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November 1, 2017

TO: Alachua County Transportation Disadvantaged Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Alachua County Transportation Disadvantaged Coordinating Board will meet November 8, 2017 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. This is an important meeting of the Board. 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.

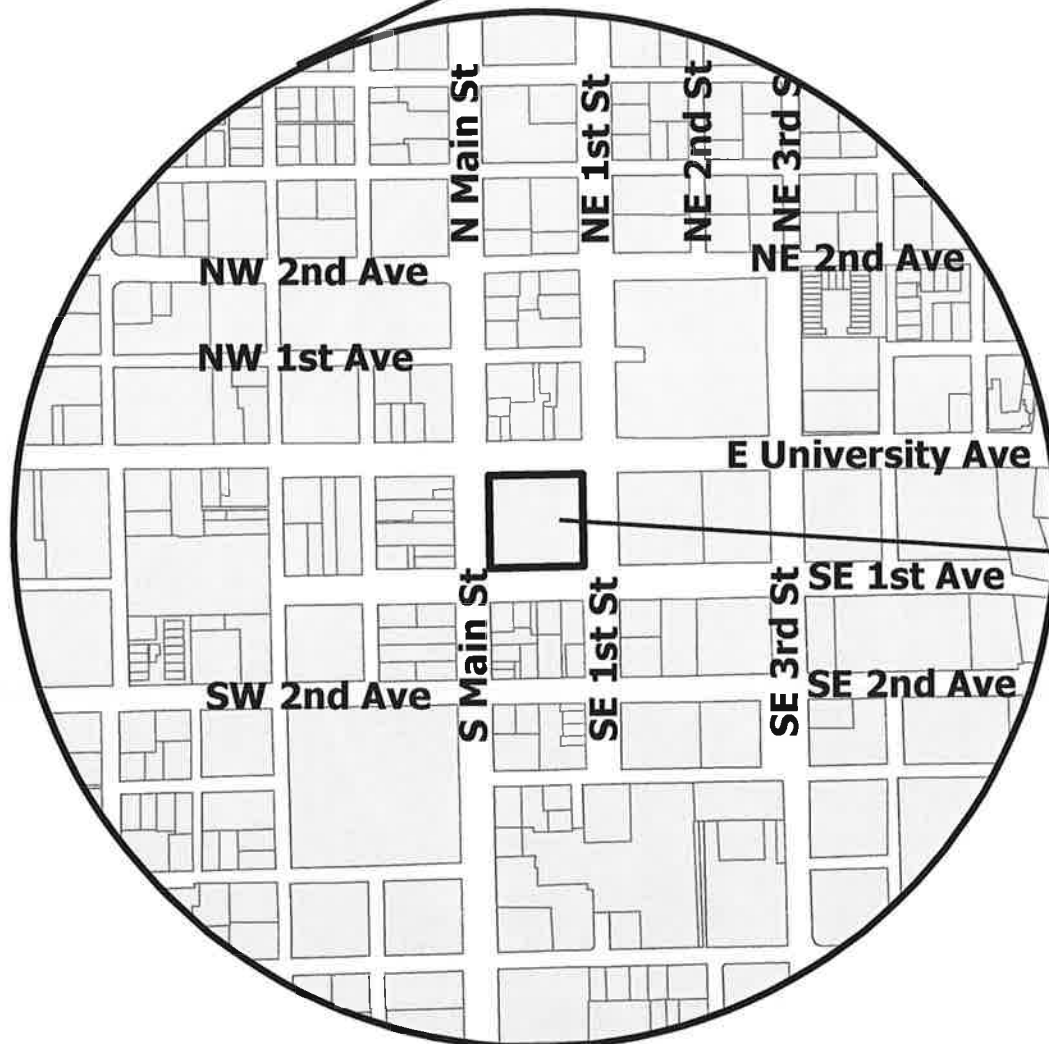
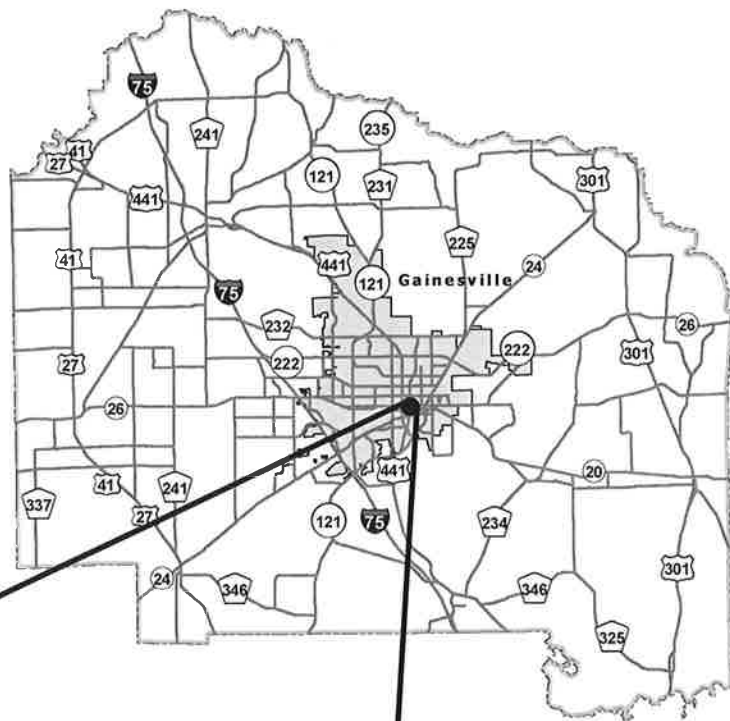
Attachments

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Alachua County Administration Building

12 Southeast 1st Street
Gainesville, FL 32601

Directions: From the intersection (exit 387) of Interstate 75 and State Road 26 (also known as University Avenue) turn East onto State Road 26 (also known as University Avenue), travel approximately 5.5 miles, turn right (South) onto SE 1st St and the Alachua County Administration Building will be on the right, on the Western side of SE 1st St.



1 inch = 500 feet

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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
November 8, 2017
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the May 24, 2017
Minutes**

Page 7

ACTION REQUIRED

II. NEW BUSINESS

A. Bylaws

Page 13

ACTION REQUIRED

The Board needs to review and approve the Bylaws

B. Grievance Procedures

Page 31

ACTION REQUIRED

The Board needs to review and approve the Grievance Procedures

C. 2016/17 Annual Performance Evaluation

Page 49

ACTION REQUIRED

The Board needs to review and approve MV Transportation, Inc.'s 2016/17 annual performance evaluation

D. 2016/17 Annual Operations Report

Page 87

NO ACTION REQUIRED

The Board needs to review the 2016/17 Annual Operations Report

- E. 2017/18 Rural Area Capital Assistance Program Grant Applications Page 105 ACTION REQUIRED**

The Board needs to review and approve MV Transportation, Inc's 2017/18 Rural Area Capital Assistance Program Grant applications

- F. Elect Vice-Chair Page 121 ACTION REQUIRED**

The Board needs to re-elect Jeff Lee as the Board's Vice-Chair or elect a new Vice-Chair

- G. Community Transportation Coordinator Designation Page 123 NO ACTION REQUIRED**

Staff will discuss the process used to designate the Community Transportation Coordinator for Alachua County

- H. MV Transportation Operations Reports Page 125 NO ACTION REQUIRED**

MV Transportation staff will present service operation highlights

III. OTHER BUSINESS

- A. Comments**

- 1. Members**
- 2. Citizens**

IV. FUTURE MEETING DATES

- A. February 14, 2018 at 10:00 a.m.**
- B. May 9, 2018 at 10:00 a.m.**
- C. September 12, 2018 at 10:00 a.m.**
- D. November 7, 2018 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 COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Adrian Hayes-Santos Local Elected Official/Chair Grievance Committee Member	
Janell Damato Florida Department of Transportation	Sandra Collins Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Vacant Florida Department of Education	Jeffrey Aboumrad Florida Department of Education
Jeff Lee - Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Vacant Florida Department of Elder Affairs
Deweese Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Charles J. Harris Central Florida Community Action Agency (Term ending June 30, 2020)	Tiffany McKenzie Central Florida Community Action Agency (Term ending June 30, 2020)
James H. Speer, Jr. Public Education	David Dees Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2020)	Vacant Veterans (Term ending June 30, 2020)
James East Citizen Advocate Grievance Committee Member (Term ending June 30, 2018)	Paul Selvy Citizen Advocate (Term ending June 30, 2018)
Earther Wright Citizen Advocate - User Grievance Committee Member (Term ending June 30, 2018)	Vacant Citizen Advocate - User (Term ending June 30, 2018)
Christine Eason Louton Persons with Disabilities Grievance Committee Member (Term ending June 30, 2018)	Sharon Curtis Persons with Disabilities (Term ending June 30, 2018)
Vacant Elderly (Term ending June 30, 2020)	Vacant Elderly (Term ending June 30, 2020)
Vacant Medical Community (Term ending June 30, 2019)	Vacant Medical Community (Term ending June 30, 2019)
Trisha Nieves Children at Risk (Term ending June 30, 2019)	Vacant Children at Risk (Term ending June 30, 2019)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Lisa Hogan Private Transportation Industry (Term ending June 30, 2019)	Vacant Private Transportation Industry (Term ending June 30, 2019)

Note: Unless specified, members and alternates serve at the pleasure of the Metropolitan Transportation Planning Organization.

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

Jack Durrance Auditorium
Alachua County Administration Bldg.
Gainesville, Florida

Wednesday
May 24, 2017
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Adrian Hayes-Santos, Chair
Jeff Aboumrad, Florida Department of Education Representative
Millie Crawford representing Jesus Gomez, Mass Transit Representative
Janell Damato, Florida Department of Transportation Representative
James East, Citizen Advocate
Charles J. Harris, Central Florida Community Action Agency Representative
Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair
Deweece Ogden, Florida Agency for Health Care Administration- Medicaid

VOTING MEMBERS ABSENT

Christine Eason Louton, Persons with Disabilities Representative
Lisa Hogan, Private Transit Industry Representative
Trisha Nieves, Children at Risk Representative
John Wisker, Florida Department of Children and Families
Earther Wright, Citizen Advocate

OTHERS PRESENT

John Carmine, Grace Marketplace
Ed Griffin, General Manager, MV Transportation, Inc.
Marsha Rivera, MV Transportation, Inc.
Jesse Pete
Jack Varnon

STAFF PRESENT

Lynn Godfrey, Metropolitan Transportation Planning Organization

I. BUSINESS MEETING CALL TO ORDER

Chair Hayes-Santos called the meeting to order at 10:02 a.m.

A. Approval of the Meeting Agenda

James East requested adding a discussion of Alachua County representation at meetings to the agenda.

ACTION: Charles Harris moved to approve the meeting agenda with the noted addition. Jeff Lee seconded; motion passed unanimously.

B. Approval of the February 8, 2017 Minutes

ACTION: Albert Linden, Jr. moved to approve the February 8, 2017 meeting minutes. James East seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2017/18 Alachua County Transportation Disadvantaged Service Plan

Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization Senior Planner, stated that MV Transportation, Inc. prepared the 2017/18 Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the Board's approval. She said Service Plan must be approved by the Board and submitted to the Florida Commission for the Transportation Disadvantaged annually.

Mr. Edward Griffin, MV Transportation, Inc. General Manager, discussed the Operations Element of the Plan and proposed changes.

Ms. Marsha Rivera, MV Transportation, Inc. Financial Manager, discussed the proposed Fiscal Year 2017/18 Transportation Disadvantaged Program service rates and the rate calculation model used to develop the proposed rates.

ACTION: James East moved to approve the 2017/18 Alachua County Transportation Disadvantaged Service Plan. Jeff Lee seconded;

Janell Damato asked if a roll call vote is required to approve the Plan. She said other Transportation Disadvantaged Coordinating Boards are taking roll call votes when approving the Service Plans.

Ms. Godfrey stated that she did not know whether a roll call vote is required.

Chair Hayes-Santos asked for a roll call vote.

Jeff Aboumrad - Yes
Mildred Crawford - Yes
Janell Damato - Yes
James East - Yes
Charles Harris - Yes
Adrian Hayes-Santos - Yes
Jeff Lee - Yes
Albert Linden, Jr. - Yes
Deweece Ogden - Yes

motion passed unanimously.

B. 2017/18 Mobility Enhancement Grant Applications

Mr. Griffin stated that MV Transportation, Inc. submitted two Mobility Enhancement Grant applications. He said the grant project to continue providing bus passes to the Grace Marketplace was approved. He said the second project to continue the Santa Fe Extra service was not approved for funding.

Mr. Griffin stated that the bus pass project is a continuation of the Fiscal Year 2016/17 Mobility Enhancement Grant project that provides approximately 250 bus passes per month to the homeless population residing at Grace Marketplace.

Mr. John Carmine, Grace Marketplace Director, thanked the Board for supporting the continuation of the bus pass project. He said residents of Grace Marketplace have been able to find employment and housing as a result of having transportation available to them. He said there is more demand for the bus passes than the number of passes available. He explained that the daily distribution of the bus passes is prioritized based on those seeking employment, education, housing and medical appointments.

James East thanked Grace Marketplace for the services they provide to assist the homeless population.

C. MV Transportation Presentation/Operations Reports

Mr. Griffin discussed the following activities of MV Transportation:

- Annie Lee-Welch Katherine McClory Award recipient
- Marsha Rivera, Manager Spotlight
- Operations Report
- 2017 Transportation Disadvantaged Legislative Day
- Florida Triple Crown Rodeo
- Enhanced Training
- Transit is Golden Event

James East thanked MV Transportation, Inc. for providing transportation to the Gainesville Orchestra concert.

Jeff Lee asked how the new Managed Medical Care Program long term care contracts will affect MV Transportation, Inc.

Mr. Griffin explained that, prior to Medicaid Program reform in 2015, MV Transportation, Inc. received approximately \$90,000 per month to provide Medicaid Program non-emergency transportation. He said that, currently, MV Transportation, Inc. receives approximately \$72,000 per year to transport Medicaid Program clients. He said he is hopeful the new contracts will bring in new transportation brokers for MV Transportation, Inc. to work with.

Mildred Crawford stated that she attends meetings with the dialysis unit staff and they are very concerned about the quality and safety of their patient transportation. She explained that there are various non-emergency transportation providers working with the transportation brokers under Florida's Managed Medical Care Program. She said these transportation providers are not monitored regularly for safety.

D. 2017 Florida Legislative Session

Ms. Godfrey stated that the Florida Legislature increased funding to the Transportation Disadvantaged Program. She said this additional funding will continue the Mobility Enhancement Grant program and assist rural counties.

III. OTHER BUSINESS

A. Members

Jeff Lee noted that the date of the last meeting is incorrect.

Ms. Godfrey apologized and said she would correct the date.

Chair Hayes-Santos stated that he looks forward to serving as Chair of the Board.

B. Citizens

Mr. Jack Varnon commended the integrity of the individuals driving for MV Transportation, Inc.

Ms. Jesse Pete commended MV Transportation staff for the outstanding service they provide.

IV. FUTURE MEETING DATES

Ms. Godfrey stated that the next meeting of the Alachua County Transportation Disadvantaged Coordinating Board will be held September 13, 2017 at 10:00 a.m.

ADJOURNMENT

The meeting adjourned at 11:08 a.m.

Chair

Date



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November 1, 2017

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

RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually. Attached are the Board's Bylaws for review and approval.

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

Attachment

t:\lynn\td2017\alachua\memos\bylaws.docx

6

Bylaws

November 8, 2017

Alachua County Transportation Disadvantaged Coordinating Board



Bylaws

Approved by the
**Alachua County
Transportation Disadvantaged Coordinating Board**

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

Adrian Hayes-Santos, Chair

with Assistance from



Metropolitan Transportation Planning Organization
for the Gainesville Urbanized Area
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

November 8, 2017

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Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the Alachua County Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

B. Agency Description

The Alachua County Transportation Disadvantaged Coordinating Board is a public body appointed by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

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

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

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

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

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

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

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

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

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

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

D. Name and Purpose

- (1) The name of the Coordinating Board shall be the Alachua County Transportation Disadvantaged Coordinating Board, hereinafter referred to as the Board.
- (2) The purpose of the Board is to identify local service needs and provide information, advice and direction to the Community Transportation Coordinator on the provision of services to the transportation disadvantaged within the designated service area. In general, the Board is considered an advisory body (Section 427.0157, Florida Statutes).

E. Membership

- (1) Voting Members. In accordance with Section 427.0157, Florida Statutes, all voting members of the Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for Alachua County is the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area.
 - (a) An elected official from the service area which the Board serves shall be appointed to the Board.
 - (b) A local representative of the Florida Department of Transportation;
 - (c) A local representative of the Florida Department of Children and Family Services;

- (d) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- (e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.
- (r) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board. It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

- (2) **Alternate Members.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend.

F. Officers

- (1) **Chair.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). The Chair shall serve until their elected term of office has expired or otherwise replaced by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area.
- (2) **Vice-Chair.** The Board shall elect a Vice-Chair. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) **Regular Meetings.** The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled at the discretion of the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.

- (2) **Emergency Meetings.** The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership. Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.
- (3) **Special Meetings.** Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled at the discretion of the Chair.
- (4) **Public Workshop.** The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled at the discretion of the Chair.
- (5) **Notice of Regular and Special Meetings.** Notices and tentative agendas shall be provided to the Florida Commission for the Transportation Disadvantaged, Board members and other interested parties at least two weeks prior to each Board meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall provide the agenda and meeting package to the Florida Commission for the Transportation Disadvantaged, Board members and all other interested parties prior to the meeting. The agenda shall include a public participation opportunity.

- (6) **Quorum.** At all meetings of the Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:
 - a) Cancel and reschedule the meeting; or
 - b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

Board members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on agenda items that require formal action.

- (7) **Voting.** At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.

- (8) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."
- (9) Proxy Voting. Proxy voting is not permitted.
- (10) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) Attendance. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.

H. Administration

- (1) Staff Support. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.
- (2) Minutes. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is responsible for maintaining an official set of minutes for each Board meeting.

I. Duties

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.
 - (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.

