and

**WHEREAS**, transportation disadvantaged funds includes any local government, state or federal funds that are for the transportation of transportation disadvantaged, and

**WHEREAS**, the Coordinator desires to contract with the Agency/Operator for the provision of transportation services for the transportation disadvantaged; and

**WHEREAS**, the Coordinator believes it to be in the public interest to provided such transportation services through the Agency/Operator for the residents of the service area who are clients of the Agency/Operator; and

**WHEREAS**, the Agency/Operator will provide the Coordinator the opportunity to develop a proposal for any new transportation services needed; and

**WHEREAS**, the Agency/Operator, in an effort to coordinate available resources, will make available transportation services to the Coordinator.

**WHEREAS**, this Contract allows for the provisions of transportation services be provided by the Agency/Operator, in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and the most current Community Transportation Coordinator policies.

**NOW, THEREFORE**, in consideration of the mutual covenants, promises and representation herein, the parties agree as follows:

**THE AGENCY/OPERATOR SHALL:**

- A. Provide services and vehicles according to the conditions specified in Attachment I.
- B. Coordinate available resources and make available transportation services to the Coordinator. Such services shall be provided in accordance with Attachment I.



C. Submit to the Coordinator Annual Operating Report data detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission for the Transportation Disadvantaged, hereinafter Commission, and according to the instructions for the forms.

D. Comply with audit and record keeping requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Agencies/Operators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Maintaining and filing with the Coordinator such progress, fiscal, inventory and other reports as the Coordinator may require during the period of this contract.

3. By reserving to the Coordinator the right to conduct finance and compliance audits at any time. Such audits conducted by the Coordinator will be at the expense of the Coordinator.

E. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Contract for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of the five (5) years, the records shall be retained until resolution of the audit findings. The Agency/Operator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Coordinator or Commission or this Contract. The Commission and the Coordinator shall have full access to and the right to examine any of the records and documents during the retention period.

F. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, F.A.C., concerning System Safety or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board;

2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing, and;

3. Complying with Coordinator's System Safety Program Plan (SSPP) for designated service area.

G. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence at all times during the existence of this Contract. Upon the execution of this Contract, the Agency/Operator shall add the Coordinator as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Coordinator. The Agency/Operator shall furnish the Coordinator written verification of the existence of such insurance coverage prior to the execution of this Contract. School Board vehicle insurance coverage shall be in accordance with Section 234.03, F.S. and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Coordinator and/or the local Coordinating Board before inclusion in this Contract or in the justification of rates and fare structures, 's. 41-2.006(1), F.A.C.

H. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations, including but not limited to 45 CFR, Part 205.50, except upon order of a court of competent jurisdiction, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

**I. Protect Civil Rights by:**

1. Complying with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended. The Agency/Operator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so required by the Coordinator. Agency/Operator shall also assure compliance with:

a. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000(d) *et seq.*, which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.

b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.

c. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 *et seq.*, which prohibits discrimination on the basis of sex in education programs and activities receiving or benefiting from federal financial assistance.

d. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 *et seq.*, which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.

e. The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35, which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from federal financial assistance.

f. All regulations, guidelines, and standards lawfully adopted under the above statutes.

g. The Americans with Disabilities Act of 1990, as it may be amended from time to time.

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Agency/Operator, its successors, subcontractors, transferees, and assignees for the period during which such assistance is provided. Assuring that operators, subcontractors, sub-grantees, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Agency/Operator agrees that the Coordinator may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

J. Agency/Operator's obligation to indemnify, defend, and pay for the defense or at the Coordinator's option, to participate and associate with the Coordinator in the defense and trial of any claim and any related settlement negotiations, shall be triggered by the Coordinator's notice of claim for indemnification to the Agency/Operator. Agency/Operator's inability to evaluate liability or its evaluation of liability shall not excuse the Agency/Operator's duty to defend and indemnify within seven (7) days after such notice by the Coordinator is given by registered mail. Only an adjudication or judgment after the highest appeal is exhausted specifically finding the Coordinator solely negligent shall excuse performance of this provision by the Agency/Operator. Agency/Operator shall pay all costs and fees related to this obligation and its enforcement by the Coordinator. The Coordinator's failure to notify Agency/Operator of a claim shall not release Agency/Operator of the above duty to defend.

