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2009 NW 87th Place, Gainesville, FL 32653-1603 • 352.955.2200

May 5, 2021

TO: Alachua County Transportation Disadvantaged Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Alachua County Transportation Disadvantaged Coordinating Board will meet Wednesday, May 12, 2021 at 10:00 a.m. or as soon thereafter the public workshop in the John R. "Jack" Durrance Auditorium located in the Alachua County Administration Building 12 S.E. 1st Street, City of Gainesville.

The Centers for Disease Control and Prevention social/physical distancing guidelines will be followed in the meeting room. Wearing of face coverings will be required. Meeting participants must stay at least six feet (about two arms' length) from other persons. Due to social distancing requirements, there will be limitations on the number of persons permitted to enter the meeting room and/or building. To keep the meeting room attendance to a maximum of ten persons, the meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: Toll free 1.888.585.9008

CONFERENCE CODE: 864 183 272

**Board members may participate (and vote), via communications media technology, however, seven Board members must be present to establish a physical quorum to vote on agenda items that require formal action.**

According to the Centers for Disease Control and Prevention, individuals at the greatest risk for severe illness from COVID-19 are those aged 65 or older. There are also other factors that can increase your risk for severe illness such as having underlying medical conditions. We encourage Board members who may have an increased risk of severe illness from COVID-19 to participate via communications media technology.

We will contact Board members prior to the meeting to ensure a physical quorum will be present and to ensure the meeting room attendance will be below 10.

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

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800. 955.8771 (TDD) or 1.800. 955.8770 (Voice).

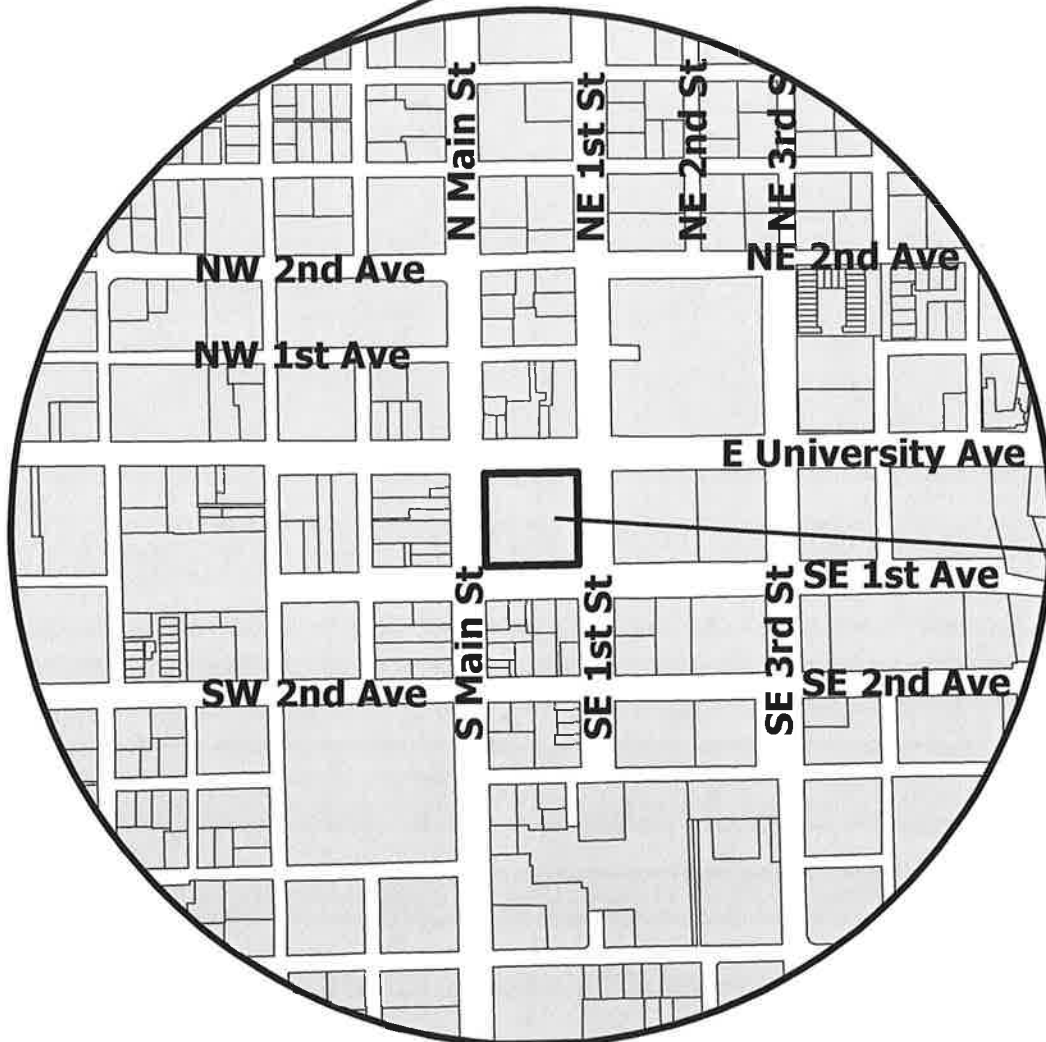
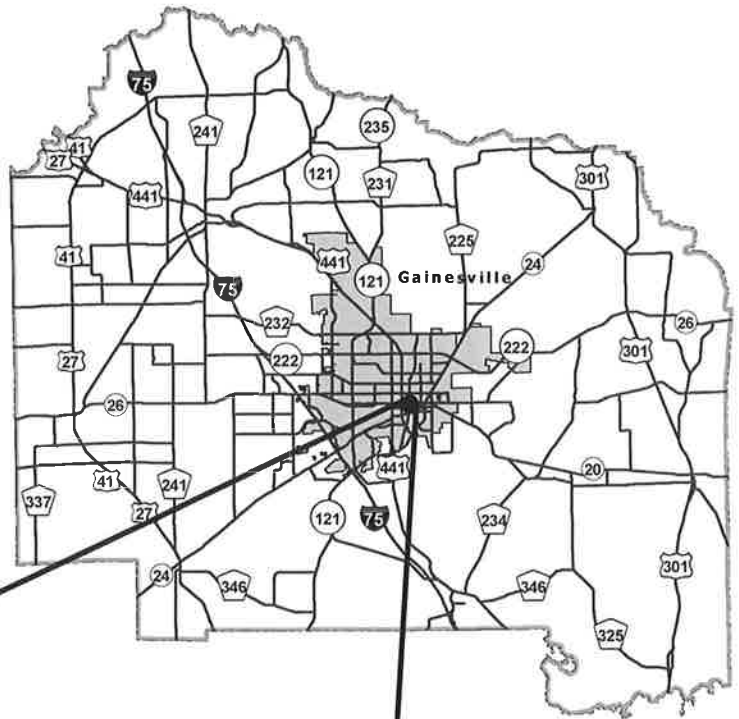
Attachment