- (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
- (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.
- (e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
- (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
- (g) Assist the Community Transportation Coordinator in establishing trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
- (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
- (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.
- (j) Annually hold a public workshop.
- (k) Annually review the Annual Operations Report.

J. Committees

The Chair subject to approval by the Board shall appoint a Grievance Committee to process and investigate complaints from agencies, users, transportation operators and potential users of the system in the designated service area. The Grievance Committee shall make recommendations to the Board or to the Florida Commission for the Transportation Disadvantaged for improvement of service. The Board shall establish a process and procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Florida Commission for the Transportation Disadvantaged's Transportation Disadvantaged Helpline service when local resolution has not occurred. When requested, all materials shall be made available in accessible format. Members appointed to the Grievance Committee shall be voting members of the Board. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuse themselves from hearing the grievance.

Additional committees shall be appointed by the Chair, subject to approval by the Board, as necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

K. Amendments

These Bylaws may be amended by a majority vote of members present at regular meetings.

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 8th day of November 2017.

Adrian Hayes-Santos, Chair
Alachua County Transportation Disadvantaged Coordinating Board

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Alachua County Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

- * Lynn Franson-Godfrey, AICP, Senior Planner

- * Primary Responsibility



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Alachua County Transportation Disadvantaged Coordinating Board

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November 1, 2017

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

Approve the Board's Grievance Procedures.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Grievance Procedures annually. Attached are the Board's Grievance Procedures for review and approval.

If you have any questions concerning the Grievance Procedures, please contact me at extension 110.

Attachment

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Grievance Procedures

November 8, 2017

Alachua County Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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

Adrian Hayes-Santos, Chair

with Assistance from



Metropolitan Transportation Planning Organization
for the Gainesville Urbanized Area
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

November 8, 2017

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Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

The Alachua County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

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

G. Meetings

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

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

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

- (6) Proxy Voting. Proxy voting is not permitted.
- (7) Parliamentary Procedures. The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

- (1) Staff Support. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) Minutes. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

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

J. Procedures

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

Alachua County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."

- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension of service by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The suspended rider will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider.

M. Prohibition Against Retaliation

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

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 8th day of November 2017.

Adrian Hayes-Santos, Chair
Alachua County Transportation Disadvantaged Coordinating Board

Alachua County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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November 1, 2017

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2016/17 Annual Performance Evaluation

RECOMMENDATION

Approve MV Transportation Inc.'s 2016/17 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by MV Transportation, Inc. Attached is MV Transportation, Inc.'s draft 2016/17 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 EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: MV Transportation, Inc.

County: Alachua

Address: 3713 SW 42nd Ave., Gainesville, FL 32608

Contact: Edward Griffin, General Manager Phone: 352-375-2784

Review period: July 1, 2016 - June 30, 2017

2016/17 Community Transportation Coordinator Annual Performance Evaluation

Approved by the
Alachua County
Transportation Disadvantaged Coordinating Board

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

Adrian Hayes-Santos, Chair

with Assistance from



Metropolitan Transportation Planning Organization
for the Gainesville Urbanized Area
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

November 8, 2017

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SUMMARY OF FINDINGS AND RECOMMENDATIONS

A. General

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, Florida Statutes

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. On Site Observation

Areas of Noncompliance: None.

Recommendations: None.

Timeline for Compliance: None

E. Cost/Competition/Coordination

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL

1. What was the designation date of the Community Transportation Coordinator?
7/01/13
2. What is the complaint process?
See attached complaint policy.
3. Does the community transportation coordinator have a complaint form?
☒ Yes (attached) ☐ No
4. Does the form have a section for resolution of the complaint?
☒ Yes ☐ No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
☒ Yes ☐ No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?
The Helpline number is posted in all vehicles and noted on the Rider Guide. If a solution is not reached to satisfy the complainant, the complainant is referred to the Helpline.
7. When a complaint is forwarded to your office from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
☒ Yes ☐ No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
☒ Yes (attached) ☐ No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
☒ Yes ☐ No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
☒ Yes ☐ No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).

13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?

MV Transportation does not have a formal agreement with the Regional Workforce Board, however, they have an excellent relationship with this agency and contact them frequently when they are in need of candidates for positions. Recently they were instrumental in helping us fill a mechanic vacancy, and refer candidates for driving positions to us.

14. What innovative ideas have you implemented in your coordinated system?

Most of the Mobile Data Terminals (MDTs) installed in the vehicles have exceeded their useful life and have begun to have operational issues. Because of their age, repairs are either not possible or not cost-effective. In May of this year MV Transportation installed eight (8) tablets to replace the traditional MDTs and they proved to be far more effective and user friendly, in addition to far less costly. We applied for Shirley Conroy Rural Capital Assistance Grant funds and were awarded twenty-three (23) tablets to replace the MDTs that were beyond their useful life. In our budget for 2017 we have reserved funding for an additional ten (10) tablets to fill out the fleet requirements. This innovation will allow us to operate much more efficiently and provide our drivers with the most up to date technology.

MV Transportation, was one of seven applicants awarded Mobility Enhancement Grant funds from the Florida Commission for the Transportation Disadvantaged in 2017. MV Transportation was awarded grant funds to provide reduced fare bus passes to the homeless.

MV Transportation is partnering with GRACE Marketplace and the City of Gainesville to provide 31-day reduced fare bus passes to the homeless population residing in Gainesville. MV Transportation estimates the Mobility Enhancement Grant funds will provide 225 reduced fare bus passes each month. This project was funded for a one-year period.

15. Are there any areas where coordination can be improved?

MV Transportation has been the Community Transportation Coordinator (CTC) for Alachua County since 2003. We gained this designation through a competitive procurement (three five-year agreements) under contract with the State of Florida Commission for the Transportation Disadvantaged (FCTD). In this capacity we coordinate transportation for several agencies, including Federal Funding (5310, 5311), Transportation Disadvantaged (TD), ADA service for the City of Gainesville Regional Transit System (RTS), Elder Care of Alachua County, Alachua County Government, Alachua County Emergency Operations Center and other contracts providing social service transportation.

The purpose of coordinated transportation is to ensure uniformity of standards and insurance, strict oversight at the local and State level for contract compliance and performance measures and provide for a cost effective solution through economies of scale and multiloading of passengers. We are strictly monitored by the agencies we serve, and through F.S. 14-90, the Florida Department of Transportation (FDOT) conducts annual reviews of our system for vehicle, driver and administrative compliance with strict standards. We are also evaluated annually by a Local Coordinating Board (LCB) comprised of elected officials, agency representatives and passenger advocates and audited annually for fiscal compliance by the Florida Commission for the Transportation Disadvantaged.

Prior to the implementation of Medicaid Reform, Community Transportation Coordinators received a set monthly allocation to provide Medicaid transportation within their county of responsibility. Medicaid recipients received the same level of service and system oversight as all other agencies participating in the coordinated model. When Medicaid Reform became law, most Medicaid recipients were mandated to enroll with a Managed Care Organization (MCO) that was assigned to their specific county of residence. The Managed Care Organizations were then mandated to arrange transportation for their respective members. Since Community Transportation Coordinators coordinate service at the County level, the Managed Care Organizations elected to contract with "transportation brokers" that would take trip requests for the entire service area region (several counties) served by the Managed Care Organizations. The transportation brokers would then contract with individual companies to directly provide the service in each county.

Unfortunately for many Community Transportation Coordinators, including MV Transportation, the transportation brokers elected not to contract with them, or have given them only a very small percentage of the available trips. A primary reason is because of the strict requirements that Community Transportation Coordinators are held to that other providers are not for the delivery of service, which inevitably increases the cost of service. At issue with this transition of responsibility is the fact that the transportation brokers, and subsequently their contracted providers, are not held to the same standards that Community Transportation Coordinators providing public transportation are held. The bottom line is that the safety and welfare of Alachua County residents served by these Managed Care Organizations is in jeopardy, and we, as well as the clinics and facilities that serve these clients, should be very concerned. We have witnessed several instances of providers demonstrating unsafe acts, including forcing wheelchair passengers into ambulatory vehicles, and drivers untrained on how to operate wheelchair lifts or secure passengers in wheelchairs.

We have also seen firsthand where we have released employees because of safety violations, unacceptable background checks and drug test violations and they are working for our competitors the next day. There cannot be two markedly different standards to which providers are held. Many of these passengers are transported in our system through other funding sources (ADA, 5310, 5310 and TD). How can the standards be imposed for these funding sources yet not followed for Medicaid transportation? In our opinion this is a direct violation of F.S. Chapter 427.

16. What barriers are there to the coordinated system?

The only body that can correct the inequities caused by Medicaid Reform is the Florida Legislature. As a member of the Florida Association of Coordinated Transportation Systems (FACTS) we intend to approach the legislature at the next session to educate them on this serious issue and return Medicaid transportation to the coordinated systems in each county. The result of the bifurcation is a loss of productivity, which ultimately results in higher rates for those agencies remaining in the coordinated system. In addition, the loss of these trips means that they cannot be counted in the Annual Operating Report, which results in less Transportation Disadvantaged Trust Fund allocations for the system.

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?

The Florida Commission for the Transportation Disadvantaged has taken no proactive action in assisting Community Transportation Coordinators in rural and small urban areas with moving Medicaid transportation back into the coordinated model. When addressing the Senate Transportation Committee and concerns were raised, they stood silent. For over 25 years the Florida Transportation Disadvantaged Program has been viewed as a "national model", but with the inaction by the Florida Commission for the Transportation Disadvantaged to address and correct this issue that view has changed.

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?

As we have illustrated in our response to the previous questions, federal and state funds that are used for transportation of Medicaid recipients are by law required to flow through the Community Transportation Coordinator in each county. The Florida Commission for the Transportation Disadvantaged needs to press this issue with the Legislature. In addition, we have several clients that have opted to be transported under the Transportation Disadvantaged Program, 5310, 5311 or ADA, all of which have copayments, rather than be transported by providers used by brokers for Medicaid transportation. This is a direct dumping of fiscal responsibility by this agency.

19. How are you marketing the voluntary dollar?

We have included the information regarding the Voluntary Dollar on our Rider's Guide. In addition, we have marketed this with informational flyers to all of our employees, their friends and family so they are aware of this beneficial program.



We Provide Freedom™

Alachua County Community Transportation Coordinator Complaint Policy

The purpose of this policy is to effectively handle all customer service complaints received by Alachua County residents. All office staff shall abide by this policy to ensure the complaints are resolved in a timely manner.

- (1) The Customer Service Department/Reservations/Dispatch will serve as the first point of contact for customer service complaints. The complaint will be recorded and forwarded to Operations Manager for investigation. If the Operations Manager is not available, the General Manager will respond to the complaint.
- (2) The Operations Manager then has ten (10) days to investigate the complaint, determine the validity, find the appropriate resolution and/or issue any disciplinary action.
- (3) Within ten (10) days the Operations Manager will respond to the customer complaint by phone or via email explaining the investigation and finding.
- (4) All Safety Related Complaints will be investigated immediately including dispatching on duty Road Supervisors to the location. Safety Manager will lead all safety related complaints and follow up with General Manager. General Manager will review and determine validity/ and or disciplinary action/ including retraining if necessary.

MV TRANSPORTATION, INC.

3713 SW 42nd Ave | Suite 3 | Gainesville, FL 32608

P 352.375.2784

www.mvtransit.com

Thank you for using our service. We will make every effort to ensure your transportation is delivered in a SAFE, timely and courteous manner.



Florida's Transportation Disadvantaged Voluntary Dollar Program

If you know of someone who needs transportation to get to work or school, or who has no way to get to the doctor's office or clinic, there is a way to help. The Commission for the Transportation Disadvantaged program offers transportation for citizens throughout the state. The Commission, in conjunction with Department of Highway Safety and Motor Vehicles and the county Tax Collectors launched a program to secure additional trips for Floridians.

In a campaign called "Put Your Dollar to Work" the Commission for the Transportation Disadvantaged is asking that Floridians help friends and neighbors who need transportation services by voluntarily contributing a dollar to the trust fund for the Transportation Disadvantaged.

This opportunity is available because of a law passed by the 1994 Florida Legislature which allows for citizens who register their vehicles or renew their registrations to voluntarily contribute additional funds (in increments of a dollar) to be used to offer more rides to people who use coordinated transportation.

Funding for the program comes from revenues collected from the vehicle registrations. For every registration or renewal \$1.50 is ear marked for the Transportation Disadvantaged (TD) Trust Fund. If you wish to make a voluntary contribution, there is a place on the vehicle registration form to indicate that your additional money is to go to the TD Trust Fund.

Since the voluntary program went into effect people throughout Florida have been "Putting Their Dollars to Work". The funds collected in each county go toward additional trips in that county.

Please remember to mark TD Trust Fund for your voluntary contribution and add your dollars to those of your family and friends who are "Putting Their Dollars to Work".

Alachua County Community Transportation System

Rider's Guide

Last Update effective October 1, 2016
Accessible formats are available upon request



Service Coordinated
and provided by
MV Transportation



3713 SW 42nd Avenue, Suite 3
Gainesville, FL 32608
Phone: 352-375-2784
Fax: 352-378-6117
Florida Relay Services: 711
CTD Helpline: 800-983-2435

This rider's guide describes the services offered by MV Transportation in our role as Community Transportation Coordinator (CTC) for Alachua County. It will help you plan your trip and to make your transportation a pleasurable experience.

SECTION 1: Dear Rider

MV Transportation is a door to door service committed to providing safe and reliable transportation where staff and drivers are helpful, courteous and on time.

SECTION 2: Service Hours and Days

- ADA Paratransit rides are provided Monday - Saturday between the hours of 6 am and 9 pm. Sunday ADA Paratransit rides are provided between 10:00 AM – 5:00 PM. ADA paratransit service is provided after 9:00 PM to 3:00 AM in the late night service area. To schedule a trip and to determine if your trip is in the late night area contact MV Transportation before 5:00 PM the day before your trip. MV Transportation will then contact RTS to schedule the trip.
- TD sponsored service is provided Monday - Friday from 6:00 am to 9:00 pm and Saturday from 6:00 am to 7:00 pm. There are no TD rides provided on Sunday.

Trip requests should be called into our office following the procedures outlined below. Same day ride requests are not accepted. You will be required to schedule both your pickup and return rides when you make your initial ride request. Changes to existing reservations must be made by 5:00 pm the day before your service and will be accommodated as allowable within existing schedules.

MV Transportation will not provide transportation services during the following holidays: Thanksgiving and Christmas; all other holiday services provided according to RTS schedules.

SECTION 3: Reservations

Please remember that this is a shared ride system and you may be sharing your ride with others.

To arrange for your ride, please call our reservations line at: (352) 375-2784 Option 2. Reservations can be made 7 days a week for ADA only.

These grants are administered by the City of Gainesville Regional Transit System (RTS) and funds are allocated on a month to month basis. The fare per one way trip is \$3.00. For more information on the eligibility requirements of each fund please contact MV Transportation at 352-375-2784 Option 2.

SECTION 11: Passenger Property

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 not to exceed 25 lbs. in total upon request. MV drivers are not personally or financially responsible for damaged or broken property.

Shopping Carts

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 will not exceed 25 pounds in total.

SECTION 12: Rules

- No eating, drinking or smoking on the vehicle.
- No rider will be transported who is under the influence of alcohol or illegal drugs.
- No verbal abusive, threatening or obscene language.
- Passengers must pay the fare before boarding.
- No physical abuse of any kind will be tolerated.
- No tampering with the vehicle, equipment or two-way radio.
- No radios, cassette players, CD players or other sound generating devices may be used UNLESS they are connected to a headset.
- Passenger is responsible to arrange assistance from door into home and / or facilities.
- A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of all passengers and drivers.

Violations are subject to suspension of service, either temporary or permanent.

- plication has been completed.
- ADA eligible riders may travel anywhere within ¾ of a mile from an (RTS) fixed route and within Gainesville City Limits.
- ADA riders may travel with a companion. A request should be made at the time of the reservation. All companions must pay the same fare as the ADA rider. Companions must be picked up and dropped off at the same location as the ADA rider.
- If a Personal Care Attendant (PCA) has been approved by the Center for Independent Living, no fare is charged for the PCA traveling with the rider.
- During some state and federal holidays when the Regional Transit System (RTS) is not operating, ADA trips will not be provided.

Transportation Disadvantaged Program

Any person interested in riding under the Transportation Disadvantaged Program must complete an application. An approved application must be on file before service can be provided. Contact MV for the application at (352) 375-2784 option 4 to request an application.

- TD Fare is \$2.00 per one-way trip for Dialysis appointments only and \$3.00 per one way trip for all other purposes. TD trips may be limited due to funding availability.
- Please call the day before or up to 14 days in advance your appointment between 8 am and 5 pm to schedule your rides.
- One (1) companion may travel with you, and must pay the same fare as the registered rider.
- You will need to re-apply yearly for this service.
- If a nursing home Personal Care Attendant (PCA) is traveling with a passenger, no fare is charged for the attendant traveling with the rider.
- Trips for the following purposes will be provided: Vital Care (Dialysis, Cancer Care & Physical Therapy for Mobility), other medical, Employment & grocery shopping.

Other limited funding programs

- **5311 Grant Fund** provides funding for the purpose of supporting public transportation in rural areas of Alachua County. This service is open to all residents that need transportation from or to rural areas.
- **5310 Grant Fund** provides funding for the purpose of supporting public transportation for seniors and the disabled for trips originating or ending in the small urban area. This service is open to seniors or ADA certified individuals that need transportation from or to the small urban area.

ADA, 5310 and 5311 sponsored ride reservations can be made Monday through Saturday from 8 am to 5:00 pm and on Sunday 10:00 am to 5:00 pm. TD trip reservations will be taken Monday through Friday from 8:00 am to 5:00 pm only. No TD trip reservations will be taken on Saturday or Sunday.

Making your Reservation:

Be prepared to give reservations the following information:

- Your name.
- Pick-up address, to include apartment number, building name, city name or other identifying information and, if possible, your zip code.
- Date and time of your appointment.
- Telephone number at your destination if possible.
- Return time.
- If you will be accompanied by a companion, escort, child or personal care attendant (PCA).
- If you will be accompanied by a companion/service animal.