K. Comply with all standards and performance requirements of:

1. The Commission for the Transportation Disadvantaged (Attachment II)



2. The local Coordinating Board approved Transportation Disadvantaged Service Plan; and

3. Any entities that purchase service.

Failure to meet the requirements or obligations set forth in this Contract, and performance requirements established and monitored by the Coordinating Board in the approved Transportation Disadvantaged Service Plan shall be due cause for non payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Coordinator.

L. Provide Corrective Action. A corrective action notice is a written notice to the Agency/Operator that the Agency/Operator is in breach of certain provisions of this Contract and that correction is required. Any corrective action notice will specify a reasonable time for corrective action to be completed. The Agency/Operator agrees to implement the Corrective Action specified in the notice and provide written documentation to substantiate the implementation of the Corrective Action.

M. All contracts, subcontracts, and coordination contracts will be reviewed annually by the Coordinator and Local Coordinating Board for conformance with the requirements of this Contract.

N. Return to the Coordinator any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Agency/Operator by the Coordinator. The Agency/Operator shall return any overpayment within thirty (30) calendar days after either discovery by the Agency/Operator, or notification of the Agency/Operator by the Coordinator or entity purchasing transportation, whichever is earlier. In the event that the Coordinator first discovers an overpayment has been made, the Coordinator will notify the Agency/Operator by letter of such a finding. Should repayment not be made in a timely manner, the Coordinator or purchasing entity will charge interest thirty (30) calendar days after the date of notification or discovery, or the Coordinator will deduct said amount from future invoices.

O. In performing this Contract, the Agency/Operator shall not discriminate against any employee or applicant for employment because of race, age, disability, creed, color, sex or national origin. Such action shall include, but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Agency/Operator shall insert the foregoing provision modified only to show the particular contractual relationship in all its contracts in connection with the development of operation of the Contract, except contracts for the standard commercial supplies or raw materials, and shall require all such contractors to insert a similar provision in subcontracts relating to the performance of this Contract, except subcontracts for standard commercial supplies or raw materials. The Agency/Operator shall post, in conspicuous places available to employees and applicants

for employment for Project work, notices setting forth the provisions of the nondiscrimination clause.

P. By execution of this Contract, the Agency/Operator represents that it has not paid and, also, agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder. Funds disbursed to the Agency/Operator under this Contract shall not be expended for the purpose of lobbying the Legislature, the judicial branch, or a state agency.

**THE COORDINATOR SHALL:**

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

B. Insure that entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the coordinated system.

C. At a minimum, annually monitor the Agency/Operator for insurance, safety and reporting requirements, pursuant to Chapter 427, F.S., and Rule 41-2, F.A.C. The information contained in the Annual Operating Report must be collected, at a minimum, quarterly from the Agency/Operator.

**THE AGENCY/OPERATOR AND COORDINATOR FURTHER AGREE:**

A. Nothing in the Contract shall require the Coordinator to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any provision of the Contract is found by a court of law to violate any applicable state law, the purchasing entity will at once notify the Coordinator in writing in order that appropriate changes and modification may be made by the Coordinator and the Agency/Operator to the end that the Agency/Operator may proceed as soon as possible with the provision of transportation services.

B. If any part or provision of this Contract is held invalid, the remainder of this Contract shall be binding on the parties hereto.

**C. Termination Conditions:**

1. *Termination at Will* - This Contract may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

2. *Termination Due to Lack of Designation* - In the event that the Coordinator so designated by the Local Coordinating Board and approved by the Commission, loses its designation, this contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt

requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

3. *Termination Due to Disapproval of Memorandum of Agreement* - In the event that the Commission does not accept and approve any contracted transportation rates listed within the Memorandum of Agreement, this Contract is terminated immediately upon notification to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt.

4. *Termination Due to Lack of Funds* - In the event funds to finance this contract become unavailable, the Coordinator may terminate the contract with no less than twenty-four (24) hours written notice to the Agency/Operator. Notice shall be delivered by certified mail, return receipt requested, or in person, with proof of delivery. Notice shall be effective upon receipt. The Coordinator shall be the final authority as to the availability of funds.