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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

Alachua County  
Administration  
Building





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**ALACHUA COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING ANNOUNCEMENT AND AGENDA**

John R. "Jack" Durrance Auditorium  
Alachua County Admin. Bldg.  
12 S.E. 1<sup>st</sup> Street  
Gainesville, Florida

**Dial in Number:** Toll free 1.888.585.9008  
**Conference Code:** 864 183 272

Wednesday  
May 12, 2021  
10:00 a.m. or as soon  
thereafter the public  
workshop

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

- |           |   |                        |
|-----------|---|------------------------|
| <b>A.</b> | <b>Voting Via Communications Media Technology</b>       | <b>ACTION REQUIRED</b> |
| <b>B.</b> | <b>Approval of the Meeting Agenda</b>                   | <b>ACTION REQUIRED</b> |
| <b>C.</b> | <b>Approval of the September 9, 2020 Minutes Page 7</b> | <b>ACTION REQUIRED</b> |

**II. NEW BUSINESS**

- |  |   |                           |
|--|---|---------------------------|
| <b>A.</b>  | <b>2019/20 Annual Performance Evaluation Page 15</b>  | <b>ACTION REQUIRED</b>    |
| <u>The Board needs to approve MV Contract Transportation, Inc.'s 2019/20 annual performance evaluation</u>                   |   |                           |
| <b>B.</b>  | <b>2018/23 Alachua County Transportation Page 53</b><br><b>Disadvantaged Service Plan Annual Update</b> | <b>ACTION REQUIRED</b>    |
| <u>The Board needs to approve the 2018/23 Alachua County Transportation Disadvantaged Service Plan Annual Update</u>         |   |                           |
| <b>C.</b>  | <b>2021/22 Rural Area Capital Assistance Page 141</b><br><b>Grant Application</b>                       | <b>ACTION REQUIRED</b>    |
| <u>The Board needs to approve MV Contract Transportation, Inc.'s 2021/22 Rural Area Capital Assistance Grant application</u> |   |                           |
| <b>D.</b>  | <b>2019/20 Annual Operating Report Page 147</b>   | <b>NO ACTION REQUIRED</b> |
| <u>The Board needs to review the 2019/20 Annual Operating Report</u>   |   |                           |

**E. 2021/22 Innovative and Service Development Page 157 NO ACTION REQUIRED  
Grant Application**

The Board needs to review MV Contract Transportation, Inc.'s 2021/22 Innovative and Service Development Grant application

**F. MV Contract Transportation, Inc. Page 171 NO ACTION REQUIRED  
Operations Reports**

MV Contract Transportation, Inc. staff will present service operation highlights

**IV. OTHER BUSINESS**

**A. Comments**

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

**V. FUTURE MEETING DATES**

- A. September 8, 2021 at 10:00 a.m.**
- B. November 10, 2021 at 10:00 a.m.**
- C. February 9, 2022 at 10:00 a.m.**
- D. May 11, 2022 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 meeting agenda, please do not hesitate to contact me at extension 110.



**ALACHUA COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Charles Chestnut, IV Local Elected Official/Chair Grievance Committee Member	
Janell Damato Florida Department of Transportation	Christina Nalsen Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Jeffrey Aboumrad Florida Department of Education	Vacant Florida Department of Education
Jeff Lee - Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Nick Hauzer Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Tiffany McKenzie Central Florida Community Action Agency (Term ending June 30, 2023)	Charles J. Harris Central Florida Community Action Agency (Term ending June 30, 2023)
Vacant Public Education	Vacant Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2023)	Vacant Veterans (Term ending June 30, 2023)
James East Citizen Advocate Grievance Committee Member (Term ending June 30, 2021)	Vacant Citizen Advocate (Term ending June 30, 2021)
Vacant Citizen Advocate - User (Term ending June 30, 2021)	Vacant Citizen Advocate - User (Term ending June 30, 2021)
Vacant Persons with Disabilities (Term ending June 30, 2021)	Vacant Persons with Disabilities (Term ending June 30, 2021)
Marie Small Elderly (Term ending June 30, 2023)	Vacant Elderly (Term ending June 30, 2023)
Vacant Medical Community (Term ending June 30, 2022)	Vacant Medical Community (Term ending June 30, 2022)
Cinton Alford Children at Risk (Term ending June 30, 2022)	Morris Sherman Children at Risk (Term ending June 30, 2022)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Vacant Private Transportation Industry (Term ending June 30, 2022)	Vacant Private Transportation Industry (Term ending June 30, 2022)

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



**ALACHUA COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**VIRTUAL MEETING MINUTES**

Virtual Meeting  
Dial in Number: Toll free 1.888.585.9008  
Conference Code: 864 183 272

Wednesday  
September 9, 2020  
10:00 a.m.