What to expect on the day of your ride:

- Please be ready **one hour** before your appointment time if you live within the city limits of Gainesville.
- If you live outside the city limits of Gainesville, be ready **one and a half hours** before your appointment time.

SECTION 4: To Cancel Your Ride

If you are unable to keep your ride reservation, please contact us as soon as possible, but at least two hours before the pickup window opens; otherwise, it is considered a "no-show".

SECTION 5: Standing Order Requests

A "standing order request" is for customers who travel to the same place at the same time on the same day (s) of the week. If you have a regular appointment that you need to go to, you may want to ask reservations staff to submit a "subscription request" for service. Depending on the funding source of your trip, this request may be granted. Please remember, however, that you cannot change your "standing order request" more than once per month, or this privilege will be revoked. If you have a "standing order request" and will not be

using it for one or multiple days, please contact us to cancel or suspend services to avoid having "No Shows" recorded in your file.

SECTION 6: No-Show

It is your responsibility as a rider to call our office within two hours of your pickup window if you cannot take the ride. Riders may be suspended from service for repeated no-shows. If a driver arrives within the window and waits 5 minutes and you do not take your trip, or were not at your pickup location, this is considered a no-show. A notice will be hung on your door.

- If you are made a no-show, the vehicle may or may not be able to come back for you. This will depend on vehicle availability and a request must be made to the dispatcher.
- If the driver is late and you do not take your trip, you will not be charged a no-show.

If you would like to dispute a no-show, please contact the MV Operations Manager. If your ride is late, please call our office at: (352) 375-2784. A dispatcher or customer service agent will assist you with your trip.

SECTION 7: Will Call Policy

If you will not be ready to go home at the time you scheduled your return trip, you may be made a "will call". If this happens, please call our office at (352) 375-2784 as soon as possible. A dispatcher or customer service agent will assist you with your trip. This will allow us to make arrangements to have you picked up at a later time. As a courtesy, if you are made a "will-call", we will send a vehicle to your last known location at the time you indicate you are ready to return. This could take up to two (2) hours.

SECTION 8: Fares

Service will be denied if fare is not paid. There will be no exceptions for this sponsored service. Passenger fares will vary depending on the sponsorship of your trip. If you are required to pay a fare, it must be paid. Fares apply to a one-way trip. Remember that if you take someone with you, a fare may be required unless you are pre-approved for a Personal Care Attendant (PCA see Section 10). When scheduling your trip, please ask the reservationists for the fare amount. EXACT FARE OR PREPAID TICKET IS REQUIRED. Drivers do

not carry change.

- | | |
|--------|---|
| • ADA | \$3.00 |
| • TD | \$2.00 for Dialysis/\$ 3 for all other purposes |
| • 5311 | \$3.00 |
| • 5310 | \$3.00 |

Prepaid tickets can be purchased by calling (352) 375-2784 option 8. Any other sponsoring agencies that chose to charge a co-pay to their clients may do so.

SECTION 9: Compliments and Concerns

- To convey a compliment or service concern, please call (352) 375-2784 Option 4.
- It is important that you let us know how you feel about the service we are providing. If you have any complaints, compliments or concerns, please call our office immediately. You may speak to the Operations Manager, General Manager or Safety Manager at any time. You have the right to expect a response from our staff in a timely manner.
- To report a SAFETY concern, please call (352) 375-2784 ext 11605.
- You may contact the CTD Helpline for further assistance with concerns and compliments at (800) 983-2435.

SECTION 10: Types of Service

ADA Transportation

MV Transportation does not determine eligibility for this service. To apply for ADA eligibility, contact the Center for Independent Living at (352) 378-7474. Upon certification, you may ride the RTS fixed route system at no charge.

- The ADA Fare is \$3.00 per one-way trip.
- Provides trips to individuals whose disability prevents them from using the RTS fixed route bus system.
- Trips must be scheduled one hour apart.
- One free round trip ride to the Center for Independent Living will be arranged to apply for eligibility. Call MV Transportation at (352) 375-2784 Option 2 to schedule this ride.
- No other rides will be reserved until client has been deemed eligible for ADA service.
- Determining eligibility may take up to 21 days once the ADA ap-



"We Provide Freedom"

Dear Transportation Disadvantaged Program Applicant:

Florida's Transportation Disadvantaged (TD) Program was established with the passage of Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves or to purchase transportation due to a physical or mental disability, income status, or age. MV Transportation, the designated Community Transportation Coordinator for Alachua County, is responsible for determining whether individuals are eligible for TD Program assistance.

As a certified ADA passenger, you may want to take advantage of this program to travel throughout Alachua County outside of the City of Gainesville RTS fixed-route bus area. Effective July 1, 2012 the following new criteria will be used to determine whether you qualify for TD Program services:

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.

Please complete the enclosed application and return it to MV. MV will notify you whether your application has been approved or denied within 10 business days. If you have any questions or need assistance completing the application, please contact our office at (352) 375-2784.

Sincerely,

Edward I. Griffin, General Manager

MV TRANSPORTATION, INC.
3713 SW 42nd Ave | Suite 3 | Gainesville, FL 32608
P 352.375.2784



3713 SW 42nd Avenue-Suite #3
Gainesville, FL 32608
352-375-2784 Phone
352-378-6117 Fax

APPLICATION FOR TRANSPORTATION DISADVANTAGED TRUST FUND SERVICES

MV Transportation is the Community Transportation Coordinator (CTC) for Alachua County. The information contained in this application will only be used by MV to determine your eligibility for Transportation Disadvantaged Trust Fund (TD) services. TD eligibility is determined by a documented disability that prevents you from using or accessing fixed-route bus services, an income based test and documentation that you cannot purchase or secure transportation through other means. Income tests are based on Federal Poverty Levels and a tiered system. Guidelines are available upon request. Eligibility for this program must be renewed annually.

Date: ____/____/____ Medicaid#: _____ Social Security#: ____/____/____
Last Name: _____ First Name: _____ MI: _____
Home Address: _____ Apt: _____
City: _____ State: _____ Zip Code: _____
Home Phone: (____) _____ Work: _____ TDD: _____
Date of Birth: ____/____/____ Age: _____ Male: _____ Female: _____
Emergency Contact: _____ Phone: (____) _____

1. Do you receive food stamps? ____ YES ____ NO
2. Do you receive Medicaid? ____ YES ____ NO
3. How many family members are in your household? _____
4. What is your annual income? _____ (Provide pay stubs, tax forms or other documentation to support claim)
5. What is your total family household income? _____
6. Do you live in an ACLF: nursing home, retirement home or boarding home: ____ YES ____ NO
 - a. Does the facility have a vehicle? ____ YES ____ NO
 - b. Have you ever been transported by this facility? ____ YES ____ NO
7. Do you have relatives or friends residing in the same City or County where you live? ____ YES ____ NO
 - a. Would this person transport you if you asked? ____ YES ____ NO
 - b. Have you been transported before to activities/ appts. by friends or family? ____ YES ____ NO
 - c. Do you know someone who would transport you if you paid for gas? ____ Yes ____ NO
8. Do you own an operable vehicle? ____ YES ____ NO
 - a. Can this vehicle be used to transport you? ____ YES ____ NOIf No, please explain: _____

The Standard of Excellence Since 1976

9. Do you use the fixed route bus system? ____ YES ____ NO (If YES) how many times per week? ____ Per month? ____
10. Have you ever used the fixed route bus system? ____ YES ____ NO
11. Would you use the fixed route bus system if you were given a bus pass or ticket? ____ YES ____ NO
12. Why did you stop using the fixed route bus system? _____
13. Is this condition temporary? ____ YES ____ NO If Yes, expected duration of your disability? ____ Weeks
14. How does your disability prevent you from using the fixed route bus system? _____
15. Are there any other transportation needs of which we should be aware including cultural competency? ____ YES ____ NO
- Please explain: _____

The following information will be used to ensure that an appropriate vehicle is used to provide transportation.

1. Do you use any of the following mobility aids? (Check all that apply)
- a. Manual Wheelchair ____
 - b. Power Wheelchair ____
 - c. Power Scooter ____
 - d. Cane ____
 - e. Crutches ____
 - f. Walker ____
 - g. Service Animal ____ What kind? _____
2. Please answer the following questions:
- a. Can you travel without assistance a distance of: 200ft ____ ¼ Mile ____ ½ ____
 - b. Can you climb a 12 inch step? ____ YES ____ NO (Do you need assistance?) ____ YES ____ NO
 - c. Can you wait outside without support for ten minutes? ____ YES ____ NO
 - d. Can you give an address and telephone number upon request? ____ YES ____ NO
 - e. Can you recognize a destination or landmark? ____ YES ____ NO
 - f. Can you understand and follow directions? ____ YES ____ NO
 - g. Can you handle unexpected situations or changes in your routine? ____ YES ____ NO
 - h. Can you safely and effectively travel through crowded or complex facilities? ____ YES ____ NO

I hereby certify that the information submitted above is true and correct. Purposely providing inaccurate information is a violation of State law and may result in legal action.

Date: ____/____/____

Signature: _____

Print Name: _____

Process Date: ____/____/____

Preparer (Print Name): _____

Initials: _____

Phone: : (____) _____

Mail or Fax to: MV Transportation
3713 SW 42nd Avenue-Suite #3
Gainesville, FL 32608
Phone (352) 375-2784 Fax (352) 378-6117

The Standard of Excellence Since 1976

Applicant Name _____

Medical Verification – To be completed by a licensed professional

Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or cognitive limitation, which prevents the use of the fixed route bus service or to drive a vehicle. The diagnosis of a potentially limiting illness or condition is not sufficient determination for Transportation Disadvantaged program services.

What is the applicant's disability? _____

How does the condition functionally prevent the applicant from using regular bus service or drive the household vehicle? _____

Signature of Medical Professional _____ Date _____
Professional License # _____ State Issued _____
Print Name _____
Address _____
City _____ State _____ Zip Code _____
Phone _____ Extension _____
Contact person _____

Applicants Release:
I understand that the purpose of this evaluation form is to determine my eligibility for Transportation Disadvantaged program service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to MV Transportation. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify MV Transportation within 10 days if there is any change in circumstances or I no longer need to use the Transportation Disadvantaged program services.

Applicant Signature _____ Date _____

If applicant is unable to sign this form, he/she may have someone sign on his/her behalf.

Signing for Applicant _____ Relationship _____ Date _____

MV TRANSPORTATION, INC.
P 352-375-2784 F 352-378-6117

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
☐ Yes ☐ No ☒ Not applicable
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
☐ Yes ☐ No ☒ Not applicable
3. Do the contracts include performance standards for the transportation operators and coordination contractors?
☐ Yes ☐ No ☒ Not applicable
4. Do the contracts include the proper language concerning payment to subcontractors?
☐ Yes ☐ No ☒ Not applicable
5. Were the following items submitted on time?
Annual Operating Report
☒ Yes ☐ No
Memorandum of Agreement
☒ Yes ☐ No
Transportation Disadvantaged Service Plan
☒ Yes ☐ No
Transportation Disadvantaged Trust Fund Grant Application
☒ Yes ☐ No
Other grant applications
☒ Yes ☐ No
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
☐ Yes ☐ No ☒ Not applicable
7. Is a written report issued to the operator?
☐ Yes ☐ No ☒ Not applicable
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
Not applicable.

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
There is no agreement with the Alachua County School Board.
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
MV Transportation has an agreement with the City of Gainesville Regional Transit System.
3. Is there a goal for transferring passengers from paratransit to transit?
☒ Yes ☐ No
4. What are the minimum liability insurance requirements? \$500,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts? Not applicable.
6. Does the minimum liability insurance requirements exceed \$1 million per incident?
☐ Yes ☒ No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	MV Transportation posts the local toll free phone number in all vehicles. MV Transportation also posts the toll free phone number for the Florida Commission on Human Relations.
Vehicle Cleanliness	MV Transportation cleans all vehicles (interior/exterior) at least once a week. All vehicle interiors are swept, seats wiped down and trash removed by drivers daily as part of their post trip inspections.
Passenger/Trip Database	MV Transportation maintains a passenger database.
Adequate seating	MV Transportation provides adequate seating for all passengers.
Driver Identification	MV Transportation requires drivers to identify themselves in a manner that is conducive to communications with specific passengers. In addition, MV Transportation provides uniforms for all drivers indicating they are with MV Transportation, and, is in the process of providing photo IDs which all drivers will be required to wear.
Passenger Assistance	MV Transportation 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.
Two-way Communications	All vehicles are equipped with two-way communications which includes radios, mobile data terminals or tables for communications of real time information to drivers and GPS mapping capability.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	MV Transportation complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	MV Transportation requires children under the age of 8 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.

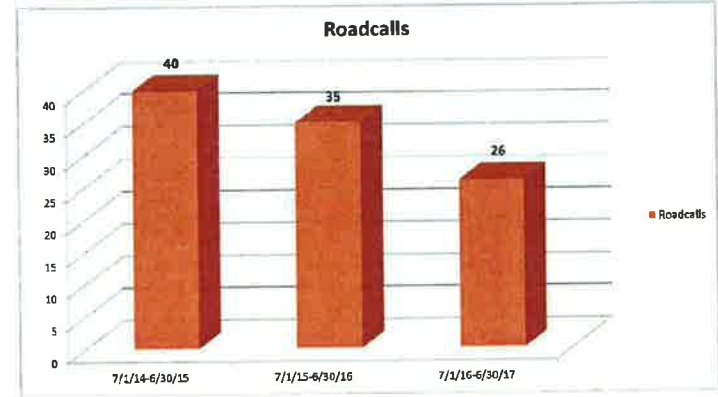
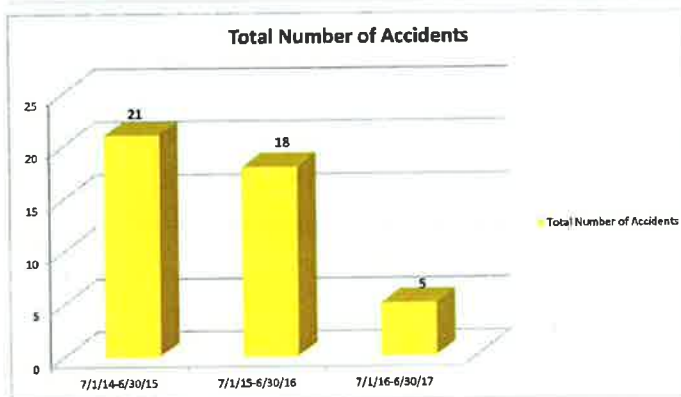
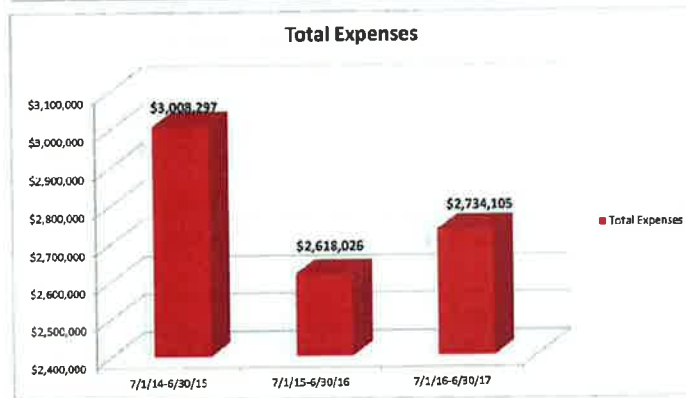
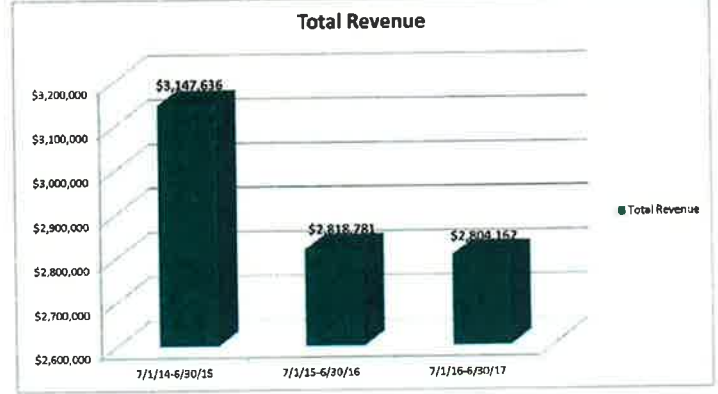
Use, Responsibility, and cost of child restraint devices	MV Transportation requires all passengers under the age of 4 and or 50 pounds to use a child restrain device. Child restraint devices must be provided by the passenger.
Out-of-Service Area trips	MV Transportation provides out of service area trips when services cannot be obtained within the service area. Trips outside the service area require verification of need an prior authorization from the sponsoring agency.
CPR/First Aid	MV Transportation requires all drivers to attend training sessions in CPR and first aid. MV Transportation is not contractually required to conduct this training.
Driver Criminal Background Screening	MV Transportation requires a criminal records check of all drivers through the Florida Department of Law Enforcement. This criminal records check covers a period of 15 years prior to the records check.
Passenger Property	MV Transportation allows 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. Drivers may assist passengers with up to two bags of personal property upon request.
Advance reservation requirements	MV Transportation requires trips to be scheduled 24 hours in advance and up to 14 days in advance.
Pick-up Window	There is a 60 minute pick-up window for trips within the Gainesville City limits. There is a 90 minute pick-up window for trips outside the Gainesville City limits within Alachua County. There is a two hour pick-up window for return trips.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	The number of bus passes issued should increase by 5 percent annually.	No. The Transportation Disadvantaged Bus Pass Program was suspended due to limited funding. MV Transportation began distributing 225 bus passes monthly to the Grace Marketplace through the Mobility Enhancement Grant Program awarded to MV Transportation by the Florida Commission for the Transportation Disadvantaged.
On-time performance	90%	Yes
Accidents	No more than 1.2/100,000 miles	Yes
Roadcalls	No more than 8 roadcalls/100,000 miles.	Yes
Complaints	No more than 3/1,000 trips.	Yes
Call-Hold Time	No more than 2.5 minutes for 90 percent of calls received.	Yes