5. *Termination for Breach* - Unless the Agency/Operator's breach is waived by the Coordinator in writing, the Coordinator may, by written notice to the Agency/Operator, terminate this Contract upon no less than twenty-four (24) hours notice. Notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Coordinator of breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract, and shall not act as a waiver or estoppel to enforcement of any provision of this Contract. The provisions herein do not limit the Coordinator's right to remedies at law or to damages.

6. Upon receipt of a notice of termination of this Contract for any reason, the Agency/Operator shall cease service and prepare all final reports and documents required by the terms of this Contract. A final invoice shall be sent to the Coordinator within thirty (30) days after the termination of this Contract.

D. Renegotiations or Modifications of this Contract shall only be valid when they have been reduced to writing, duly approved by the Coordinator, and signed by both parties hereto.

E. Agency/Operator shall assign no portion of this Contract without the prior written consent of the Coordinator.

F. This Contract is the entire agreement between the parties.

G. Attachments I and II, are an integral part of the Contract and are hereby incorporated by reference into this Contract. All subsequent attachments are of an optional nature.

H. Notice and Contact:



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

Curtis E. Allen  
c/o A & A Transport, Inc.  
55 N. Lake Avenue  
Lake Butler, FL 32054-1733

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

Michelle Thornton, Asst. Executive Director  
c/o The Industrial Complex of Raiford  
PO Box 368  
Raiford, FL 32083

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

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

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

AGENCY/OPERATOR:	COMMUNITY TRANSPORTATION COORDINATOR
Industrial Complex of Raiford	A & A Transport, Inc.

Typed name of Authorized Individual	Typed Name of Authorized Individual
-------------------------------------	-------------------------------------

Michelle Thornton

Curtis E. Allen

Signature: *Michelle Thornton*

Signature: *Curtis E. Allen*

Title: <u>Asst. Executive Director</u>	Title: <u>President</u>
--	-------------------------

#### ATTACHMENT I

#### AGENCY/OPERATOR CONTRACT SERVICE DESCRIPTION

1. The Agency/Operator will be able to provide:  
(Type of Service - ambulatory, only)
2. The Agency/Operator will be available to provide transportation

- 8 -



(8:00 A.M. - 4:00 P.M.) (Monday - Friday)

Days Agency/Operator will not be able to provide services: ( Saturdays, Sundays, New Year's Day (2 days), Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day (2 days), Christmas Day (2 days) NOTE: All holidays falling on Saturday will be taken on Friday while all holidays falling on Sunday will be taken on the following Monday.

3. Vehicles Agency/Operator will use to transport all passengers

- 1 (one) 2003 E-350 SD 15-passenger Ford Econoline
- 1 (one) 1999 Ford Club Wagon 15-passenger van

4. Vehicle/Equipment Standards (if any)

All equipment listed on pre-trip inspection sheet (found in included System Safety Program Plan) which is included as a part of this contract.

5. Driver Requirements are included in the Driver's Manual in the System Safety Program Plan.

6. Training Requirements are included in the Drivers Manual in the System Safety Program Plan.

7. Agency/Operator Fare Structure (on page #13)

Provider will provide ambulatory transportation from home of their employees/trainees to the ICR and back to home, and for trips during work-related hours for work or training purposes.

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

Provider shall fax daily client sheets each Friday and on the last day of the month to the coordinator. (386)496-1956.

Coordinator will bill within 7 days of the end of each month.

9. Reporting Requirements.

Pre-trip inspection sheets will be performed by drivers on each van, turned in at end of week and kept on file for inspection.

The provider shall be responsible for completing quarterly operating reports. (No blanks; fill in all applicable information), maintain info required to complete the annual operating report (reporting period of July-June), and turn in to the coordinator by August 1. Any other reporting required by attachments.