**VOTING MEMBERS PRESENT**

Commissioner Charles Chestnut, IV, Chair  
Jeff Aboumrad, Florida Department of Education Representative  
Helen “Renee” Cooke, Florida Agency for Persons with Disabilities Representative  
Millie Crawford representing Jesus Gomez, Mass Transit Representative  
James East, Citizen Advocate Representative  
Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair  
Albert H. Linden, Jr., Veterans Representative  
Tiffany McKenzie, Central Florida Community Action Agency Representative  
Christina Nalsen representing Janell Damato, Florida Department of Transportation Representative  
Deweece Ogden, Florida Agency for Health Care Administration Representative  
Marie Small, Elderly Representative  
John Wisker, Florida Department of Children and Families Representative

**VOTING MEMBERS ABSENT**

Cinton Alford, Children at Risk Representative

**OTHERS PRESENT**

Edward Griffin, General Manager, MV Contract Transportation, Inc.  
Judy Hamilton  
Bruce Granai, Safety & Training Manager, MV Contract Transportation, Inc.  
Marsha Rivera, Accounting Manager, MV Contract Transportation, Inc.

**STAFF PRESENT**

Lynn Godfrey, Metropolitan Transportation Planning Organization

**I. BUSINESS MEETING CALL TO ORDER**

Chair Chestnut called the business meeting to order at 10:03 a.m.

**A. Roll Call**

Chair Chestnut asked staff to take a roll call attendance.

The roll call was taken by Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Senior Planner, and, a quorum was declared present.

**B. Approval of the Meeting Agenda**

**ACTION:** Jeff Lee moved to approve the meeting agenda. James East seconded; motion passed unanimously.

**C. Approval of the June 3, 2020 Minutes**

**ACTION:** Albert Linden moved to approve the June 3, 2020 meeting minutes. Tiffany McKenzie seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. 2018/23 Alachua County Transportation Disadvantaged Service Plan Amendment**

Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization Senior Planner, stated that MV Contract Transportation, Inc. is requesting an amendment to the 2018/23 Alachua County Transportation Disadvantaged Service Plan. She stated that the proposed amendment was included in the meeting materials for the Board's review.

Mr. Edward Griffin, MV Contract Transportation, Inc. General Manager, stated that the number of trips has increased approximately 65 percent since March 2020 due to the COVID-19 virus. He explained that, as a result of this decrease, MV Contract Transportation Inc.'s operating revenue has decreased.

Mr. Griffin discussed cost cutting measures that MV Contract Transportation, Inc. has taken. He recommended changing their operating hours to 6:00 a.m. to 6:00 p.m. Monday through Friday and 6:00 a.m. to 6:00 p.m. on Saturday. He said this change, if approved, will go into effect until the end of the year.

**ACTION:** James East moved to approve the proposed amendment to the 2018/23 Alachua County Transportation Disadvantaged Service Plan. Albert Linden seconded; motion passed unanimously.

**B. Bylaws**

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She said staff is recommending the addition of G. Meetings (12) Public Comment to the Bylaws.

**ACTION: Jeff Lee moved to approve the Bylaws as amended.  
Albert Linden seconded; motion passed unanimously.**

**C. Grievance Procedures**

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She said staff is recommending the addition of G. Meetings (8) Public Comment to the Grievance Procedures.

**ACTION: James East moved to approve the Grievance Procedures as amended. Tiffany McKenzie seconded; motion passed unanimously.**

**D. Elect Vice-Chair**

**ACTION: James East moved to re-elect Jeff Lee as Vice-Chair. Albert Linden seconded; motion passed unanimously.**

**E. Trip and Equipment Grant Allocation Methodology**

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged is conducting a study to explore changes to the Trip and Equipment Grant allocation methodology within Rule Chapter 41-2.014 Florida Administrative Code. She said the draft final report published by the Florida Commission for the Transportation Disadvantaged is included in the meeting materials.

Mr. Griffin stated that the proposed changes to the funding formula will most likely reduce the amount of Trip and Equipment Grant funds allocated to Alachua County. He said MV Contract Transportation, Inc. submitted comments concerning the proposed changes to the funding formula.

**F. MV Contract Transportation, Inc. Operations Reports**

Mr. Edward Griffin, MV Contract Transportation, Inc. General Manager, discussed the following MV Contract Transportation, Inc. activities:

- Brittany Porter - Katherine McClory Award recipient
- Bruce Granai – Safety and Training Manager
- COVID-19 pandemic

- 2020 hurricane season
- COVID -19 pandemic evacuation response
- Safety Board
- August and September 2020 safety focus
- Rural Area Capital Assistance Grant award
- Innovation and Service Development Grant award
- Florida Commission for the Transportation Disadvantaged Biannual Audit
- June, July and August 2020 preventable accidents
- Operating statistics

### **III. OTHER BUSINESS**

#### **A. Members**

James East asked if the cleaner used to sanitize the vehicles is odorless and tasteless. He also asked if the vehicles awarded through the Rural Area Capital Assistance Grant Program are large vehicles or minivans.