**PERFORMANCE TRENDS
ALACHUA COUNTY**

PERFORMANCE STANDARD	MEASURE	7/1/14-6/30/15	7/1/15-6/30/16	7/1/16-6/30/17	Percent Change (2015/16 - 2016/17)
TOTAL SERVICE	Total Passenger Trips	102,557	98,612	86,922	-11%
	Bus Passes	0	0	0	#DIV/0!
	Total Revenue Vehicle Miles	1,261,101	1,124,876	981,410	-15%
	Total Vehicle Miles	1,439,611	1,325,073	1,173,958	-13%
	Total Driver Hours	85,827	82,460	69,750	-18%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.08	0.09	0.09	3%
	Passenger Trips/Vehicle Mile	0.07	0.07	0.07	2%
	Passenger Trips/Driver Hour	1.19	1.17	1.25	6%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	\$3,147,636	\$2,818,781	\$2,804,162	-1%
	Total Expenses	\$3,008,297	\$2,618,026	\$2,734,105	4%
	Cost/Passenger Trip	\$29.33	\$27.10	\$31.45	14%
	Cost/Vehicle Mile	\$2.09	\$1.98	\$2.33	15%
	Cost/Revenue Vehicle Mile	\$2.39	\$2.33	\$2.79	16%
	Cost/Vehicle	\$69,960	\$62,334	\$85,441	27%
	Cost/Driver Hour	\$35.05	\$31.75	\$39.20	19%
VEHICLE UTILIZATION	Total Vehicles	43	42	32	-31%
	Passenger Trips/Vehicle	2,385	2,300	2,716	15%
	Total Vehicle Miles/Vehicle	33,479	31,549	36,686	14%
	Total Revenue Vehicle Miles/Vehicle	29,328	26,783	30,669	13%
	Revenue Vehicle Miles/Driver Hour	15	14	14	3%
	Driver Hours/Vehicle	1,996	1,963	2,180	10%
	Total Number of Accidents	21	18	5	-260%
SAFETY	Accidents/100,000 Miles	1.46	1.36	0.43	-219%
	Average Vehicle Miles Between Roadcalls	35,990	37,859	45,152	16%
SERVICE AVAILABILITY	Roadcalls	40	35	26	-35%
	Passenger No Shows	11,279	8,746	6,748	-30%
	Number of Unmet Trip Requests	39	2	1	-100%

Source: Annual Operations Reports





Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

July 22, 2016

Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Avenue, Suite #3
Gainesville, Florida 32608

Re: MV Transportation Vehicle Inventory - Letter of Compliance

Dear Mr. Griffin,

I'm pleased to notify you that the Department has completed the MV Transportation Vehicle Inventory Review, March 2016 and we find your agency to be in compliance with State and Federal requirements.

We appreciate the level of support and cooperation received from the agency's staff during the Vehicle Inventory Review and also noted your efforts in addressing the requirements set forth by the Department's Procedures. We will be scheduling our next Vehicle Inventory Review per State requirements. If you have any questions or would like to discuss any concerns in the meantime please contact me at (904) 360-5687 or janell.damato@dot.state.fl.us. We look forward to continuing to work with your agency in your efforts to serve transportation needs of your constituents.

Sincerely,

A handwritten signature in blue ink that reads "Janell Damato". The signature is fluid and cursive, with the first and last names being clearly legible.

Janell Damato
Rural/Urban Transportation Coordinator
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5687
Email: janell.damato@dot.state.fl.us

cc: Doreen Joyner-Howard (FDOT), Sandra Collins (FDOT), Thee Perry (FDOT), Santanu Roy (HDR, Inc.), Micah Gilliom (HDR, Inc.), Lauren Adams (HDR, Inc.)

www.dot.state.fl.us



Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

July 22, 2016

Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Avenue, Suite #3
Gainesville, Florida 32608

Re: MV Transportation Grant Review - Letter of Compliance

Dear Mr. Griffin,

I'm pleased to notify you that the Department has completed the MV Transportation Grant Review, March 2016 and we find your agency to be in compliance with State and Federal requirements. Thank you for addressing the findings from the subject review and subsequently communicating the completion of the corrective actions through July 11, 2016.

We appreciate the level of support and cooperation received from the agency's staff during the Grant Review and also noted your efforts in addressing the requirements set forth by the Department's Procedures. We will be scheduling out next Grant Review per State requirements. If you have any questions or would like to discuss any concerns in the meantime please contact me at (904) 360-5687 or janell.damato@dot.state.fl.us. We look forward to continuing to work with your agency in your efforts to serve transportation needs of your constituents.

Sincerely,

A handwritten signature in blue ink that reads "Janell Damato". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

Janell Damato
Rural/Urban Transportation Coordinator
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5687
Email: janell.damato@dot.state.fl.us

cc: Doreen Joyner-Howard (FDOT), Sandra Collins (FDOT), Thee Perry (FDOT), Santanu Roy (HDR, Inc.), Micah Gilliom (HDR, Inc.), Lauren Adams (HDR, Inc.)

www.dot.state.fl.us



Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

July 22, 2016

Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Avenue, Suite #3
Gainesville, Florida 32608

Re: Letter of Compliance with Rule Chapter 14-90, Florida Administrative Code

Dear Mr. Griffin,

I'm pleased to notify you that the Department has completed the MV Transportation Bus Transit System Safety and Security Review, March 2016 and we find your agency to be in compliance with the provisions of Rule Chapter 14-90, Florida Administrative Code (F.A.C.). Thank you for addressing the findings from the subject review and subsequently communicating the completion of the corrective actions through July 11, 2016.

We appreciate the level of support and cooperation received from the agency's staff during the compliance audit and also noted your efforts in addressing safety system compliance with the subject Rule. Per the Department's Bus Transit System Safety Program Procedure 725-030-009-j, we will be returning to your agency within 3 years for our next compliance audit. If you have any questions or would like to discuss any concerns in the meantime, please contact me at (904) 360-5687 or janell.damato@dot.state.fl.us. We look forward to continuing to work with your agency in your efforts to serve the safe transportation needs of your constituents.

Sincerely,

Janell Damato
Rural/Urban Transportation Coordinator
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5687
Email: janell.damato@dot.state.fl.us

cc: Doreen Joyner-Howard (FDOT), Sandra Collins (FDOT), Thee Perry (FDOT), Santanu Roy (HDR, Inc.), Micah Gilliom (HDR, Inc.), Lauren Adams (HDR, Inc.)

www.dot.state.fl.us

PURCHASING AGENCY SURVEY

Purchasing Agency name: City of Gainesville Regional Transit System

Representative of Purchasing Agency: Millie Crawford

1) Do you purchase transportation from MV Transportation, Inc.?

☒ YES

☐ NO

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

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

3) On average, how often do your clients use MV Transportation's services?

- ☒ 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 problems with MV Transportation, Inc.?

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

6) If you have had problems with MV Transportation, Inc., please identify the types of problems:

- ☐ Advance notice requirement
- ☐ Cost
- ☐ Service area limits
- ☐ Pick up times not convenient
- ☐ Vehicle condition
- ☐ Lack of passenger assistance
- ☐ Accessibility concerns
- ☐ Complaints about drivers
- ☒ Complaints about timeliness: But there are not many on 2 to 3 in the last couple of months
- ☐ Length of wait for reservations
- ☐ Other _____

7) Overall, are you satisfied with the transportation you have purchased from MV Transportation, Inc.?

- ☒ Yes
- ☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: Elder Options

Representative of Purchasing Agency: Jeff Lee

1) Do you purchase transportation from MV Transportation, Inc.?

☒ YES

☐ NO

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

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

3) On average, how often do your clients use MV Transportation's services?

- ☐ 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 problems with MV Transportation, Inc.?

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

6) If you have had problems with MV Transportation, Inc., please identify the types of problems:

- ☐ Advance notice requirement
- ☐ Cost
- ☐ Service area limits
- ☐ Pick up times not convenient
- ☐ Vehicle condition
- ☐ Lack of passenger assistance
- ☐ Accessibility concerns
- ☐ Complaints about drivers
- ☐ Complaints about timeliness
- ☐ Length of wait for reservations
- ☐ Other _____

7) Overall, are you satisfied with the transportation you have purchased from MV Transportation, Inc.?

- ☒ Yes
- ☐ No If no, why? _____

ON-SITE OBSERVATION

1. Date of Observation:
10/17/2017
2. Location:
MV Transportation/UF Health/UF Health Dialysis Center
3. Number of Passengers picked up/dropped off:

Ambulatory:
2

Non-Ambulatory
1
4. Did the driver provide passenger assistance?
☒ Yes
☐ No
5. Was the driver wearing identification?
☒ Yes
☐ No
6. Did the driver ensure the passengers were properly secured?
☒ Yes
☐ No
7. Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?
☒ Yes
☐ No
8. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?
☒ Yes
☐ No
9. Did the vehicle have working heat and air conditioning?
☒ Yes
☐ No
10. Did the vehicle have two-way communications in good working order?
☒ Yes
☐ No
11. Did the driver properly use the lift and secure the passenger?
☒ Yes
☐ No
☐ Not Applicable

PASSENGER SURVEY

How often do your ride?

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

Have you been denied transportation services?

Yes 0

No 9

What is your trip purpose?

Medical	Education/Training	Employment	Other
8	0	0	1

Do you have concerns with your service?

Yes 0

No 9

What types of concerns do you have?

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

COST

FLCTD Annual Operations Report Section VII: Expense Sources

County: Alachua		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,455,033.00	\$0.00	\$1,455,033.00
Fringe Benefits (502):	\$27,949.00	\$0.00	\$27,949.00
Services (503):	\$121,585.00	\$0.00	\$121,585.00
Materials and Supplies Cons. (504):	\$445,045.00	\$0.00	\$445,045.00
Utilities (505):	\$61,874.00	\$0.00	\$61,874.00
Casualty and Liability (506):	\$286,233.00	\$0.00	\$286,233.00
Taxes (507):	\$3,085.00	\$0.00	\$3,085.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$41,429.00	\$0.00	\$41,429.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$13,083.00	\$0.00	\$13,083.00
Interest (511):	\$24,125.00	\$0.00	\$24,125.00
Leases and Rentals (512):	\$116,887.00	\$0.00	\$116,887.00
Annual Depreciation (513):	\$9,728.00	\$0.00	\$9,728.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$128,049.00	\$0.00	\$128,049.00
GRAND TOTAL:	\$2,734,105.00	\$0.00	\$2,734,105.00

LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	1	0
Private For-Profit	19	1
Public Transit Agency	1	0
Total	21	0

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

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

☒ Yes In the event additional operators are necessary, MV Transportation has a competitive procurement process in place.

☐ No

4. What methods have been used in selection of the transportation operators? Not applicable.

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

LEVEL OF COORDINATION

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

On the University of Florida, Santa Fe College and City of Gainesville Regional Transit System websites there is information regarding the services provided by MV Transportation in our role as Community Transportation Coordinator. The Center for Independent Living (CIL) also has this information posted at their facility as well as distributing the Rider's Guide to visitors. At public events MV Transportation distributes the Rider's Guide and makes presentations upon request. The phone number for our office is posted on all vehicles, with a specific option for providing information about the coordinated system.

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

MV Transportation determines passenger eligibility except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. If a client lives within the city limits of Gainesville, then the Center for Independent Living will determine eligibility for ADA services. MV Transportation coordinates with the Center for Independent Living to identify clients that are in need of Transportation Disadvantaged Program services, and conducts eligibility for that service at our office. MV Transportation also coordinates with other agencies to identify passengers that are in need of services that are not sponsored by any other agency. MV Transportation also coordinate with Grace Marketplace to determine eligibility for their residents that receive Bus Passes through the Mobility Enhancement Grant.

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

Individuals call MV Transportation to schedule all trips except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. The main phone number for MV Transportation has prompt options that allow the caller to select the specific department or activity (reservations/ dispatch) that they desire.

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

MV Transportation handles all trip reservations except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. With the Mobility Management software (Trapeze) that MV Transportation employs, duplicate reservation requests are flagged, thus not allowing the reservation to be made.

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

MV Transportation handles all trip allocations except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. MV Transportation schedules all trips on their own vehicles.

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

MV Transportation schedules all trips except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. MV Transportation's scheduling department uses the Mobility Management software (Trapeze) to batch trips to provide for efficient manifests and allocation of trips to ensure highest productivity and on time performance. The manifests are reviewed and optimized by the scheduler in final production. Dispatchers modify manifests throughout the day. Cancellations, no shows and update information is provided to drivers in real time through Mobile Data Terminals.

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

Not applicable. MV Transportation does not have contracts with other operators in the coordinated transportation system. MV Transportation has several processes, including Drive Cam and on site observations and review of data to monitor their own performance.



II . D .

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November 1, 2017

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2016-2017 Annual Operations Report

RECOMMENDATION

Review the 2016/2017 Annual Operations Report.

BACKGROUND

MV Transportation, Inc. is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is the Fiscal Year 2016-2017 Annual Operations Report for Alachua County.

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

Attachment

t:\lynn\td2017\alachua\memos\aur.docx

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Alachua	Fiscal Year: July 1, 2016 - June 30, 2017
Status: Ready	
Report Date:	08/25/2017
Period Covered:	July 1, 2016 - June 30, 2017
Coordinator's Name:	MV Transportation, Inc.
Address:	3713 SW 42nd St Suite 3
City:	Gainesville
Zip Code:	32608
Service Area:	Alachua
Contact Person:	Edward I. Griffin
Title:	General Manager
Phone:	(352) 375 - 2784
Fax:	(352) 378 - 6117
Email:	egriffin@mvtransit.com
Network Type:	Sole Source
Organization Type:	Private For-Profit
CTC Certification: I, Edward I. Griffin, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.	
CTC Representative (signature) _____	
LCB Statement: I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.	
LCB Signature _____	

FLCTD

Annual Operations Report

Section II: General Info

County: **Alachua**

Fiscal Year: **July 1, 2016 - June 30, 2017**

Status: **Ready**

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 0

Number of Private For-Profits: 1

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 1

2. How many of the providers listed in 1 are coordination contractors?

0

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Alachua	Fiscal Year: July 1, 2016 - June 30, 2017		
Status: Ready			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	61540	0	61540
Non-Ambulatory	25372	0	25372
Stretcher	10	0	10
Other Services			
School Board Trips	0	0	0
Total Trips	86922	0	86922
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			5614
Agency for Persons with Disabilities			0
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			20559
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			665
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	60083
Local Non-Government	1
Other Federal Programs	0
Total:	86922
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	15446
Disabled:	4216
Low Income and Disabled:	4506
Other:	0
Children	
Low Income:	8156
Disabled:	0
Low Income and Disabled:	429
Other:	0
Other	
Low Income:	16867
Disabled:	8892
Low Income and Disabled:	28410
Other:	0
Total:	86922
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	43358
Employment Purpose	12000
Education/Training/Daycare Purpose	3350
Nutritional Purpose	1720
Life-Sustaining/Other Purpose	26494
Total:	86922
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	1471

5b. Fixed Route	0
Total:	1471
6. Number of Unmet Trip Requests	1
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	1
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	1
7.) Number of Passenger No-shows	6748
Passenger No-Shows by Funding Source (optional)	
CTD:	1089
AHCA:	949
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	52
Other:	4658
8. Complaints	
Complaints by Service	47
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
Complaint Total:	47
9. Commendations	
Commendations by CTC	112

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	112

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Alachua		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	1173958		981410
Transportation Providers:	0		0
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	1173958		981410
2. Roadcalls			
	26		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	1		1
Total Accidents Vehicle Only:	4		2
Total Accidents Person & Vehicle:	0		0
Total Accidents:	5		3
Grand Total:	8		
4. Total Number of Vehicles			
	32		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		30	93.00%
b. Total vehicles that are stretcher equipped:		1	3.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Alachua		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	46		67357
Part-Time Drivers	2		2393
Volunteer Drivers	0		0
Total Hours:			69750
Maintenance Employees	3		
Dispatchers	4		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	2		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	5		
Total	65		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
Total	0	
		TOTAL HOURS: 69750

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Alachua		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$102,989.00	\$0.00	\$102,989.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$742,334.00	\$0.00	\$742,334.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)Mobility Enhancement Grant	\$8,998.00	\$0.00	\$8,998.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00

Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$24,924.00	\$0.00	\$24,924.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$0.00	\$0.00	\$0.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$1,415,391.00	\$0.00	\$1,415,391.00
County Cash	\$200,155.00	\$0.00	\$200,155.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)5310 & 5311 Grants	\$114,297.00	\$0.00	\$114,297.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$127,924.00	\$0.00	\$127,924.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$0.00	\$0.00	\$0.00

Other Federal or State Programs			
(specify) Santa Fe Upward Bound & Santa Fe Extra Program	\$67,150.00	\$0.00	\$67,150.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$2,804,162.00	\$0.00	\$2,804,162.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

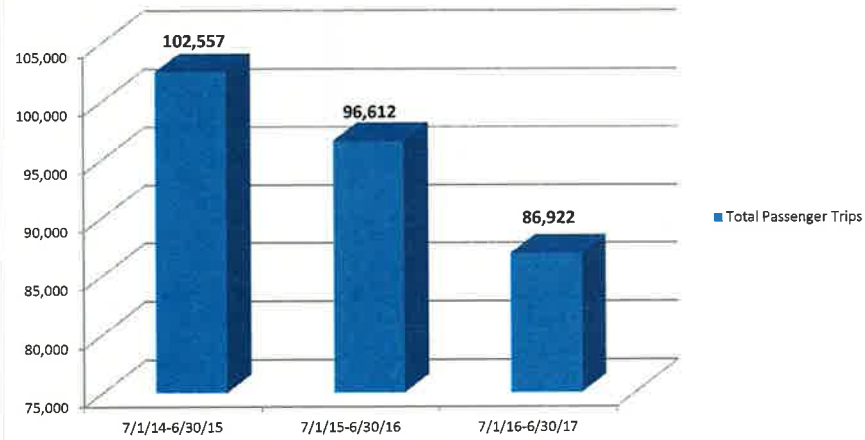
County: Alachua		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
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Materials and Supplies Cons. (504):	\$445,045.00	\$0.00	\$445,045.00
Utilities (505):	\$61,874.00	\$0.00	\$61,874.00
Casualty and Liability (506):	\$286,233.00	\$0.00	\$286,233.00
Taxes (507):	\$3,085.00	\$0.00	\$3,085.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$41,429.00	\$0.00	\$41,429.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
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Annual Depreciation (513):	\$9,728.00	\$0.00	\$9,728.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$128,049.00	\$0.00	\$128,049.00
GRAND TOTAL:	\$2,734,105.00	\$0.00	\$2,734,105.00