## **ATTACHMENT II**

### **The Commission for the Transportation Disadvantaged**

#### **Standards and Performance Requirements**

Pursuant to Rule 4 1-2.006, Florida Administrative Code, the Community Transportation Coordinator and any Transportation Operator/Agency from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards shall include:

- (a) 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;
- (b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;
- (c) Child restraint devices shall be determined locally as to their use, responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;
- (d) 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;
- (e) Vehicle transfer points shall provide shelter, security, and safety of passengers;
- (f) 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 Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board;
- (g) 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;
- (h) Interior of all vehicles shall be free from 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;
- (i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the Local Coordinating Board and provided in the local

Transportation Disadvantaged Service Plan. All bills shall be paid within fifteen (15) 26 calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, except in instances where the Community Transportation Coordinator is a non-governmental entity;

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;

(k) 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;

(l) 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 the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle;

(m) 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 utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) 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 be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the Rule;

(o) All vehicles ordered or put into service after the 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. All vehicles that are not



equipped with an air conditioner and/or heater shall have two years to be in compliance after the adoption date of this section of the Rule;

(r) First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan; and

(s) Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

#### LIST OF OPTIONAL ADDITIONAL ATTACHMENTS

Transportation Disadvantaged Service Plan (Asst. Executive Director already has the most current TDSP)

Coordinator's and Local Coordinating Board's Grievance Procedures (Asst. Executive Director already has a copy of the "Board's Grievance Procedures")

Coordinator's Safety System Plan (Asst. Executive Director already has the most current SSPP)  
Annual Operating Report Instructions/Forms (Asst. Executive Director already has the most current AOR Instructions/Forms)

Agreed to this 2 day of January 2004



**Curtis E. Allen, President  
Chairman of the Board**  
A & A Transport, Inc.  
55 North Lake Avenue  
Lake Butler, FL 32054-1733



Industrial Complex of Raiford  
P.O. Box 368 Raiford, FL 32083

***Exhibit A***

1. Amount to be retained of the allocation for Area Waiver Transportation Services in Union County to A & A Transport (designated recipient) is based on an administrative fee of 15% or \$1.36 of the \$9.06 per passenger per one-way trip.
2. Industrial Complex of Raiford (ICR) shall provide passenger manifests to A & A Transport on a weekly basis for data entry billing purposes, and A & A Transport shall prepare the billing for transportation services once monthly to the Agency for Persons with Disabilities. Weekly manifest information shall be provided on a form as designed by A & A Transport, Inc. The form shall declare passenger trip information by passenger name alphabetically, how many one-way passenger trips per day, date of travel, and origin and destination.

**A & A TRANSPORT, INC.**  
55 North Lake Avenue  
Lake Butler, Florida 32054-1733  
(Phone) 386-496-2056 - (Fax) 386-496-1956

**CURTIS E. ALLEN**  
President

January 14, 2013

It is agreed by the undersigned parties that the ARC of Bradford County, Inc., will provide transportation to four of Union County's developmentally disabled residents who attend Day programs in Bradford County. There is no coordination fee charged to the ARC of Bradford County, Inc. by A & A Transport, Inc., CTC for Union County, for services wrought by this agreement.

Curtis E. Allen, President  
Typed name and title of A & A  
Transport, Inc., Union County CTC

Sherry Ruszkowski, Executive Director  
Typed name and title of ARC of  
Bradford County, Inc.

  
Signature of A & A representative

  
Signature of ARC of Bradford County  
representative

Jan. 14, 2013  
DATE

1/14/13  
DATE

## COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?  
A & A Transport does not have a contract with the Union County School Board to use their vehicles.
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?  
There is no fixed route public transportation service operating in Union County.
3. Is there a goal for transferring passengers from paratransit to transit?  
☐ Yes   ☐ No   ☒ Not applicable
4. What are the minimum liability insurance requirements? \$100,00/\$200,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts? \$100,000/\$200,000
6. Does the minimum liability insurance requirements exceed \$1 million per incident?  
☐ Yes   ☒ No

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



Out-of-Service Area trips	A & A Transport provides out of service area trips based on riders' needs and the availability of service.
CPR/1st Aid	A & A Transport does not require drivers to be trained in CPR. A & A Transport requires that all vehicles be equipped with biohazard kits as required by State and Federal regulations.
Driver Criminal Background Screening	A & A Transport conducts motor vehicle registration checks on drivers every six months.
Passenger Property	A & A Transport allows passengers to have personal property that they can place on their lap or stow under the seat. Passengers must be able to independently carry all items brought on the vehicle.
Advance reservation requirements	A & A Transport requires trips to be scheduled by 5:00 p.m. the day before service is requested.
Pick-up Window	Passengers must be ready at least two hours prior to their appointment time. A & A Transport may request that passengers be ready more than two hours prior to their appointment time depending on the number of passengers on the schedule. A & A Transport will call passengers the night before their appointment to notify them of their estimated pick up time.