Mr. Griffin stated that the cleaner used is both odorless and tasteless. He said the vehicles purchased with grant funds will be larger 15 passenger vehicles.

Mr. East commended MV Contract Transportation, Inc. for their efforts during the COVID-19 pandemic.

#### **B. Citizens**

Ms. Judy Hamilton said it is unfortunate that MV Contract Transportation, Inc. must reduce their service hours due to the COVID-19 pandemic. She said she understands the difficulties MV Contract Transportation, Inc. is facing.

Millie Crawford clarified that the reduction of service hours will not affect the ADA service.

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

Chair Chestnut stated that the next Board meeting will be held November 4, 2020 at 10:00 a.m. He thanked everyone for calling into the meeting.

**ADJOURNMENT**

The meeting adjourned at 10:51 a.m.

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Chair

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Date







May 5, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Voting Via Communications Media Technology

RECOMMENDATION

**Allow Board members participating in the meeting via communications media technology to vote on agenda items that require formal action due to the extraordinary circumstances related to the COVID-19 pandemic.**

BACKGROUND

Due to the extraordinary circumstances related to the COVID-19 pandemic, the Board needs to allow Board members participating in the meeting via communications media technology to vote on agenda items that require formal action.

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





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2009 NW 67th Place, Gainesville, FL 32653 • 1 803 • 352.955.2200

May 5, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2019/20 Annual Performance Evaluation

RECOMMENDATION

**Approve the MV Contract Transportation, Inc.'s 2019/20 annual performance evaluation.**

BACKGROUND

The Board is required to annually evaluate the transportation services provided by MV Contract Transportation, Inc. Attached is MV Contract Transportation, Inc.'s draft 2019/20 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Alachua\Memos\eval.doc



# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



## Transportation Disadvantaged

Community Transportation Coordinator: MV Contract Transportation, Inc.

County: Alachua

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

Contact: Gary Luke, General Manager Phone: 352-375-2784

Review period: July 1, 2019 - June 30, 2020





# 2019/20 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](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Charles Chestnut, IV, Chair**

with Assistance from



Metropolitan Transportation Planning Organization  
For the Gainesville Urbanized Area  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

March 10, 2021

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## **I. FINDINGS AND RECOMMENDATIONS**

### **A. General Information**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **B. Chapter 427, Florida Statutes**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **C. Rule 41-2, Florida Administrative Code**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **D. On Site Observation**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **E. Surveys**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **F. Cost**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **G. Level of Competition**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

### **H. Level of Coordination**

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

## II. ENTRANCE INTERVIEW

1. **Operating Environment:** Urban/Rural
2. **Organization Type:** Private for Profit
3. **Network Type:** Sole Provider
4. **Subcontracted Operators:** None
5. **Coordination Contractors:** None
6. **Transportation Alternatives:** None
7. **Purchasing Agencies:**
  - Alachua County
  - City of Gainesville
  - Elder Options
  - Florida Commission for the Transportation Disadvantaged
8. **Transportation Disadvantaged Helpline Calls:**

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

### III. GENERAL INFORMATION

1. **What was the designation date of the Community Transportation Coordinator?**

7/01/18

2. **What is the complaint process?**

MV Contract Transportation, Inc.'s complaint process is attached.

3. **Does the community transportation coordinator have a complaint form?**

Yes (attached)

4. **Does the form have a section for resolution of the complaint?**

Yes

5. **Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?**

Yes

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 from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?**

Yes

8. **Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?**

Yes (attached)

9. **Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?**

Yes

10. **Does the rider/ beneficiary information or brochure list the complaint procedure?**

Yes

11. **What is the eligibility process for Transportation Disadvantaged sponsored riders?**

Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).



12. **Does public information state that accessible formats are available upon request?**

Yes

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13. **Is public information available in accessible formats upon request?**

Yes

---

14. **What arrangements are in place to have accessible materials produced upon request?**

It has been MV Contract Transportation, Inc.'s experience that the visually impaired individuals they serve are able to access information through technology that allows them to receive information in text formats through e-mails and telephone texts. In the event that someone is not able to access information through those formats will be provided information in voice format or other formats at their request. 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 Contract Transportation, Inc.'s role as Community Transportation Coordinator. All of these sites are ADA compliant allowing access to the visually impaired. The Center for Independent Living also has this information posted at their facility as well as distributing the Rider's Guide to visitors. At public events MV Contract Transportation, Inc. distributes the Rider's Guide and makes presentations upon request. The phone number for MV Contract Transportation, Inc.'s office is posted on all vehicles, with a specific option for providing information about the coordinated system.

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15. **Is the Florida Relay System phone number provided in informational materials?**

Yes

---

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

No

---

17. **What innovative ideas have been implemented in the coordinated transportation system?**

MV Contract Transportation, Inc., was awarded Innovation and Service Development Grant funds from the Florida Commission for the Transportation Disadvantaged in 2019. MV Contract Transportation, Inc. was awarded grant funds to provide two shuttle routes (High Springs/Alachua and Archer/Newberry) to Santa Fe College Northwest Campus.

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18. **Are there any areas where coordination can be improved?**

MV Contract Transportation, Inc. has been the designated Community Transportation Coordinator for Alachua County since 2003. MV Contract Transportation, Inc. was designated the Community Transportation Coordinator through the competitive procurement process. MV Contract Transportation, Inc. coordinates transportation for the Federal Transit Administration U.S.C. Section 5310 and 5311 Grant programs, Florida's Transportation Disadvantaged Program, City of Gainesville ADA service, Elder Options of Alachua County, Alachua County Social Services and Alachua County Emergency Management.