**PERFORMANCE TRENDS
ALACHUA COUNTY**

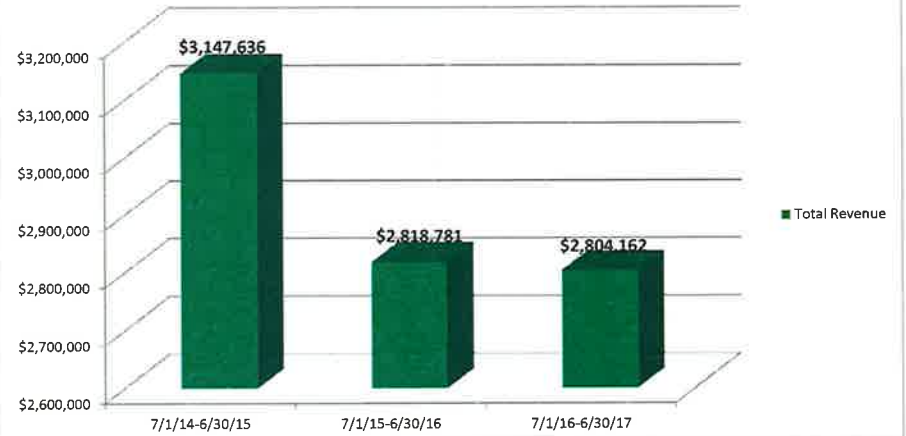
PERFORMANCE STANDARD	MEASURE	7/1/14-6/30/15	7/1/15-6/30/16	7/1/16-6/30/17	Percent Change (2015/16 - 2016/17)
TOTAL SERVICE	Total Passenger Trips	102,557	96,612	86,922	-11%
	Bus Passes	0	0	0	#DIV/0!
	Total Revenue Vehicle Miles	1,261,101	1,124,876	981,410	-15%
	Total Vehicle Miles	1,439,611	1,325,073	1,173,958	-13%
	Total Driver Hours	85,827	82,460	69,750	-18%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.08	0.09	0.09	3%
	Passenger Trips/Vehicle Mile	0.07	0.07	0.07	2%
	Passenger Trips/Driver Hour	1.19	1.17	1.25	6%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	\$3,147,636	\$2,818,781	\$2,804,162	-1%
	Total Expenses	\$3,008,297	\$2,618,026	\$2,734,105	4%
	Cost/Passenger Trip	\$29.33	\$27.10	\$31.45	14%
	Cost/Vehicle Mile	\$2.09	\$1.98	\$2.33	15%
	Cost/Revenue Vehicle Mile	\$2.39	\$2.33	\$2.79	16%
	Cost/Vehicle	\$69,960	\$62,334	\$85,441	27%
	Cost/Driver Hour	\$35.05	\$31.75	\$39.20	19%
VEHICLE UTILIZATION	Total Vehicles	43	42	32	-31%
	Passenger Trips/Vehicle	2,385	2,300	2,716	15%
	Total Vehicle Miles/Vehicle	33,479	31,549	36,686	14%
	Total Revenue Vehicle Miles/Vehicle	29,328	26,783	30,669	13%
	Revenue Vehicle Miles/Driver Hour	15	14	14	3%
	Driver Hours/Vehicle	1,996	1,963	2,180	10%
SAFETY	Total Number of Accidents	21	18	5	-260%
	Accidents/100,000 Miles	1.46	1.36	0.43	-219%
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	35,990	37,859	45,152	16%
	Roadcalls	40	35	26	-35%
	Passenger No Shows	11,279	8,746	6,748	-30%
	Number of Unmet Trip Requests	39	2	1	-100%

Source: Annual Operations Reports

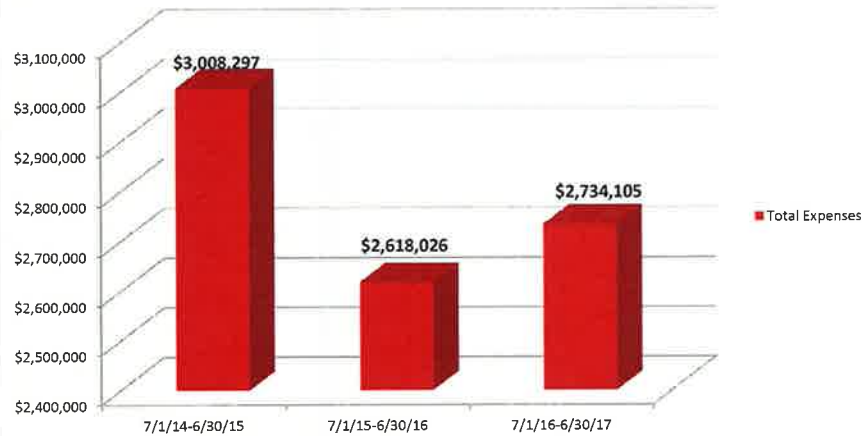
Total Passenger Trips



Total Revenue

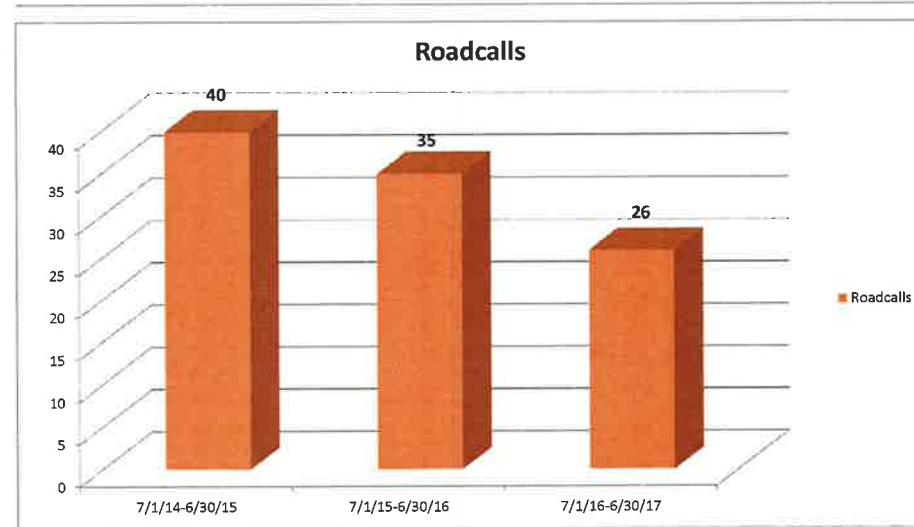
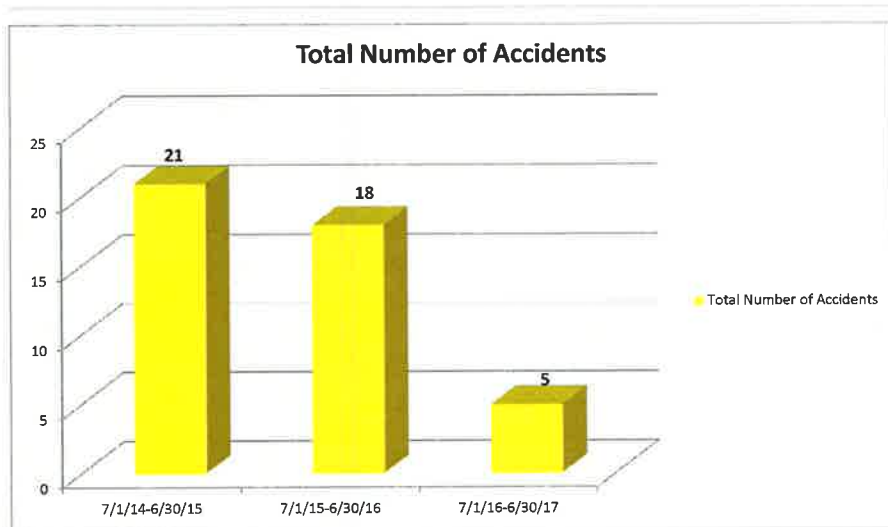


Total Expenses



Cost/Passenger Trip







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November 1, 2017

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Rural Area Capital Assistance Program Grant Applications

RECOMMENDATION

The Board needs to approve MV Transportation, Inc.'s applications for Rural Area Capital Assistance Program Grant funds.

BACKGROUND

The Rural Area Capital Assistance Program is administered by the Florida Commission for the Transportation Disadvantaged. Grant funds awarded by this program can be used to address capital transportation needs in rural areas of the State. Eligible applicants are designated Community Transportation Coordinators.

Attached are MV Transportation, Inc's applications for 2017/18 Rural Area Capital Assistance Program Grant funding. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachments

t:\lynn\td2017\alachua\memos\racag.docx



**SHIRLEY CONROY RURAL AREA CAPITAL
ASSISTANCE GRANT APPLICATION
APPLICATION FORM**

1. DATE SUBMITTED: October 13, 2017
2. LEGAL NAME OF APPLICANT: MV Contract Transportation, Inc.
3. FEDERAL IDENTIFICATION NUMBER: 11-3706363
4. REGISTERED ADDRESS: 3713 SW 42nd Ave., Suite 3
CITY AND STATE: Gainesville, FL ZIP CODE: 32608
5. CONTACT PERSON FOR THIS GRANT: Edward I Griffin
6. PHONE NUMBER: 352-375-2784
7. E-MAIL ADDRESS: egriffin@mvtransit.com
8. PROJECT LOCATION [County(ies)]: Alachua
9. PROPOSED START DATE: November 1, 2017 ENDING DATE: June 30, 2018
10. ESTIMATED PROJECT FUNDING REQUESTED:

Transportation Disadvantaged Grant Funds	\$ <u>170,097.00</u>
Local Match	\$ <u>17,009.70</u>
TOTAL PROJECT COST	\$ <u>153,087.30</u>

11. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE

Gary L. Redd
SIGNATURE OF AUTHORIZED REPRESENTATIVE

10/11/17
DATE

12. **Local Coordinating Board Approval**

I hereby certify that this grant has been reviewed in its entirety by the

_____ County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT FUNDING

Project Description and Cost:

- Capital equipment - **Prioritize based on need.**
- If vehicle, specify type of vehicle and fuel type (gas, diesel, alternative)
- Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

1. 2 Kenwood Mobile Radios, 2 Kenwood Control Stations \$27,235.00
Microphones, 6 Kenwood Digital/ Analog Portable Radios, 45
Kenwood Mobile Radios, 15 Cables and Mounts, 20 Wave Antenna,
Installation.
2. Glaval Cutaway Ford E450 6.0 L Gas 22' and options (detailed) \$71,431.00
3. Glaval Cutaway Ford E450 6.0 L Gas 22' and options (detailed) \$71,431.00
4. \$
5. \$
6. \$

Total Project Cost \$170,097.00

Funding Participation

Transportation Disadvantaged Trust Funds	(90%)	153,087.30
Local Match	(10%) *	17,009.70
Total Project Cost		170,097.00

* If REDI, include 100% of the total project cost on the Transportation Disadvantaged Trust Funds line and "REDI" on the Local Match line.



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT SCOPE

Who:

As the Community Transportation Coordinator (CTC) for Alachua County since 2003, MV Transportation has several contracts that meet the needs of individuals residing in rural areas needing transportation for a variety of purposes. Through our contract with the City of Gainesville Regional Transit System (RTS) we are able to meet the needs of those passengers residing in the fixed-route urban service area, but approximately 40% of our passengers reside in rural areas, and the rural service area of Alachua County comprises over 75% of the total service area we serve, which is indicated in the map included in this application.

Through funding from the Transportation Disadvantaged (TD) grant, FTA 5310 and 5311, MV strives to provide quality service to our passengers residing in rural areas of the county. In the past year, we provided service to Santa Fe State College for rural students, and continue to provide that service through these grants. We are in the process of developing shopping and "outing" trip routes to better serve the rural target group, and have implemented a campaign to identify eligible "TD riders" and have received several new applications over the last year.

All of our vehicles have Tablet Mobile Data Terminals (MDTs) as standard equipment. Particularly in rural areas, these are a vital component in assisting drivers in receiving up to date information regarding addresses and maps for pickup locations, as well as changes in their pickup orders necessitated by no shows and cancels and other factors. This information is in turn transmitted back to our base, where dispatchers can confirm pickups and drop-offs and manage trip manifests to ensure on time performance. In the previous fiscal year, we were able to upgrade the units for our entire fleet through the generosity of the Shirley Conroy Rural Capital Assistance Grant. These upgrades have allowed us to achieve peak productivity, particularly in our vast rural service areas, emphasizing our commitment to those passengers. Our application this year includes items that will continue that commitment.

What:

Although the communication through the MDTs is vital, it is often necessary to have direct radio communication with our drivers in order to impart information regarding interaction with passengers and their pickup locations. The radio units in our system are over fourteen (14) years old, and being analog units, we often lose contact with drivers, particularly in rural areas. The units we are seeking to procure are Kenwood digital units, replacing the analog units that have been in place. These units are of the type used by police, fire and rescue in the county and will ensure we have continuous contact with our drivers. The existing radios have been a cause of concern for some time.

Without question our fleet is aging and new vehicles are absolutely necessary to maintain not only an adequate number of vehicles in our fleet to meet service needs but to also ensure the vehicles are safe and not prone to road calls, which disrupts service and adds to

the overall cost of service delivery. The urban portion service is supplemented through grant vehicles provided to us by the City of Gainesville Regional Transit System for provision of the "urban" ADA service. Over the last 2 ½ years, we have retired ten (10) vehicles from this portion of our fleet, but replacements have not kept up with the departure of these vehicles. In the past 2 years we have also retired seven (7) MV owned vans, which were used primarily for rural service. In addition, all but two of the six (6) vehicles we received through the ARRA grant in 2010 have been retired, and they also primarily served the rural portions of our service area. These are the vehicles we are seeking to replace. In the last year MV brought in two vehicles from our excess fleet reserves, and at our peak fleet size to meet the needs of our passengers we had forty (40) active vans, and two (2) road supervisor vehicles. We now have only 34 active vehicles in our fleet and one road supervisor vehicle. In our upcoming budget we will be bringing in additional vehicles, but the award of vehicles through this grant will allow us not only to meet our fleet needs but to minimize impacts on costs and trip rates.

The vehicles we are applying for are the same specifications of the majority of our fleet, which will help in cost containment for maintenance regarding parts and labor. The vehicles are: Glaval Cutaway Ford E450, 6.8 L Gas, 22'. The capacity in these vehicles are 12 ambulatory and 2 wheelchair passengers, which mirrors the majority of our fleet. The additional options will include passenger seats, Braun lifts, Q'Straint securements, and slip resistant flooring.

Where:

Included in the application is a map of Alachua County which pinpoints rural areas to be served in our role as Community Transportation Coordinator (CTC).

When:

We would expect delivery of the radio units shortly after execution of the grant as they are readily available and the procurement process fluid as we have worked with this vendor since we began service in Alachua County in 2003.

Regarding the vehicles, since we are working through the TRIPS procurement system, we will initiate our order once it is approved, with delivery anticipated in early 2018.

How:

The radio units will be procured through our identified provider. We received three quotes for the units, which we have attached, which allows for the best pricing, and meets State procurement objectives. The vehicles will be procured through the Florida TRIPS program. MV Transportation will provide the 10% match for this grant.

Why:

The Management Credo of MV Transportation includes the directive to make SAFETY our top priority. As the Community Transportation Coordinator (CTC), we are subject to stringent rules and standards, and audited by FDOT and the CTD to ensure our vehicles meet all the requirements of F.S. 14-90. In addition, we are held contractually to meet high goals for On

Time Performance (OTP) as well as peak productivity in order to provide the most cost-effective solutions in maintaining rates while still being held to the highest standards. The addition of the state of the art Radio Communication system will help us achieve those goals, enhancing real time communication between our drivers and dispatchers, and indirectly with our passengers to ensure we are providing and receiving real time information in the interest of quality service. The addition of replacement vehicles will allow us to contain costs through reduced maintenance costs and road calls, and will provide a better experience for our passengers.

Status of 2015/2016 and 2016/2017 Grants:

No funds were awarded for the 2015/2016 grant cycle. For the 2016/2107 grant cycle, a total of \$13,205.00 (100%) was awarded for the purchase of Mobile Data Terminal tablets and peripheral hardware.



**SHIRLEY CONROY RURAL AREA CAPITAL
ASSISTANCE GRANT APPLICATION
APPLICATION FORM**

1. DATE SUBMITTED: October 13, 2017
2. LEGAL NAME OF APPLICANT: MV Contract Transportation, Inc.
3. FEDERAL IDENTIFICATION NUMBER: 11-3706363
4. REGISTERED ADDRESS: 4650 US 27 South
CITY AND STATE: Sebring ZIP CODE: 33870
5. CONTACT PERSON FOR THIS GRANT: Kelly Kirk Brooks
6. PHONE NUMBER: 863-382-6004
7. E-MAIL ADDRESS: Kelly.kirkbrooks@mvtransit.com
8. PROJECT LOCATION [County(ies)]: Hardee, Highlands and Okeechobee
9. PROPOSED START DATE: March 1, 2018 ENDING DATE: June 30, 2018
10. ESTIMATED PROJECT FUNDING REQUESTED:

Transportation Disadvantaged Grant Funds	\$ <u>79,005.60</u>
Local Match	\$ <u>8,778.70</u>
TOTAL PROJECT COST	\$ <u>87,784.00</u>

11. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE



SIGNATURE OF AUTHORIZED REPRESENTATIVE

10/11/17
DATE

12. **Local Coordinating Board Approval**

I hereby certify that this grant has been reviewed in its entirety by the
Hardee, Highlands & Okeechobee County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT FUNDING

Project Description and Cost:

- Capital equipment - **Prioritize based on need.**
- If vehicle, specify type of vehicle and fuel type (gas, diesel, alternative)
- Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

1.	ADA Compliant Dodge Grand Caravan SE 6,050 GVWR 202.5 Inches 3.6 L V-6 Gas	\$43,892.00
2.	ADA Compliant Dodge Grand Caravan SE 6,050 GVWR 202.5 Inches 3.6 L V-6 Gas	\$43,892.00
3.		\$
4.		\$
5.		\$
6.		\$

Total Project Cost \$87,784.00

Funding Participation

Transportation Disadvantaged Trust Funds	(90%)	79,005.60
Local Match	(10%) *	8,778.70
Total Project Cost		87,784.00

* If REDI, include 100% of the total project cost on the Transportation Disadvantaged Trust Funds line and "REDI" on the Local Match line.