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



### PURCHASING AGENCY SURVEY

Purchasing Agency name: Transportation Disadvantaged Program  
Representative of Purchasing Agency: Florida Commission for the Transportation Disadvantaged

1) Do you purchase transportation from A & A Transport?

☒ YES

☐ NO

2) What is the primary purpose for purchasing your clients' transportation?

- ☒ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☒ Nutritional
- ☒ Life Sustaining/Other

3) On average, how often do your clients use the transportation system?

- ☐ 7 Days/Week
- ☐ 1-2 Times/Week
- ☒ 3-5 Times/Week
- ☐ 1-3 Times/Month
- ☐ Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why? \_\_\_\_\_

### PURCHASING AGENCY SURVEY

Purchasing Agency name: Medicaid Non-Emergency Medical Transportation Program  
Representative of Purchasing Agency: Florida Commission for the Transportation Disadvantaged

1) Do you purchase transportation from A & A Transport?

☒ YES

☐ NO

2) What is the primary purpose for purchasing your clients' transportation?

- ☒ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☐ Nutritional
- ☐ Life Sustaining/Other

3) On average, how often do your clients use the transportation system?

- ☐ 7 Days/Week
- ☐ 1-2 Times/Week
- ☒ 3-5 Times/Week
- ☐ 1-3 Times/Month
- ☐ Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why? \_\_\_\_\_

### PURCHASING AGENCY SURVEY

Purchasing Agency name: Medicaid Non-Emergency Medical Transportation Program  
Representative of Purchasing Agency: Ann McLean

1) Do you purchase transportation from A & A Transport?

☒ Yes

☐

2) What is the primary purpose for purchasing your clients' transportation?

- ☒ Medical  
☐ Employment  
☐ Education/Training/Day Care  
☐ Nutritional  
☐ Life Sustaining/Other

3) On average, how often do your clients use the transportation system?

- ☒ 7 Days/Week  
☐ 1-2 Times/Week  
☐ 3-5 Times/Week  
☐ 3 Times/Month

☐

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes  
☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]  
☐ Cost [specify operator (s)]  
☐ Service area limits [specify operator (s)]  
☐ Pick up times not convenient [specify operator (s)]  
☐ Vehicle condition [specify operator (s)]  
☐ Lack of passenger assistance [specify operator (s)]  
☐ Accessibility concerns [specify operator (s)]  
☐ Complaints about drivers [specify operator (s)]  
☐ Complaints about timeliness [specify operator (s)]  
☐ Length of wait for reservations [specify operator (s)]  
☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes  
☐ No If no, why? \_\_\_\_\_

### PURCHASING AGENCY SURVEY

Purchasing Agency name: Title III B Aging Program

Representative of Purchasing Agency: Janis Owen

1) Do you purchase transportation from A & A Transport?

☒ YES

☐ NO

2) What is the primary purpose for purchasing your clients' transportation?

- ☐ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☒ Nutritional
- ☐ Life Sustaining/Other

3) On average, how often do your clients use the transportation system?

- ☐ 7 Days/Week
- ☒ 1-2 Times/Week
- ☐ 3-5 Times/Week
- ☐ 1-3 Times/Month
- ☐ Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why? \_\_\_\_\_

## LEVEL OF COST

Insert Cost page from the Annual Operations Report.

Fiscal Year 2013/2014 Annual Operations Report is not available.

## LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	3	3
Private For-Profit	0	0
Government	0	0
Public Transit Agency	0	0
Total	2	2

2. How many of the operators are coordination contractors? 1

3. Does the Community Transportation Coordinator have a competitive procurement process?

☐ Yes

☒ No

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

<input type="checkbox"/>	Low bid
<input type="checkbox"/>	Requests for qualifications
<input type="checkbox"/>	Negotiation only

<input type="checkbox"/>	Requests for proposals
<input type="checkbox"/>	Requests for interested parties
<input type="checkbox"/>	Other

## LEVEL OF COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

A & A Transport determines passenger eligibility.

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

Individuals call A & A Transport to schedule all trips.

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

A & A Transport handles all trip reservations.

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

A & A Transport handles all trip allocations.

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

A & A Transport schedules all trips.

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

Unknown







## II.B

Serving

Alachua • Bradford

Columbia • Bradford • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

October 7, 2014

TO: Union County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee

### RECOMMENDATION

**The Chair needs to appoint five Board members to the Grievance Committee.**

### BACKGROUND

Chapter I.E. of the Board's Grievance Procedures requires the Chair to appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the service area.

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October 7 2014

TO: Union County Transportation Disadvantaged Coordinating 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. Operations Report January - March 2014;
2. Fiscal Year 2014/15 Medicaid Non-Emergency Transportation Program Encounter Data Report;
4. Complaint/Commendation Report; and
5. Unmet Transportation Needs Report.

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

**Attachments**

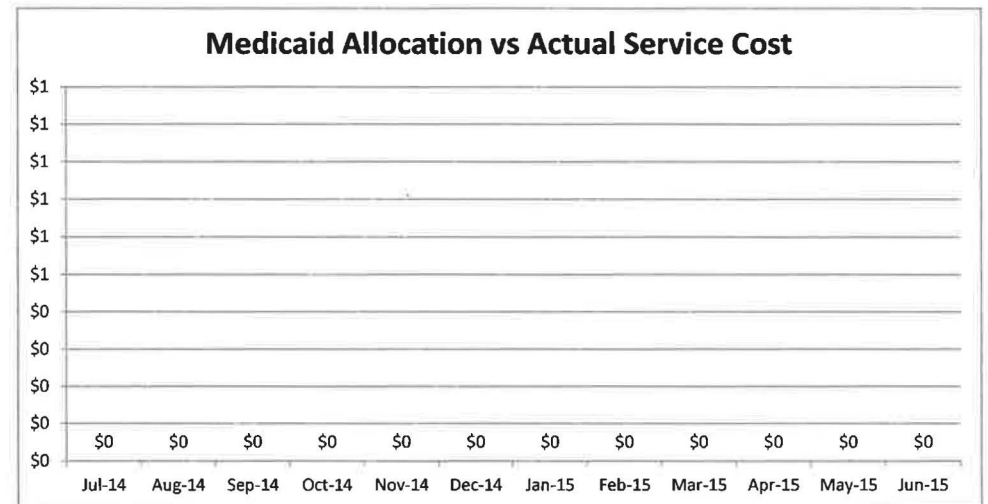
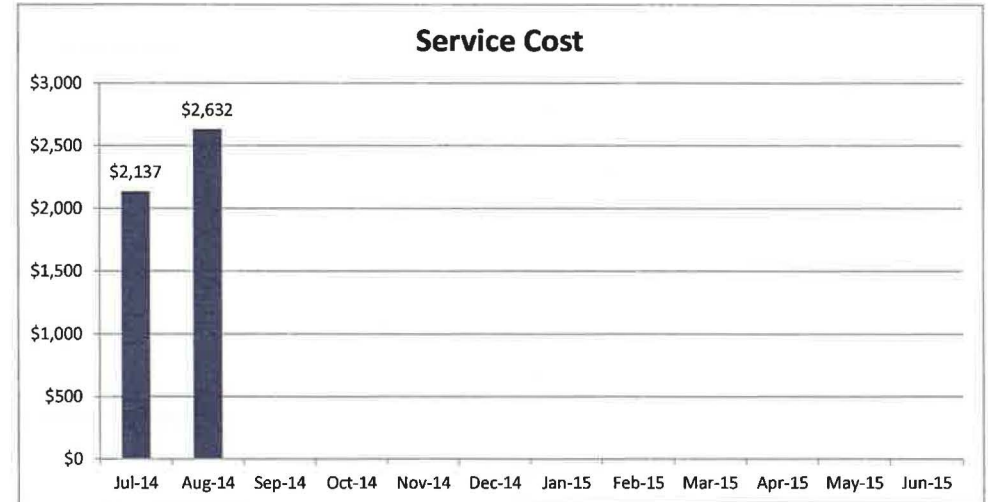
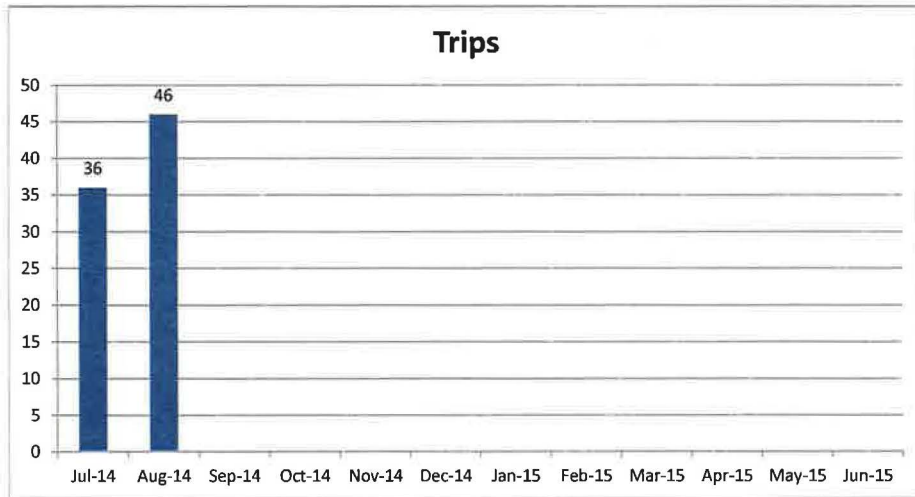
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**QUARTERLY OPERATING REPORT  
UNION COUNTY  
JANUARY - MARCH 2014**