---

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 Florida's Managed Medical Care (Medicaid) Program, Community Transportation Coordinators received a set monthly allocation of funds to provide Medicaid Program transportation within their designated service area. Medicaid recipients received the same level of service and system oversight as all other agencies participating in Florida's Coordinated Transportation System. 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 Contract Transportation, Inc., 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.

19. **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.

20. **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.

21. **What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated transportation 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.

22. **How is the Community Transportation Coordinator 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.



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### **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 42<sup>nd</sup> Ave | Suite 3 | Gainesville, FL 32608

P 352.375.2784

[www.mvtransit.com](http://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 January 1, 2019  
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

- 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 2 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 9:00 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. **If phone system is down, call 352-443-2933 for reservations and 352-443-2976 for dispatch.**

#### 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





*"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 42<sup>nd</sup> Ave | Suite 3 | Gainesville, FL 32608

P 352.375.2784





3713 SW 42<sup>nd</sup> 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. For those recertifying with a permanent disability, a certification from the Center for Independent Living (CIL) can be used in lieu of a doctor statement.

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 \_\_\_\_ ¾ \_\_\_\_
  - 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 42<sup>nd</sup> Avenue-Suite #3**  
**Gainesville, FL 32608**  
**Phone (352) 375-2784 Fax (352) 378-6117**

*The Standard of Excellence Since 1976*

#### IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Are the Community Transportation Coordinator subcontracts uniform?**  
Not applicable, no subcontracted operators.
2. **Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?**  
Not applicable, no subcontracted operators.
3. **Do the contracts include performance standards for the transportation operators?**  
Not applicable, no subcontracted operators.
4. **Do the contracts include the proper language concerning payment to subcontractors?**  
Not applicable, no subcontracted operators.
5. **Were the following items submitted on time?**
  - a) **Annual Operating Report:** Yes
  - b) **Memorandum of Agreement:** Yes
  - c) **Transportation Disadvantaged Service Plan:** Yes
  - d) **Transportation Disadvantaged Trust Fund Grant Application:** Yes
  - e) **Other grant applications:** Yes
6. **Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?**  
Not applicable, no subcontracted operators.
7. **Is a written report issued to the operator?**  
Not applicable, no subcontracted operators.
8. **What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?**  
Not applicable, no coordination contractors.
11. **Are coordination contracts reviewed annually as to the effectiveness and efficiency of the coordination contractor or the renewal of any Coordination Contracts?**  
Not applicable, no coordination contractors.
12. **Are there any transportation alternatives?**  
No

## IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Hours of Service:**

Monday through Friday, 6:00 a.m. to 6:00 p.m. Saturdays 6:00 a.m. - 6:00 p.m. Excluding holidays.

2. **Call Intake Hours:**

Monday through Saturday from 8:00 a.m. to 5:00 p.m. excluding holidays.

3. **After Hours Reservations/Cancellations:**

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

Trip cancellations must be made to MV Contract Transportation, Inc. at least two hours before the opening of the pick-up window.

4. **Minimum required notice for reservations:**

Trips must be scheduled through MV Contract Transportation, Inc. by 5:00 p.m. the day before transportation is needed. MV Contract Transportation, Inc. may accommodate same day service requests for all sponsored trips on a space available basis and when scheduling permits.

5. **How far in advance can reservations be place (number of days)?**

14 days

6. **What type of arrangement does the Community Transportation Coordinator have with the local Regional Workforce Board?**

No agreement with the local Regional Workforce Board.

7. **Has the Community Transportation Coordinator developed any innovative transportation services for the local Regional Workforce Board?**

MV Contract Transportation, Inc. applied for and was awarded Innovation and Service Development Grant funds to provide two shuttle routes (High Springs/Alachua and Archer/Newberry) to Santa Fe College Northwest Campus.

8. **Do the Community Transportation Coordinator and Local Coordinating Board review applications for federal, state and local Transportation Disadvantaged funding?**

Yes

9. **What are the trip priorities for the trips funded with Transportation Disadvantaged Program trips?**

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

- 1) Vital Care - Medical (Dialysis, Cancer Care and Physical Therapy for Mobility)
- 2) Other Medical
- 3) Employment
- 4) Grocery shopping
- 5) Educational
- 6) Social service agency trips
- 7) Shopping
- 8) Recreation and other

10. **How are the trip priorities carried out?**

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

## V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. **How is the Community Transportation Coordinator using school buses in the coordinated system?**

MV Contract Transportation, Inc. does not have an agreement with the Alachua County School Board.

2. **How is the Community Transportation Coordinator using public transportation services in the coordinated system?**

MV Contract Transportation, Inc. has an agreement with the City of Gainesville Regional Transit System.

3. **Is there a goal for transferring passengers from paratransit to transit?**

Yes

4. **What are the minimum liability insurance requirements?**

\$500,000/\$500,000

5. **What are the minimum liability insurance requirements in the operator and coordination contracts?**

Not applicable, no subcontracted operators/coordination contractors.

6. **Do the minimum liability insurance requirements exceed \$1 million per incident?**

No

7. **Date of last System Safety Program Plan Compliance Review:**

5/11/2020

8. **Are the contracted operators in compliance with the System Safety Program Plan?**

Not applicable, no subcontracted operators.