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT SCOPE

Who:

MV Contract Transportation is the Community Transportation Coordinator for Hardee, Highlands and Okeechobee Counties. As the Community Transportation Coordinator, we partner with the Central Florida Regional Planning Council in providing transportation services to the transportation disadvantaged population in the service area. Through this partnership, the Planning Council passes through Section 5310 and Section 5311 funds to us to meet the mobility needs of the TD population in these rural counties. A portion of Highlands County is urban, but it is mostly a rural area. The vehicle will primarily be used in Okeechobee County. We are also a provider for MTM for their Medicaid clients. Through a team effort we are able to ensure that the TD population of the three county service area receives the vital transportation services that they need. If the grant is awarded it will be used to provide safe, cost efficient and effective professional transportation services to the residents of Hardee, Highlands and Okeechobee counties.

What:

We are requesting funds for two ADA Compliant Dodge Grand Caravans SE 6,050 GVWR 202.5 Inches 3.6 L V-6 Gas from the Transit Research Inspections Procurement Services (TRIPS) Program. This will be a replacement vehicle. We have several vehicles in the fleet that have exceeded their useful life and we would be requesting funds to replace two vehicles. One is a 2005 Dodge Caravan that has 351,728 miles and a 2011 Dodge Caravan with 237,544 miles. The 2011 also has a bad transmission which is not cost effective to fix. Because we are serving in rural counties we have found that the mini-vans are more cost effective and efficient to operate.

Where:

The vehicle will be housed at our office located at 4650 US 27 South, Sebring. It will basically be used in Okeechobee County. Because many of our trips are outside of Okeechobee County it will also travel to other surrounding counties based upon the needs of the clients.

When:

Upon notification of the grant award we will immediately order the vehicle and take delivery before June 30, 2018.

How:

The vehicle will be procured through the Transit Research Inspections Procurement Services (TRIPS) Program. The 10% local match will be provided by MV Contract Transportation. These vehicles will be used to support the Transportation Disadvantaged Program in the service area with its primary use being in Okeechobee County.

Why:

Our company has been in operation since 1975. We are the largest private provider of paratransit services and the largest privately-owned transportation contracting firm in the United States. Because we have been in existence so long we have a proven track record of

properly maintaining our assets and providing quality services to our clients. We also have a team of dedicated professionals that hold our general managers accountable, and they make sure that we are taking proper care of grant-funded and MV-funded assets. We are familiar with the safety, maintenance and drug and alcohol regulations which this program is governed by. We have an impressive compliance rate. In the Hardee, Highlands and Okeechobee County service area we have many vehicles that have exceeded their useful life, and we have properly maintained them to keep them road worthy, however, to provide the residents of Okeechobee County with the highest customer service experience it is helpful to replace our assets. We are committed to providing exceptional customer service. With new vehicles it will help reduce roadcalls, maintenance costs as well as provide our clients with a smoother riding vehicle.

Status of 2015/2016 and 2016/2017 Grants:

In 2015/2016 MV was awarded funding for two 2014 Ford Glavas vehicles those vehicles are in service to serve our mealsites in the rural areas. In 2016/17 we were awarded a 2017 Dodge Carvan SE which is in service serving Okeechobee County.

CURRENT VEHICLE INVENTORY FORM

HHO

Organization:

CFRPC

2/11/2017

Model Year	Vehicle Service Mode (B)	Vehicle Make And Type	FDOT Control No or VIN No	W/C Equip/#	Current Mileage	Source Funded By
*2005	DEMAND RESPONSE	Dodge Caravan SE	1D4GP24R05B273002	Yes 1	351,790	MV
2007	DEMAND RESPONSE	Chrysler T & C	2A4GP44R27R170462	Yes 1	283,568	MV
2008	DEMAND RESPONSE	Chevrolet CU12216 Uplander	1GBDV13W28D149155	Yes 1	299,606	MV
2008	DEMAND RESPONSE	Chevy Uplander Conversion	1GBDV13W68D162524 #95178	Yes 1	320,029	5310-CFRPC
2008	DEMAND RESPONSE	Chevrolet CU12216 Uplander	1GBDV13W58D210711	Yes2	326,250	MV
2008	DEMAND RESPONSE	Chevrolet CU12216 Uplander	1GBDV13W08D210969	Yes2	291,481	MV
*2011	DEMAND RESPONSE	Dodge Amerivan	2D4RN4DE2AR487492 #96148	Yes2	237,544	5310-CFRPC
2012	DEMAND RESPONSE	Dodge Caravan Mini-Van	2C4RDGBG5CR322612 #97124	Yes2	123,181	5310-CFRPC
2014	DEMAND RESPONSE	Dodge Caravan Mini-Van	2C7WDGBG5ER380020 #97153	Yes2	124,369	5310-CFRPC
2016	DEMAND RESPONSE	Dodge Caravan Mini-Van	2C7WDGBG8GR358435 #98167	Yes 1	27,337	5310-CFRPC
2016	DEMAND RESPONSE	Dodge Caravan Mini-Van	2C7WDGBG6GR358434 #98168	Yes 1	29,499	5310-CFRPC
2016	DEMAND RESPONSE	Dodge Caravan Mini-Van	2C7WDGBG6GR371863 #98169	Yes 1	23,157	5310-CFRPC
2012	DEMAND RESPONSE	Ford Bus	1FDEE3FL8CDA41558	Yes 2	144,860	MV
2012	DEMAND RESPONSE	Ford Bus	1FDEE3FL8CDA50891	Yes 2	149,047	MV
2008	DEMAND RESPONSE	Scion	JTLKE50E081007740	No	247,589	PM
2008	DEMAND RESPONSE	TOYOTA SIENNA	5TDZK23C88S179416	No	194,678	PM
2009	DEMAND RESPONSE	FORD E-350	1FDEE35L39DA30011	Yes2	230,136	PM
2010	DEMAND RESPONSE	Dodge Caravan SE	2D4RN4DE2AR205884 #80124	Yes2	252,812	5310-CFRPC
2011	DEMAND RESPONSE	FORD E-150	1FTNE1EW9BDA96801	Yes1	296,252	PM
2011	DEMAND RESPONSE	FORD E-150	1FTNE1EW6BDB04773	Yes1	301,237	PM
2012	DEMAND RESPONSE	FORD TRANSIT	NMOKS9CNXCT093558	Yes1	154,556	PM
2012	DEMAND RESPONSE	Dodge Caravan SE	2C4RDGBG8CR281277	Yes1	224,289	5310-CFRPC
2013	DEMAND RESPONSE	FORD 3-250	1FTNE2EW3DDA59106	Yes1	214,429	PM
2013	DEMAND RESPONSE	FORD E-250	1FTNE2EW5DDB09245	Yes1	219,792	PM
2013	DEMAND RESPONSE	Dodge Caravan SE	2C4RDGBF7CR369804#97120	Yes2	205,471	5310-CFRPC
2013	DEMAND RESPONSE	Dodge Caravan SE	2C4RDGBG9CR369805#97121	Yes2	225,326	5310-CFRPC
2015	DEMAND RESPONSE	Dodge Mini Van	2CWDGBGXFR533895 #97168	Yes1	99,102	5310-CFRPC

2015	DEMAND RESPONSE	Dodge Mini Van	2CWDGBG8FR533894 #97169	Yes1	97,699	5310-CFRPC
2015	DEMAND RESPONSE	Dodge Mini Van	2C7WDGBG3FR642845	Yes1	94,863	5310-CFRPC
2015	DEMAND RESPONSE	Dodge Mini Van	2C7WDGBG3FR642859	Yes1	102,031	5310-CFRPC
2014	DEMAND RESPONSE	Ford Transit	NM0AS8f7XE1144588	No	94,422	PM
2014	DEMAND RESPONSE	Ford Transit	NM0AE8F73E1145041	No	69,974	PM
2016	DEMAND RESPONSE	Dodge Caravan	2C4RDGBG1GR320524	Yes 1	14,063	PM
2016	DEMAND RESPONSE	Dodge Caravan	2C4RDGBG0GR345687	Yes 1	18,755	PM
2016	DEMAND RESPONSE	Dodge Caravan	2C4RDGBG5GR373887	Yes 1	20,893	PM
2016	DEMAND RESPONSE	Dodge Caravan	2C4RDGBG9GR377716	Yes 1	20,404	PM
2016	DEMAND RESPONSE	Dodge Caravan	2C4RDGBG6GR385644	Yes 1	17,596	PM
2011	DEMAND RESPONSE	Dodge Caravan	2D4RN4DE0AR487491	Yes2	237,818	5310-CFRPC
2012	DEMAND RESPONSE	MV1 VHPG	523MF1A63CM101548	Yes2	167,341	MV
2012	DEMAND RESPONSE	MV1 VHPG	523MF1A68CM101609	Yes2	127,550	TD REG/MV
2010	DEMAND RESPONSE	Dodge Caravan SE	2D4RN4DE0AR350213 # 96142	Yes2	288,862	5310-CFRPC
2012	DEMAND RESPONSE	Dodge Caravan SE	2C4RDGBG6CR281276#97103	Yes2	203,057	5310-CFRPC
2011	DEMAND RESPONSE	Ford F350	1FDEEFL9BDB36676	Yes	93,575	PM
2016	DEMAND RESPONSE	Ford GLAV	1FDEE3FLOGDC40769	Yes2	51,001	CTD/MV-B3
2016	DEMAND RESPONSE	Ford GLAV	1FDEE3FL9GDC40768	Yes2	42,463	CTD/MV B4
2017	DEMAND RESPONSE	Dodge Caravan	2C7WDGBG6HR743042	Yes 1	9,701	CTD/MV

Mileages updated on C 10/12/2017

Carrier	Carrier #	Passanger Total	
Safety	59	3+1	Y56BXM
Safety	65	3+1	W408VL
Safety	68	3+1	Y59BXM
Safety	71	3+1	X7626A
Safety	73	3+1	Y60BXM
Safety	74	3+1	Y61BXM
Safety	76	3+1	X8351B
Safety	80	3+1	TC7675
Safety	83	3+1	TD8021
Safety	501	3+1	YF409
Safety	502	3+1	YF408
Safety	503	3+1	YF407
Safety	8070	6+2	
Safety	8077	6+2	
PM	V-4	3	CRW9P
PM	V-9	5	608KEF
PM	V-3	2+7	CQY8W
PM	V-101	5+2	X7253B
PM	V-1	3+1	CRW4P
PM	V-2	3+1	CRW5P
PM	V-5	1+1	CRW3Q
PM	V-121	2+1	X0429C
PM	V-6	5+1	CQL1L
PM	V-7	3+1	CQCOE
PM	V-123	5+2	X2043C
PM	V-124	5+2	X2039C
PM	V-11	2+1	YG873

PM	V-12	2+1	YG874
PM	V-13	2+1	X5085B
PM	V-14	2+1	X5086B
PM	V-15	4	CTJ9V
PM	V-16	4	CTJ1W
PM	V-18	3+1	Y34STB
PM	V-19	3+1	Y35STB
PM	V-20	3+1	HJUX81
PM	V-21	3+1	HJUX82
PM	V-22	3+1	HJUX83
PM	77	3+1	X8352B
PM	81	3+1	Y54BXM
PM	82	3+1	CLTH03
PM	102	3+1	X2907B
PM	122	5+2	X0433C
PM	B-2	6 +2	CTJ2W
PM	B-3	6+2	GJJF21
PM	B-4	6+2	GJJF22
PM	V-23	3+1	IDBD52



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November 1, 2017

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Elect Vice-Chair

RECOMMENDATION

Re-elect Mr. Jeff Lee as the Board's Vice-Chair or elect a new Vice-Chair.

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to elect a Vice-Chair annually. The Vice-Chair shall serve a term of one year. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

If you have any questions concerning this matter, please contact me at extension 110.

t:\lynn\td2017\alachua\memos\vicechair.docx



I I . G .

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

November 1, 2017

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Alachua County Community Transportation Coordinator Designation

RECOMMENDATION:

For information only. No action required.

BACKGROUND:

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is the Designated Official Planning Agency for Alachua County under Florida's Transportation Disadvantaged Program. The Florida Commission for the Transportation Disadvantaged requires the designated official planning agency use a competitive request for proposals selection process to recommend a Community Transportation Coordinator at the end of each contract period.

MV Transportation, Inc. is the designated Community Transportation Coordinator for Alachua County. MV Transportation, Inc.'s Memorandum of Agreement will expire June 30, 2018. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area issued a request for proposals for Alachua County Community Transportation Coordinator designation on November 9, 2017.

If you have any questions concerning this matter, please do not hesitate to contact me.

t:\lynn\td2017\alachua\memos\rfp.docx



November 1, 2017

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: MV Transportation, Inc. Operations Reports

RECOMMENDATION

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

BACKGROUND

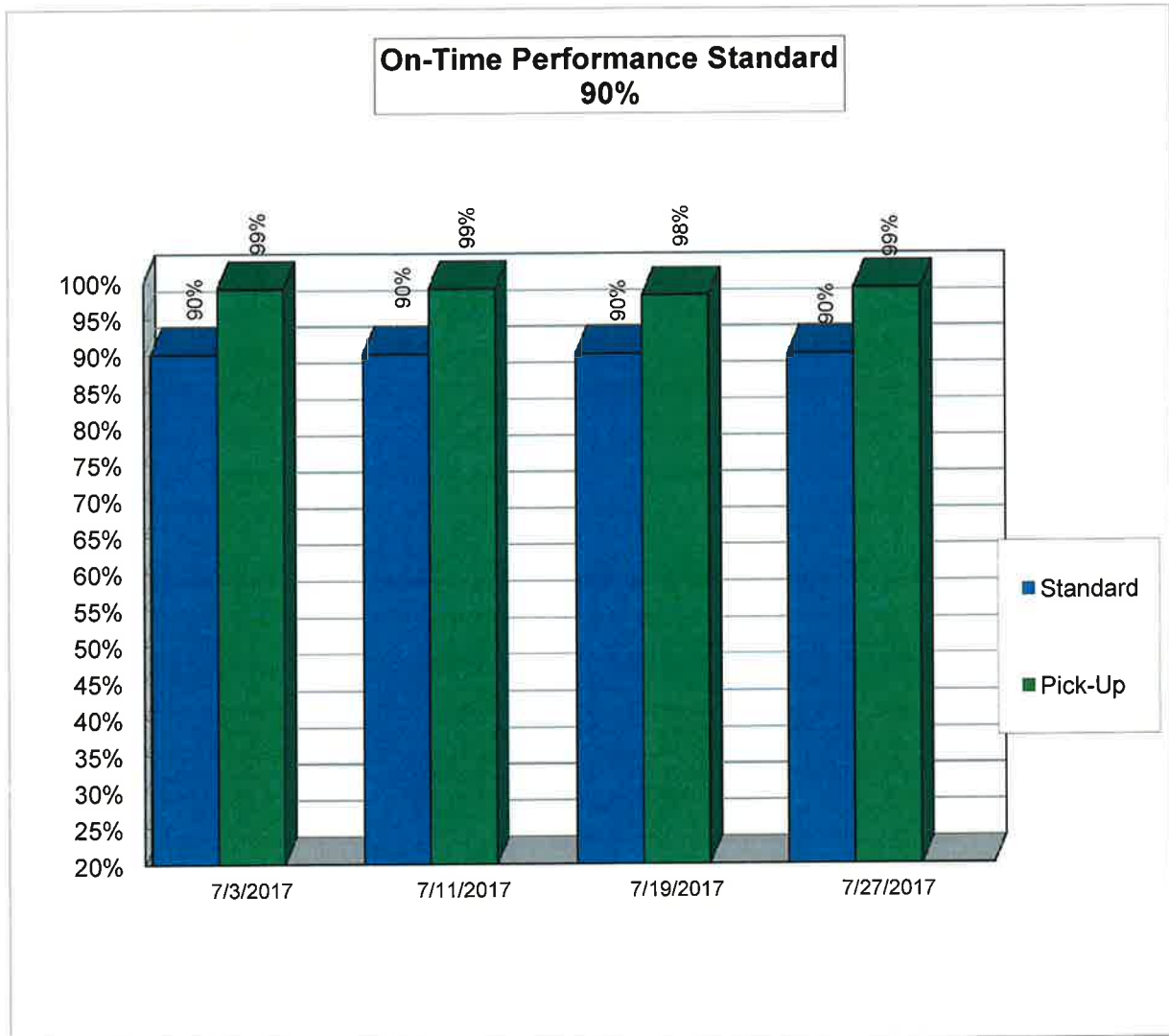
Attached are the following reports:

1. Alachua County Transportation Disadvantaged Service Plan Standards Report:
 - On-time performance
 - Complaints
 - Call hold time
 - Accidents
 - Roadcalls
2. MV Transportation Operations Reports July 2016 - September 2017
3. Transportation Disadvantaged Program Status Report
4. Unmet Transportation Needs Report