OPERATING DATA	A & A TRANSPORT	OPERATOR	
		ICR	TOTAL
<b>NUMBER OF INVOICED TRIPS</b>	<b>2,413</b>	<b>0</b>	<b>2,413</b>
Medicaid	1,117	Not Reported	1,117
TD Trust Fund	645	Not Reported	645
Union County School Field Trips	0	Not Reported	0
N.C. Fla. Health Planning Council - Well Florida	0	Not Reported	0
SREC	90	Not Reported	90
Private Pay	0	Not Reported	0
Agency for Persons with Disabilities	0	Not Reported	0
Union County School Board	561	Not Reported	561
<b>TOTAL VEHICLE MILES</b>	<b>40,589</b>	Not Reported	<b>40,589</b>
<b>TOTAL VEHICLE HOURS</b>	<b>2,243</b>	Not Reported	<b>2,243</b>
<b>TOTAL DOLLARS INVOICED</b>	<b>\$111,923.00</b>	<b>\$0.00</b>	<b>\$111,923.00</b>
Medicaid	\$62,508.00	Not Reported	\$62,508.00
TD Trust Fund	\$41,750.00	Not Reported	\$41,750.00
Union County School Field Trips	\$6,765.00	Not Reported	\$6,765.00
N.C. Fla. Health Planning Council - Well Florida	\$0.00	Not Reported	\$0.00
SREC	\$900.00	Not Reported	\$900.00
Private Pay	\$0.00	Not Reported	\$0.00
UCBCC - local match	\$0.00	Not Reported	\$0.00
Agency for Persons with Disabilities	\$0.00	Not Reported	\$0.00
Union County School Board	\$0.00	Not Reported	\$0.00
<b>AVERAGE COST PER TRIP</b>	<b>\$46.38</b>	<b>#DIV/0!</b>	<b>\$46.38</b>
Medicaid	\$55.96	\$0.00	\$55.96
TD Trust Fund	\$64.73	\$0.00	\$64.73
Union County School Field Trips	\$0.00	\$0.00	\$0.00
SREC	\$10.00	\$0.00	\$0.00
Private Pay	\$0.00	\$0.00	\$0.00
Department of Children and Families	\$0.00	#VALUE!	#DIV/0!
Union County School Board	\$0.00	\$0.00	\$0.00
<b>AVERAGE COST PER MILE</b>	<b>\$2.76</b>	<b>#VALUE!</b>	<b>\$2.76</b>
<b>AVERAGE COST PER HOUR</b>	<b>\$49.90</b>	<b>#VALUE!</b>	<b>\$49.90</b>
<b>TRIP PURPOSE*</b>			
Medical			0
Employment	1,762	Not Reported	1,762
Education/Training	0	Not Reported	0
Shopping	561	Not Reported	561
Meal Site	0	Not Reported	0
Recreation	90	Not Reported	90
Other	0	Not Reported	0
<b>NUMBER OF TRIPS DENIED</b>	<b>15</b>	Not Reported	<b>15</b>
<b>NUMBER OF SINGLE PASSENGER TRIPS PROVIDED</b>	<b>542</b>	Not Reported	<b>542</b>
<b>% OF SINGLE PASSENGER TRIPS</b>	<b>22%</b>	<b>#VALUE!</b>	<b>22%</b>
<b>NUMBER OF ACCIDENTS</b>	<b>0</b>	Not Reported	<b>0</b>
<b>AVERAGE TRIPS PER VEHICLE</b>	<b>302</b>	<b>0</b>	<b>219</b>
<b>NUMBER OF VEHICLES</b>	<b>8</b>	<b>3</b>	<b>11</b>
<b>NUMBER OF ROADCALLS</b>	<b>1</b>	Not Reported	<b>1</b>

**FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
MEDICAID ENCOUNTER DATA REPORTS  
FISCAL YEAR 2014/15  
UNION COUNTY**



**UNION COUNTY**  
**QUARTERLY SUMMARY OF SERVICE COMPLAINTS/COMMENDATIONS**  
**APRIL - JUNE 2014**

TYPE OF COMPLAINT	A & A Transport	Resolved
Vehicle Condition	0	-
Driver's Behavior	0	-
Client Behavior	0	-
No Show by Client	0	-
Tardiness - Late pickup	0	-
Tardiness - Late dropoff	0	-
No Show by Operator	0	-
Dispatch/Scheduling	0	-
Other	0	-
<b>TOTALS</b>	<b>0</b>	<b>-</b>
<b>COMMENDATIONS</b>	<b>0</b>	<b>-</b>

**UNION COUNTY  
UNMET TRANSPORTATION NEEDS  
JANUARY - MARCH 2014**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	2
Trip Purpose	3
Out of Service Area Trip	5
Insufficient Advance Notice	2
After Hours Trip Request	3
Weekend Trip Request	0
Other	0
TOTALS	15



# ATTENDANCE RECORD

## UNION COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	10/15/2013	01/14/2014	04/15/2014	07/15/2014
Chair	Commissioner M. Wayne Smith	P	A	A	P
Florida Department of Transportation	Sandra Collins	P	A	P	A
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Jaime Sanchez-Blanchi	P	P	P	P
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Alana McKay	A	P	P	P
Alternate Member	Andrew Singer	P	A	A	A
Florida Department of Education	(Vacant)				
Alternate Member	Jeffrey Aboumrad				
Public Education	Mike Pittman	A	A	P	A
Alternate Member	(Vacant)				
Citizen Advocate	Doyle Archer	P	A	A	A
Alternate Member	Vernon C. Dukes		A	A	A
Citizen Advocate-User	(Vacant)				
Alternate Member	(Vacant)				
Elderly	Donald Pettit	P	P	P	P
Alternate Member	(Vacant)				
Veterans	Barbara Fischer	P	P	P	A
Alternate Member	(Vacant)				
Persons with Disabilities	Bill McGill	P	A	P	P
Alternate Member	(Vacant)				
Florida Association for Community Action	Matthew Pearson		P	P	P
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Cara Ladnyk				P
Alternate Member	Casey Ladd				A
Children at Risk	Alberta Hampton		P	A	A
Alternate Member	(Vacant)				
Regional Workforce Board	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	(Vacant)				
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 North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."