9. **Do the Community Transportation Coordinator and its contracted operators (if any) comply with the Federal Transit Administration Anti-Drug and Alcohol Misuse Program (49 CFR Part 40, 655)?**

Yes

10. **Date of last Anti-Drug and Alcohol Misuse Program review:**

5/11/2020

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

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

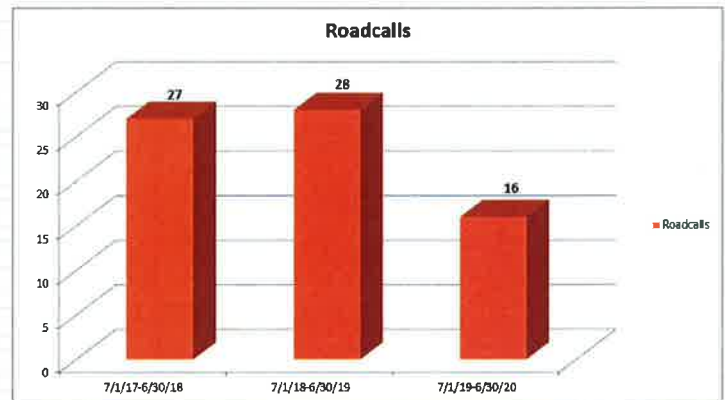
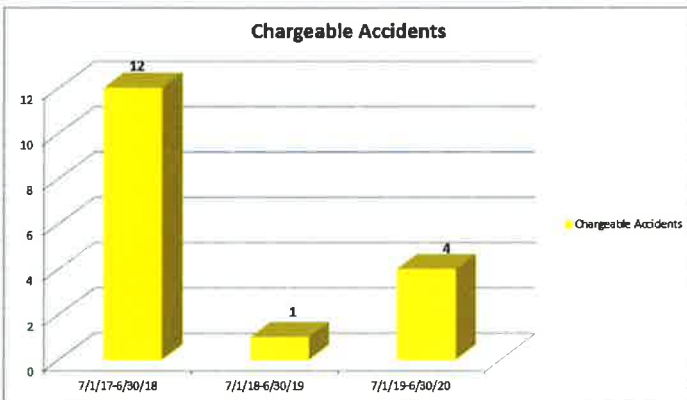
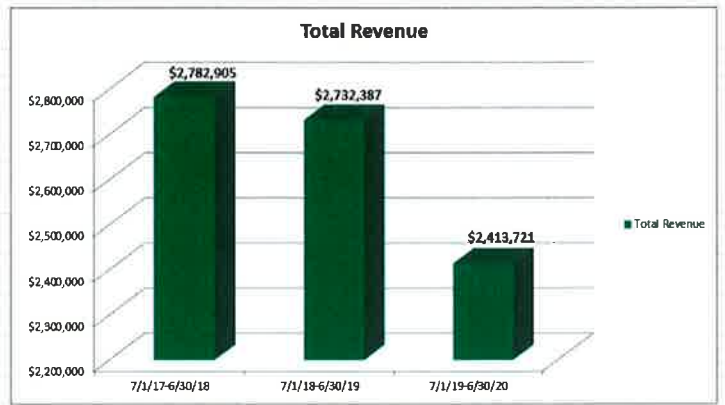
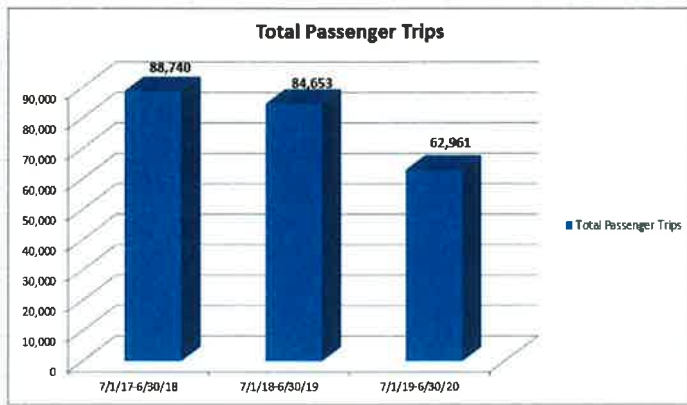
Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Accidents	No more than 1/100,000 miles	Yes
Roadcalls	No more than 5 roadcalls during the evaluation period.	Yes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

**PERFORMANCE TRENDS  
ALACHUA COUNTY**

MEASURE	7/1/17-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20	Percent Change (2018/19 - 2019/20)
Total Passenger Trips	88,740	84,653	62,961	-34%
Bus Passes	2,696	2,672	0	#DIV/0!
Total Vehicle Miles	1,129,073	1,079,368	829,367	-30%
Total Revenue	\$2,782,905	\$2,732,387	\$2,413,721	-13%
Total Expenses	\$2,754,910	\$2,669,452	\$2,523,599	-6%
Cost/Passenger Trip	\$31.04	\$31.53	\$40.08	21%
Cost/Vehicle Mile	\$2.44	\$2.47	\$3.04	19%
Total Vehicles	32	37	38	3%
Chargeable Accidents	12	1	4	75%
Chargeable Accidents/100,000 Miles	1.06	0.09	0.48	81%
Average Vehicle Miles Between Roadcalls	41,818	38,549	51,835	26%
Roadcalls	27	28	16	-75%
Passenger No Shows	5,761	4,235	4,349	3%
Number of Unmet Trip Requests	28	73	7	-943%

Source: Annual Operations Reports







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

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

**Certification Date (Current):** 2020

**Certification Year: (Previous):** 2019

**Name and Address of Bus Transit System:** MV Contract Transportation, Alachua County  
Community Transportation Coordinator (CTC), 3713 SW 42nd Ave., Suite 3, Gainesville, FL  
32608

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

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

**Blue Ink Signature:**

***(Individual Responsible for Assurance of Compliance)***

**Date:** 01-03-2020

**Name:** Edward Griffin **Title:** General Manager

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

**Name:** MV Contract Transportation

**Address:** 3713 SW 42nd Ave. Suite 3, Gainesville, FL 32608

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

Allen Brooks, Maintenance Manager, ASE Certified Technician

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ended.]]