Attachments

t:\lynn\td2017\alachua\memos\opsreportsnov.docx

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY 2017**



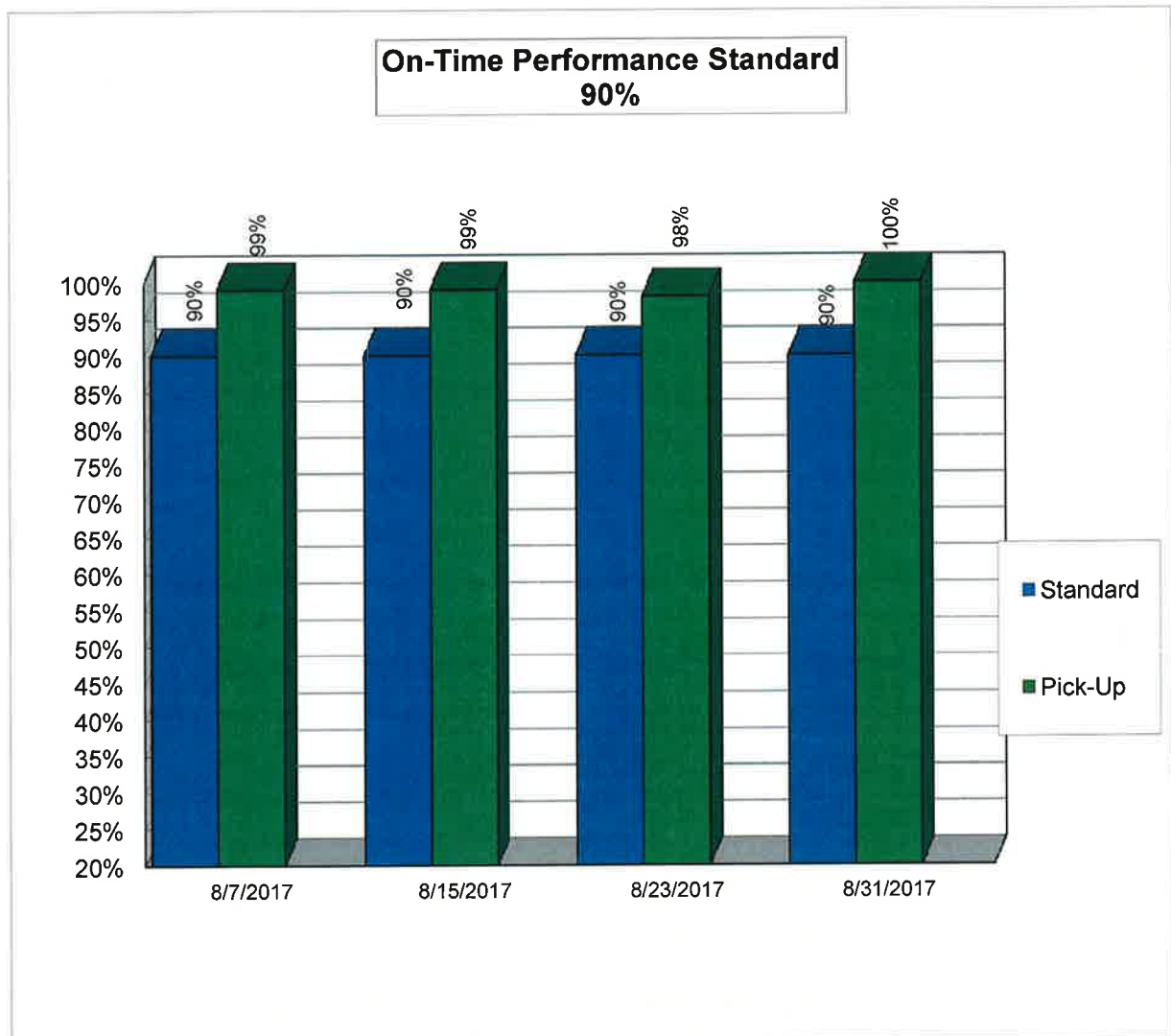
Early/Late Report - Monthly

Div 65 Gainesville, FL

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 08/04/17 02:50:32 PAC

July 2017 (Early Win: 31 Late Win: 61)																		
Stop Types							Total	Total	Total	Total	Sub Categories							
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
07/01/17	Sat	119	9	0	0	0	0	128	127	1	99.22%	0	26	1	0	0	0	0
07/02/17	Sun	48	3	0	0	0	0	51	51	0	100.00%	0	2	0	0	0	0	0
07/03/17	Mon	324	29	0	0	0	0	349	347	2	99.43%	0	56	2	0	0	0	0
07/04/17	Tue	96	7	0	0	0	0	103	103	0	100.00%	0	26	0	0	0	0	0
07/05/17	Wed	337	24	0	0	0	0	361	357	4	98.89%	1	69	3	0	1	0	0
07/06/17	Thu	341	15	0	0	0	0	356	353	3	99.16%	1	94	2	0	0	1	0
07/07/17	Fri	338	15	0	0	0	0	353	352	1	99.72%	0	84	1	0	0	0	0
07/08/17	Sat	127	11	0	0	0	0	138	138	0	100.00%	0	22	0	0	0	0	0
07/09/17	Sun	51	0	0	0	0	0	51	49	2	96.08%	0	2	2	0	0	0	0
07/10/17	Mon	343	12	0	0	0	0	355	353	2	99.44%	0	71	1	1	0	0	0
07/11/17	Tue	376	17	0	0	0	0	393	392	1	99.75%	0	80	1	0	0	0	0
07/12/17	Wed	392	19	0	0	0	0	411	407	4	99.03%	0	83	4	0	0	0	0
07/13/17	Thu	367	16	0	0	0	0	383	381	2	99.48%	0	85	2	0	0	0	0
07/14/17	Fri	311	19	0	0	0	0	330	327	3	99.09%	2	82	0	1	2	0	0
07/15/17	Sat	143	7	0	0	0	0	150	146	4	97.33%	1	46	3	0	0	0	1
07/16/17	Sun	40	0	0	0	0	0	40	39	1	97.50%	1	3	0	0	0	0	1
07/17/17	Mon	324	21	0	0	0	0	345	342	3	99.13%	0	69	3	0	0	0	0
07/18/17	Tue	354	21	0	0	0	0	375	369	6	98.40%	4	67	2	0	4	0	0
07/19/17	Wed	346	17	0	0	0	0	363	357	6	98.35%	0	60	4	2	0	0	0
07/20/17	Thu	336	14	0	0	0	0	350	348	2	99.43%	1	26	0	1	0	0	1
07/21/17	Fri	292	14	0	0	0	0	306	304	2	99.35%	0	86	1	1	0	0	0
07/22/17	Sat	100	4	0	0	0	0	104	103	1	99.04%	1	22	0	0	1	0	0
07/23/17	Sun	33	0	0	0	0	0	36	34	2	94.44%	0	5	2	0	0	0	0
07/24/17	Mon	306	12	0	0	0	0	318	318	0	100.00%	0	67	0	0	0	0	0
07/25/17	Tue	342	21	0	0	0	0	363	361	2	99.45%	0	60	2	0	0	0	0
07/26/17	Wed	366	20	0	0	0	0	386	383	3	99.22%	1	85	2	0	0	0	1
07/27/17	Thu	376	24	0	0	0	0	400	398	2	99.50%	0	70	1	1	0	0	0
07/28/17	Fri	286	16	0	0	0	0	302	295	7	97.68%	1	72	5	1	1	0	0
07/29/17	Sat	126	22	0	0	0	0	153	152	1	99.35%	1	22	0	0	1	0	0
07/30/17	Sun	25	2	0	0	0	0	27	25	2	92.59%	0	0	2	0	0	0	0
07/31/17	Mon	292	20	0	0	0	0	318	313	5	98.43%	0	68	2	3	0	0	0
Total:		7,657	441	0	0	0	0	8,098	8,024	74	99.09%	15	1,789	48	11	10	1	4

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, AUGUST 2017**



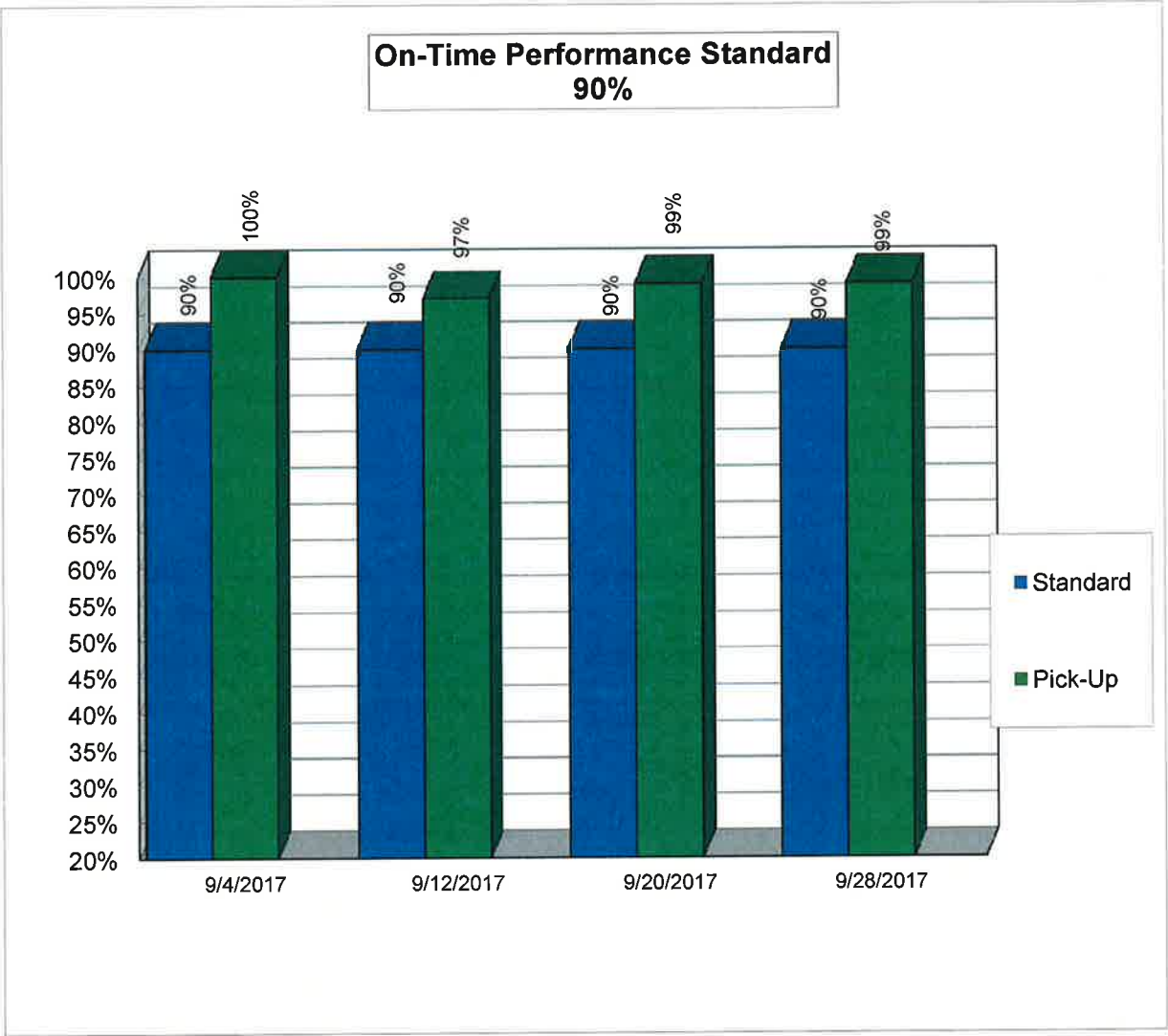
Early/Late Report - Monthly

Div 65 Gainesville, FL

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 09/01/17 02:50:33 PAC

August 2017 (Early Win: 31 Late Win: 61)																		
Stop Types							Total	Total	Total	Total	Sub Categories							
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
08/01/17	Tue	314	17	0	0	0	0	331	330	1	99.70%	1	21	2	12	2	1	1
08/02/17	Wed	383	13	0	0	0	0	396	390	6	98.48%	0	25	2	2	2	0	0
08/03/17	Thu	357	16	0	0	0	0	373	367	6	98.39%	2	22	3	1	2	2	2
08/04/17	Fri	341	22	0	0	0	0	364	359	5	98.63%	0	24	4	2	2	2	2
08/05/17	Sat	123	22	0	0	0	0	136	133	3	97.79%	2	22	0	1	1	1	0
08/06/17	Sun	52	2	0	0	0	0	54	52	2	96.30%	0	2	1	1	0	2	0
08/07/17	Mon	326	29	0	0	0	0	345	341	4	98.84%	0	25	1	2	0	2	2
08/08/17	Tue	310	21	0	0	0	0	331	331	0	100.00%	0	25	0	0	0	0	0
08/09/17	Wed	354	20	0	0	0	0	397	388	9	97.73%	3	22	2	2	1	2	2
08/10/17	Thu	359	22	0	0	0	0	376	374	2	99.47%	1	22	1	0	1	2	2
08/11/17	Fri	322	20	0	0	0	0	338	336	2	99.41%	1	22	2	0	2	2	1
08/12/17	Sat	118	2	0	0	0	0	123	117	6	95.12%	1	22	1	2	2	0	1
08/13/17	Sun	55	2	0	0	0	0	58	50	8	86.21%	2	2	2	4	1	1	0
08/14/17	Mon	343	22	0	0	0	0	362	357	5	98.62%	0	22	2	2	0	2	2
08/15/17	Tue	401	22	0	0	0	0	416	415	1	99.76%	0	22	1	2	2	2	2
08/16/17	Wed	414	22	0	0	0	0	446	429	17	96.19%	9	22	2	2	2	1	2
08/17/17	Thu	348	22	0	0	0	0	381	376	5	98.69%	1	22	2	1	1	2	0
08/18/17	Fri	324	22	0	0	0	0	348	337	11	96.84%	2	22	2	0	2	2	0
08/19/17	Sat	116	2	0	0	0	0	122	122	0	100.00%	0	22	2	2	2	2	2
08/20/17	Sun	55	2	0	0	0	0	56	47	9	83.93%	1	2	1	1	1	2	2
08/21/17	Mon	331	22	0	0	0	0	344	341	3	99.13%	0	22	2	1	2	0	0
08/22/17	Tue	348	12	0	0	0	0	360	356	4	98.89%	1	22	2	1	1	2	2
08/23/17	Wed	432	22	0	0	0	0	460	449	11	97.61%	3	22	2	0	2	2	2
08/24/17	Thu	366	22	0	0	0	0	391	379	12	96.93%	4	22	2	2	2	2	2
08/25/17	Fri	328	22	0	0	0	0	356	355	1	99.72%	0	22	2	1	2	0	0
08/26/17	Sat	114	2	0	0	0	0	118	118	0	100.00%	0	22	2	2	2	0	0
08/27/17	Sun	44	2	0	0	0	0	47	44	3	93.62%	0	2	2	0	2	2	0
08/28/17	Mon	348	22	0	0	0	0	380	376	4	98.95%	1	22	1	2	1	2	0
08/29/17	Tue	343	22	0	0	0	0	368	367	1	99.73%	0	22	1	2	2	0	0
08/30/17	Wed	409	22	0	0	0	0	428	420	8	98.13%	0	22	2	2	2	1	2
08/31/17	Thu	323	22	0	0	0	0	340	340	0	100.00%	0	22	2	2	2	2	2
Total:		8,801	544	0	0	0	0	9,345	9,196	149	98.41%	35	1,846	74	40	21	5	9

TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, SEPTEMBER 2017



Early/Late Report - Monthly

Div 65 Gainesville, FL

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 10/03/17 02:50:35 PAC

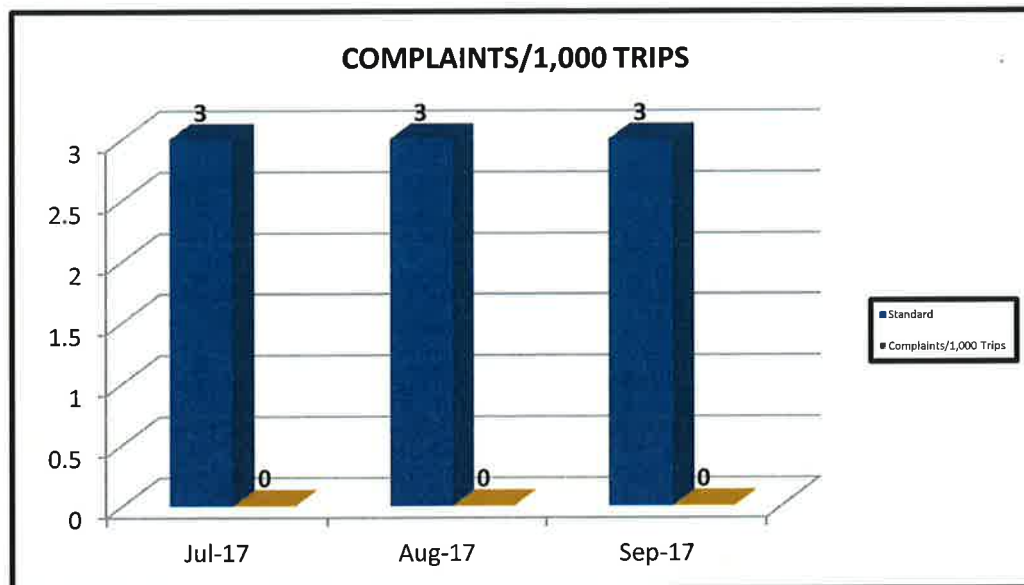
September 2017 (Early Win: 31 Late Win: 61)