  
Signature]]

## VI ON-SITE OBSERVATION OF THE SYSTEM

1. **Date of Observation:**  
An on-site observation was not conducted due to COVID-19 safety concerns.
2. **Location:**  
\_\_\_\_\_
3. **Number of Passengers picked up/dropped off:**  
**Ambulatory:** \_\_\_\_\_  
**Non-Ambulatory:** \_\_\_\_\_
4. **Was the driver on time?**  
\_\_\_\_\_
5. **Did the driver provide passenger assistance?**  
\_\_\_\_\_
6. **Was the driver wearing identification?**  
\_\_\_\_\_
7. **Did the driver ensure the passengers were properly secured?**  
\_\_\_\_\_
8. **Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?**  
\_\_\_\_\_
9. **Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?**  
\_\_\_\_\_
10. **Did the vehicle have working heat and air conditioning?**  
\_\_\_\_\_
11. **Did the vehicle have two-way communications in good working order?**  
\_\_\_\_\_
12. **If used, was the lift in good working order?**  
\_\_\_\_\_
13. **Was there safe and appropriate seating for all passengers?**  
\_\_\_\_\_
14. **Did the driver properly use the lift and secure the passenger?**  
\_\_\_\_\_

## VII SURVEYS

**How often do your ride?**

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

**Have you been denied transportation services?**

Yes 0

No 12

**What is your trip purpose?**

Medical	Education/Training	Employment	Other
7	4	0	1

**Do you have concerns with your service?**

Yes 0

No 12

**What types of concerns do you have?**

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

## PURCHASING AGENCY SURVEY

**Purchasing Agency:** Florida Commission for the Transportation Disadvantaged

**Representative of Purchasing Agency:** Dan Zeruto, Project Manager - Area 3

**County:** Alachua

**1) Does your agency purchase transportation from MV Contract 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 Contract Transportation, Inc.'s transportation services?**

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

**4) Have you had any problems with MV Contract Transportation, Inc.?**

- ☒ Yes  
☐ No      If no, skip to question 6

**5) If you have had problems with MV Contract 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 \_\_\_\_\_

**6) Overall, are you satisfied with the transportation services provided by MV Contract Transportation, Inc.?**

- ☒ Yes  
☐ No      If no, why? \_\_\_\_\_

## PURCHASING AGENCY SURVEY

**Purchasing Agency:** City of Gainesville Regional Transit System

**Representative of Purchasing Agency:** Mildred Crawford, ADA Coordinator

**County:** Alachua

**1) Does your agency purchase transportation from MV Contract 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 Contract Transportation, Inc.'s transportation services?**

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

**4) Have you had any problems with MV Contract Transportation, Inc.?**

- ☒ Yes  
☐ No      If no, skip to question 6

**5) If you have had problems with MV Contract 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: Covid 19 has made driver shortages worse which has effected OTP.

**6) Overall, are you satisfied with the transportation services provided by MV Contract Transportation, Inc.?**

- ☒ Yes  
☐ No      If no, why? \_\_\_\_\_

## PURCHASING AGENCY SURVEY

**Purchasing Agency:** Alachua County Community Support Services

**Representative of Purchasing Agency:** Claudia Tuck, Director

**County:** Alachua

**1) Does your agency purchase transportation from MV Contract 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 Contract Transportation, Inc.'s transportation services?**

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

**4) Have you had any problems with MV Contract Transportation, Inc.?**

- ☐ Yes  
☒ No      If no, skip to question 6

**5) If you have had problems with MV Contract 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 \_\_\_\_\_

**6) Overall, are you satisfied with the transportation services provided by MV Contract Transportation, Inc.?**

- ☒ Yes  
☐ No      If no, why? \_\_\_\_\_



## VIII COST



### CTC Expense Sources

County: Alachua  
Fiscal Year: 07/01/2019 - 06/30/2020

CTC Status: Approved  
CTD Status: Approved

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
Labor	\$ 1,325,834	\$ 0	\$ 1,325,834	\$ 1,397,010	\$ 0	\$ 1,397,010
Fringe Benefits	\$ 42,768	\$ 0	\$ 42,768	\$ 36,981	\$ 0	\$ 36,981
Services	\$ 106,734	\$ 0	\$ 106,734	\$ 115,766	\$ 0	\$ 115,766
Materials & Supplies Consumed	\$ 389,167	\$ 0	\$ 389,167	\$ 504,673	\$ 0	\$ 504,673
Utilities	\$ 52,037	\$ 0	\$ 52,037	\$ 55,219	\$ 0	\$ 55,219
Casualty & Liability	\$ 221,474	\$ 0	\$ 221,474	\$ 227,953	\$ 0	\$ 227,953
Taxes	\$ 3,906	\$ 0	\$ 3,906	\$ 2,214	\$ 0	\$ 2,214
Miscellaneous	\$ 18,345	\$ 0	\$ 18,345	\$ 16,383	\$ 0	\$ 16,383
Interest	\$ 18,316	\$ 0	\$ 18,316	\$ 21,575	\$ 0	\$ 21,575
Leases & Rentals	\$ 112,262	\$ 0	\$ 112,262	\$ 103,020	\$ 0	\$ 103,020
Capital Purchases	\$ 119,105	\$ 0	\$ 119,105	\$ 13,620	\$ 0	\$ 13,620
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 113,651	\$ 0	\$ 113,651	\$ 127,788	\$ 0	\$ 127,788
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 47,250	N/A	\$ 47,250
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 2,523,599</b>	<b>\$ 0</b>	<b>\$ 2,523,599</b>	<b>\$ 2,669,452</b>	<b>\$ 0</b>	<b>\$ 2,669,452</b>

## IX 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	8	1
Government	1	1
Public Transit Agency	0	0
Total	10	2

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

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

Yes \_\_\_\_\_

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

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

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

## **X 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 Contract Transportation, Inc. 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 Contract Transportation, Inc. 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 Contract Transportation, Inc. 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 Contract Transportation, Inc. 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 Contract Transportation, Inc. also coordinates with other agencies to identify passengers that are in need of services that are not sponsored by any other agency.