		Stop Types						Total	Total	Total	Total	Sub Categories							
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+	
09/01/17	Fri	354	24	0	0	0	0	378	373	5	98.68%	1	69	2	2	0	0	1	
09/02/17	Sat	145	5	0	0	0	0	151	151	0	100.00%	0	47	0	0	0	0	0	
09/03/17	Sun	81	3	0	0	0	0	84	76	8	90.48%	6	3	2	0	4	2	0	
09/04/17	Mon	106	11	0	0	0	0	117	117	0	100.00%	0	29	0	0	0	0	0	
09/05/17	Tue	326	23	0	0	0	0	351	349	2	99.43%	2	60	0	0	2	0	0	
09/06/17	Wed	408	24	0	0	0	0	434	425	9	97.93%	1	80	3	0	0	1	0	
09/07/17	Thu	373	29	0	0	0	0	389	382	7	98.20%	0	64	0	1	0	0	0	
09/08/17	Fri	247	18	0	0	0	0	262	261	1	99.62%	0	66	1	0	0	0	0	
09/09/17	Sat	153	14	0	0	0	0	167	163	4	97.60%	3	39	0	1	2	1	0	
09/10/17	Sun	9	0	0	0	0	0	9	7	2	77.78%	0	1	0	0	0	0	0	
09/12/17	Tue	183	24	0	0	0	0	217	211	6	97.24%	2	49	0	1	0	0	0	
09/13/17	Wed	274	8	0	0	0	0	282	274	8	97.16%	3	02	0	0	3	0	0	
09/14/17	Thu	269	16	0	0	0	0	283	268	15	94.70%	12	69	2	1	1	4	0	
09/15/17	Fri	307	20	0	0	0	0	327	323	4	98.78%	0	64	4	0	0	0	0	
09/16/17	Sat	123	5	0	0	0	0	129	129	0	100.00%	0	37	0	0	0	0	0	
09/17/17	Sun	37	2	0	0	0	0	41	37	4	90.24%	1	1	2	1	1	0	0	
09/18/17	Mon	292	0	0	0	0	0	312	312	0	100.00%	0	50	0	0	0	0	0	
09/19/17	Tue	371	16	0	0	0	0	387	383	4	98.97%	0	64	2	1	0	0	0	
09/20/17	Wed	385	10	0	0	0	0	401	398	3	99.25%	0	72	2	1	0	0	0	
09/21/17	Thu	418	12	0	0	0	0	446	441	5	98.88%	0	73	2	0	0	0	0	
09/22/17	Fri	339	26	0	0	0	0	365	360	5	98.63%	1	73	4	0	1	0	0	
09/23/17	Sat	135	10	0	0	0	0	147	147	0	100.00%	0	34	0	0	0	0	0	
09/24/17	Sun	52	2	0	0	0	0	54	52	2	96.30%	0	7	0	0	0	0	0	
09/25/17	Mon	343	10	0	0	0	0	365	361	4	98.90%	0	70	1	0	0	0	0	
09/26/17	Tue	382	12	0	0	0	0	409	409	0	100.00%	0	72	0	0	0	0	0	
09/27/17	Wed	420	13	0	0	0	0	437	432	5	98.86%	0	60	0	0	0	0	0	
09/28/17	Thu	397	22	0	0	0	0	417	416	1	99.76%	0	86	1	0	0	0	0	
09/29/17	Fri	317	12	0	0	0	0	337	334	3	99.11%	1	48	2	0	1	0	0	
09/30/17	Sat	118	3	0	0	0	0	124	122	2	98.39%	1	36	0	0	0	0	1	
Total:		7,364	458	0	0	0	0	7,822	7,713	109	98.61%	34	1,564	54	21	15	10	9	

TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS

ALACHUA COUNTY, JULY 2017 - SEPTEMBER 2017

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
Jul-17	3	0
Aug-17	3	0
Sep-17	3	0

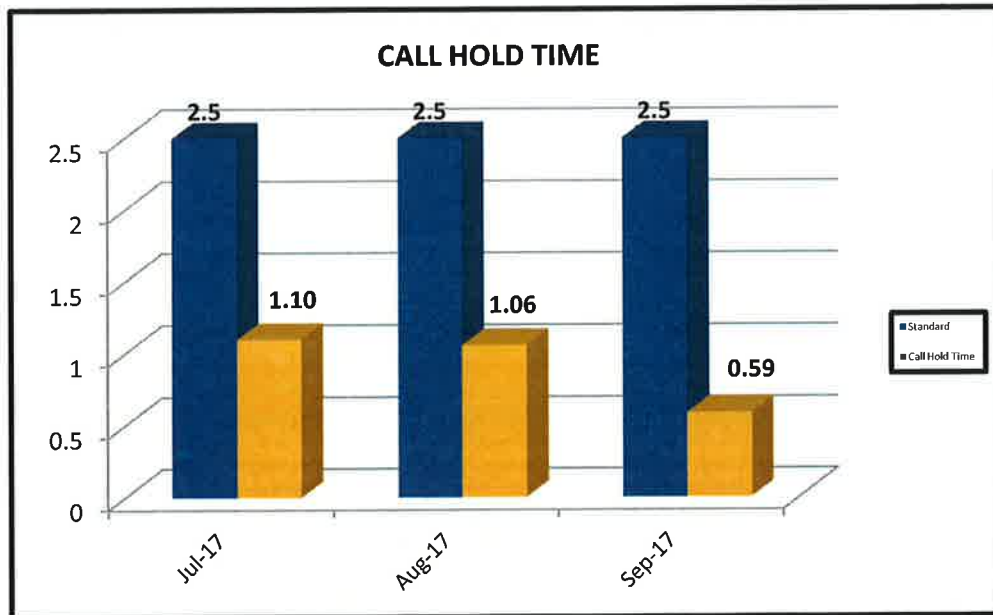


**MV TRANSPORTATION
SUMMARY OF SERVICE ISSUES
JULY 1, 2017 - JUNE 30, 2018**

TYPE OF COMPLAINT	7/17	8/17	9/17	10/17	11/17	12/17	1/18	2/18	3/18	4/18	5/18	6/18
Late Drop-Off	0	0	0									
Pick-Up before Window Opens	0	0	0									
Late Return Pick-Up	0	0	0									
Ride Time Exceeded Standards	0	0	0									
Can't Get Through by Telephone	0	0	0									
On Hold for Excessive Periods of Time	0	0	0									
Phone System Problems	0	0	0									
Sunday Reservations	0	0	0									
Trip Denial	0	0	0									
Driver Training	0	0	0									
Driver Behavior	0	0	0									
No Passenger Assistance Provided	0	0	0									
No Driver ID	0	0	0									
Dispatcher Behavior	0	0	0									
Reservationist Behavior	0	0	0									
Unsafe Driving	0	0	0									
No Show by Driver	0	0	0									
Reservations/Scheduling	0	0	0									
Reservations	0	0	0									
Air Conditioning not Working	0	0	0									
Wheelchair/Scooter Securement	0	0	0									
Passenger Behavior	0	0	0									
No Show by Passenger	0	0	0									
Customer Service	0	0	0									
Safety	0	0	0									
Trip Cancelled, Ride Came Anyway	0	0	0									
Wheelchair Lift Not Working Properly	0	0	0									
Charged Wrong Passenger Fare	0	0	0									
Vehicle Condition	0	0	0									
MV Staff Availability	0	0	0									
Dropped Off at Wrong Location	0	0	0									
Improper Passenger Assistance	0	0	0									
Did Not Process TD Eligibility Application	0	0	0									
Other	0	0	0									
TOTAL	0	0	0									
TRIPS	6,944	7,794	6,519									
COMPLAINTS/1,000 TRIPS	0.00	0.00	0.00	#DIV/0!	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of Individuals Submitting Complaints	0	0	0									
RTS	0	0	0									
CIL	0	0	0									
Foster Grandparents	0	0	0									
NCFRPC	0	0	0									
COMMENDATIONS	6	3	7									

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY 2017 - SEPTEMBER 2017**

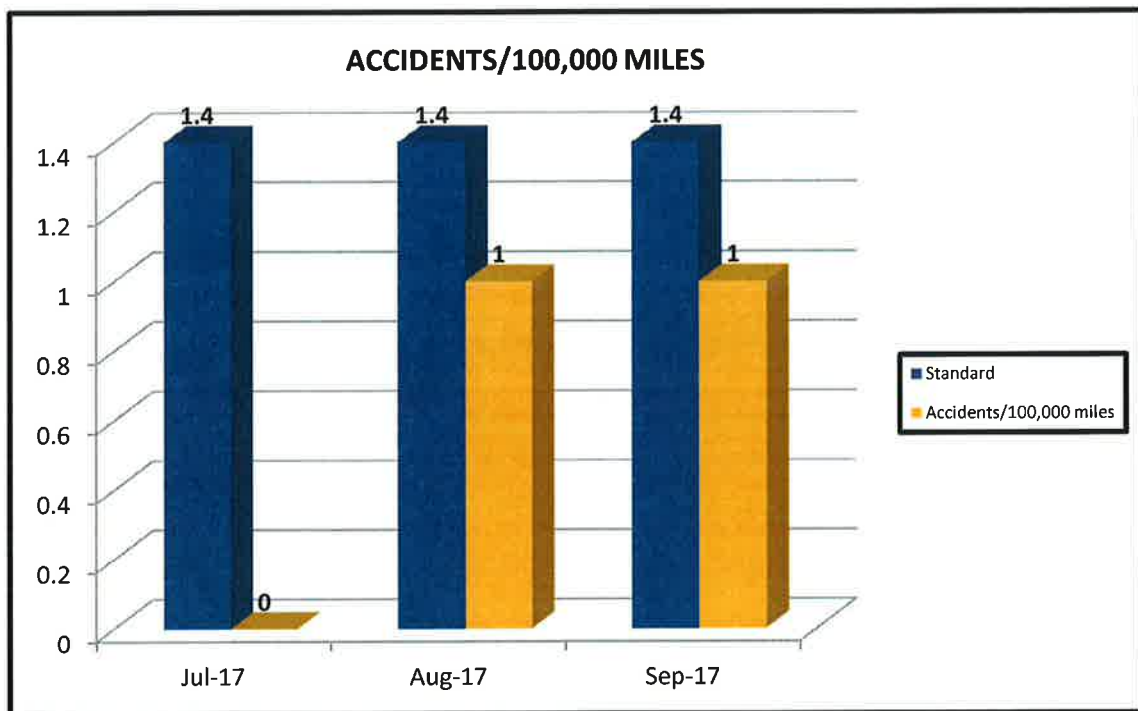
MONTH	STANDARD	CALL HOLD TIME
Jul-17	2.5	1.10
Aug-17	2.5	1.06
Sep-17	2.5	0.59



TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS

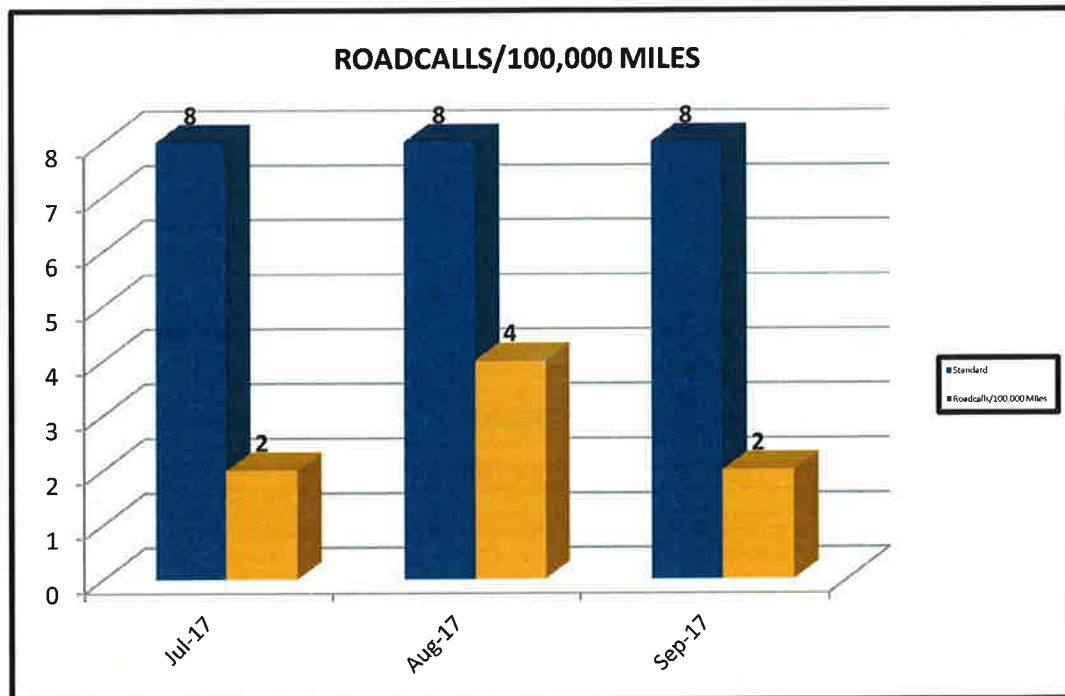
ALACHUA COUNTY JULY 2017 - SEPTEMBER 2017

MONTH	STANDARD	PREVENTABLE ACCIDENTS/100,000 MILES
Jul-17	1.4	0
Aug-17	1.4	1
Sep-17	1.4	1



**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY 2017 - SEPTEMBER 2017**

MONTH	STANDARD	ROADCALLS/100,000 MILES
Jul-17	8	2
Aug-17	8	4
Sep-17	8	2



2017-2018 OPERATING DATA	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
Total No Trips Invoiced	6,944	7,794	6,519									
HMO Medicaid (Access to Care)	0	0	0									
HMO Medicaid (MTM)	149	147	136									
Transportation Disadvantaged Program	1472	1,555	1,467									
Mobility Enhancement Grant Program - Bus Passes	250	175	210									
City of Gainesville ADA Service	4306	4,842	4,044									
Florida Department of Transportation 5311	296	294	0									
Florida Department of Transportation 5310	333	382	270									
Alachua County	98	366	363									
Elder Care	40	33	29									
Total Vehicle Miles	90,357	93,817	83,223									
Total Vehicle Hours	5,678	6,204	5,496									
Average Miles per Trip	13	12	13									
Number of Passenger No Shows	287	352	280									
Number Trips Denied	0	0	0									
Preventable Accidents	0	1	1									
RoadCalls	2	4	2									
Commendations	6	3	7									
Complaints	2	3	1									
Telephone Calls	9,463	10,699	9,196									
Average Call On-Hold Time	1.10	1.06	0.59									

**ALACHUA COUNTY TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY REPORT
FY 2017/2018**

MONTH/YEAR	STATE FUNDS	MONTHLY STATE ALLOCATION	LOCAL MATCH	LOCAL MATCH SPENT	TOTAL DOLLARS SPENT	TRUST FUND (90%)	TD FUNDS REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-17	\$666,564.00	\$55,602.00	\$5,560.20	\$6,117.57	\$61,775.68	\$55,658.11	\$610,905.89	1472	\$41.97
Aug-17	-	\$55,542.00	\$5,554.20	\$6,107.61	\$61,076.05	\$54,968.44	\$555,937.45	1555	\$39.28
Sep-17	-	\$55,542.00	\$5,554.20	\$6,171.33	\$61,713.33	\$55,542.00	\$500,395.45	1467	\$42.07
Oct-17	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
Nov-17	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
Dec-17	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
Jan-18	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
Feb-18	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
Mar-18	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
Apr-18	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
May-18	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
Jun-18	-	\$55,542.00	\$5,554.20			\$0.00	\$500,395.45		#DIV/0!
TOTAL	-	\$666,564.00	\$66,656.40	\$18,396.51	\$184,565.06	\$166,168.55	\$500,395.45	4,494	\$41.07

TD PROGRAM STATUS REPORT	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
TD Applications Approved	37	36	49	21	21	46	46	39	24	37	26	38
TD Applications Denied	0	1	0	0	0	0	0	0	0	0	2	1
Bus Pass Applications Received	0	0	0	0	0	0	0	0	0	0	0	0
Number of Bus Passes sponsored by the TDTF	0	0	0	0	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	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	54	54	54	54
Average Number of TD Trips Performed Daily	51	46	52	47	54	62	74	72	72	69	65	68
Total Number of TD Trips Provided during the Month	1798	1601	1730	1478	1683	1833	1859	1738	1776	1710	1472	1555
TD Trip Priorities Used (Yes or No)	No	No	No	No	No	No	No	No	No	No	No	No
Number of Dialysis Saturday Trips Provided	63	56	58	70	55	84	82	129	113	82	86	72
Number of Other Saturday Trips Provided	25	28	42	56	35	35	47	45	27	46	39	28
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0	0	0	0	0	0	0	0	0

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS**

AUGUST_2017

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Able to transport yourself	0
TD Application was missing third page with doctor's diagnosis and information, client never sent missing documentation.	1
Out of County Trip Request	0
Other	0
TOTALS	1

SEPTEMBER_2017

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Able to transport yourself	0
TD Application was denied due to not meeting the income criteria. Applicant's income exceeded the limit.	1
Out of County Trip Request	0
Other	0
TOTALS	1

ATTENDANCE RECORD

ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	11/09/16	2/08/17	5/24/17	9/27/17
Chair	Commissioner Adrian Hayes-Santos			P	P
Florida Department of Transportation	Janell Damato	P	P	P	A
Alternate Member	Sandra Collins	A	A	A	P
Florida Department of Children and Families	John Wisker	P	P	A	A
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Deweece Ogden	P	P	P	A
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	Vacant				
Alternate Member	Jeff Aboumrad	P	A	P	A
Public Education	James H. Speer, Jr.	A	A	A	A
Alternate Member	David Deas	A	A	A	A
Citizen Advocate	James East	A	P	P	P
Alternate Member	Paul Selvy	A	A	A	A
Citizen Advocate-User	Earther Wright	A	P	A	A
Alternate Member	Vacant				
Elderly	Vacant				
Alternate Member	Vacant				
Veterans	Albert H. Linden, Jr.	P	A	P	A
Alternate Member	Vacant				
Persons with Disabilities	Christine Eason Louton	P	A	A	A
Alternate Member	Sharon Curtis	A	A	A	A
Central Florida Community Action Agency	Charles J. Harris	P	P	P	P
Alternate Member	Tiffany McKenzie				
Florida Department of Elder Affairs	Jeff Lee	A	P	P	P
Alternate Member	Vacant				
Children at Risk	Trisha Nieves				
Alternate Member	Vacant				
Mass Transit	Jesus Gomez	P	A	A	A
Alternate Member	Mildred Crawford	A	P	P	P
Regional Workforce Board	Vacant				
Alternate Member	Vacant				
Private Transit Industry	Lisa Hogan	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."