**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 Contract Transportation, Inc. to schedule all trips except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. The main phone number for MV Contract Transportation, Inc. 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 Contract Transportation, Inc. 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 Contract Transportation, Inc. 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 Contract Transportation, Inc. handles all trip allocations except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. MV Contract Transportation, Inc. schedules all trips on their own vehicles.

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

MV Contract Transportation, Inc. schedules all trips except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. MV Contract Transportation, Inc.'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 Contract Transportation, Inc. does not have contracts with other operators in the coordinated transportation system. MV Contract Transportation, Inc. has several processes, including Drive Cam and on-site observations and review of data to monitor their own performance.



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

May 5, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2018/23 Alachua County Transportation Disadvantaged Service Plan - Annual Update

STAFF RECOMMENDATION

**Approve the 2018/23 Alachua County Transportation Disadvantaged Service Plan Annual Update.**

BACKGROUND

Chapter 427, Florida Statutes requires MV Contract Transportation, Inc. to prepare a Transportation Disadvantaged Service Plan in cooperation with the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area for the local Coordinating Board's approval. This plan provides information needed by the local Coordinating Board to continually review and assess transportation disadvantaged needs for Alachua County. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft 2018/23 Alachua County Transportation Disadvantaged Service Plan Annual Update. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

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# Alachua County Transportation Disadvantaged Service Plan - Annual Update

July 1, 2018 - June 30, 2023

Alachua County Transportation Disadvantaged  
Coordinating Board







# 2018/23 Alachua County Transportation Disadvantaged Service Plan - Annual Update

Approved by the  
Alachua County  
Transportation Disadvantaged Coordinating Board

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

---

**Charles S. Chestnut IV, Chair**

with Assistance from

Metropolitan Transportation Planning Organization  
for the Gainesville Urbanized Area  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200



and



MV Contract Transportation, Inc.  
3713 SW 42nd Avenue  
Gainesville, FL 32608  
352.375.2784

May 12, 2021

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# Chapter I: Development Plan

## A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Alachua County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21). The Coordinated Public Transit-Human Services Transportation Plan identifies the transportation needs of individuals with disabilities, older adults and people with low incomes.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is the Designated Official Planning Agency for Alachua County. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

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

## **c. Local Coordinating Boards**

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

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

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

- An elected official from Alachua County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.

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

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

- Approving the Transportation Disadvantaged Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.

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

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. MV Contract Transportation, Inc. is the designated Community Transportation Coordinator for Alachua County.

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

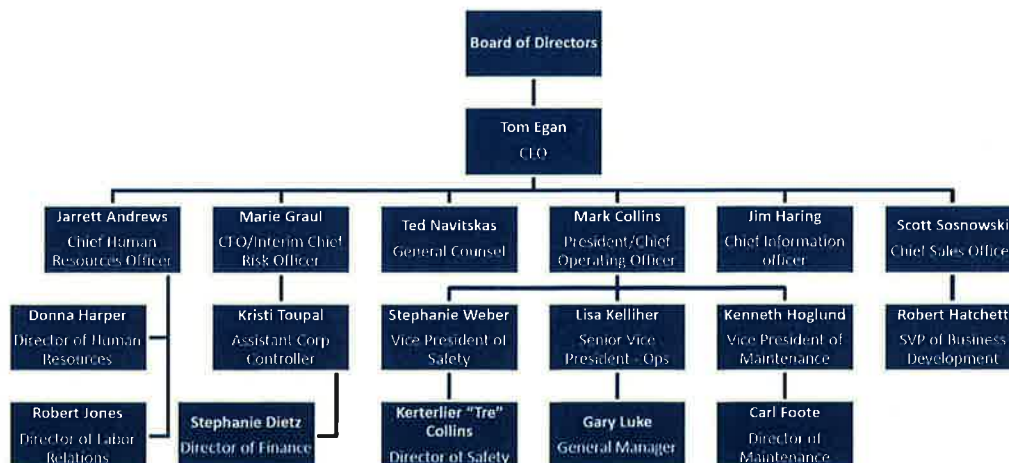
- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

## 2. Designation Date/History

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area recommended MV Contract Transportation, Inc. to be designated the Community Transportation Coordinator for Alachua County effective July 1, 2003. The Florida Commission for the Transportation Disadvantaged approved MV Contract Transportation, Inc.'s designation as the Community Transportation Coordinator for Alachua County. MV Contract Transportation, Inc. was selected as the Community Transportation Coordinator through a request for proposals process.

The Florida Commission for the Transportation Disadvantaged requires that the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area conduct the selection process and recommend a Community Transportation Coordinator for Alachua County at the end of each contract period (every five years). In 2018, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area recommended that MV Contract Transportation, Inc. be re-designated the Community Transportation Coordinator for Alachua County. The Florida Commission for the Transportation Disadvantaged re-designated MV Contract Transportation, Inc. as the Alachua County Community Transportation Coordinator effective July 1, 2018.

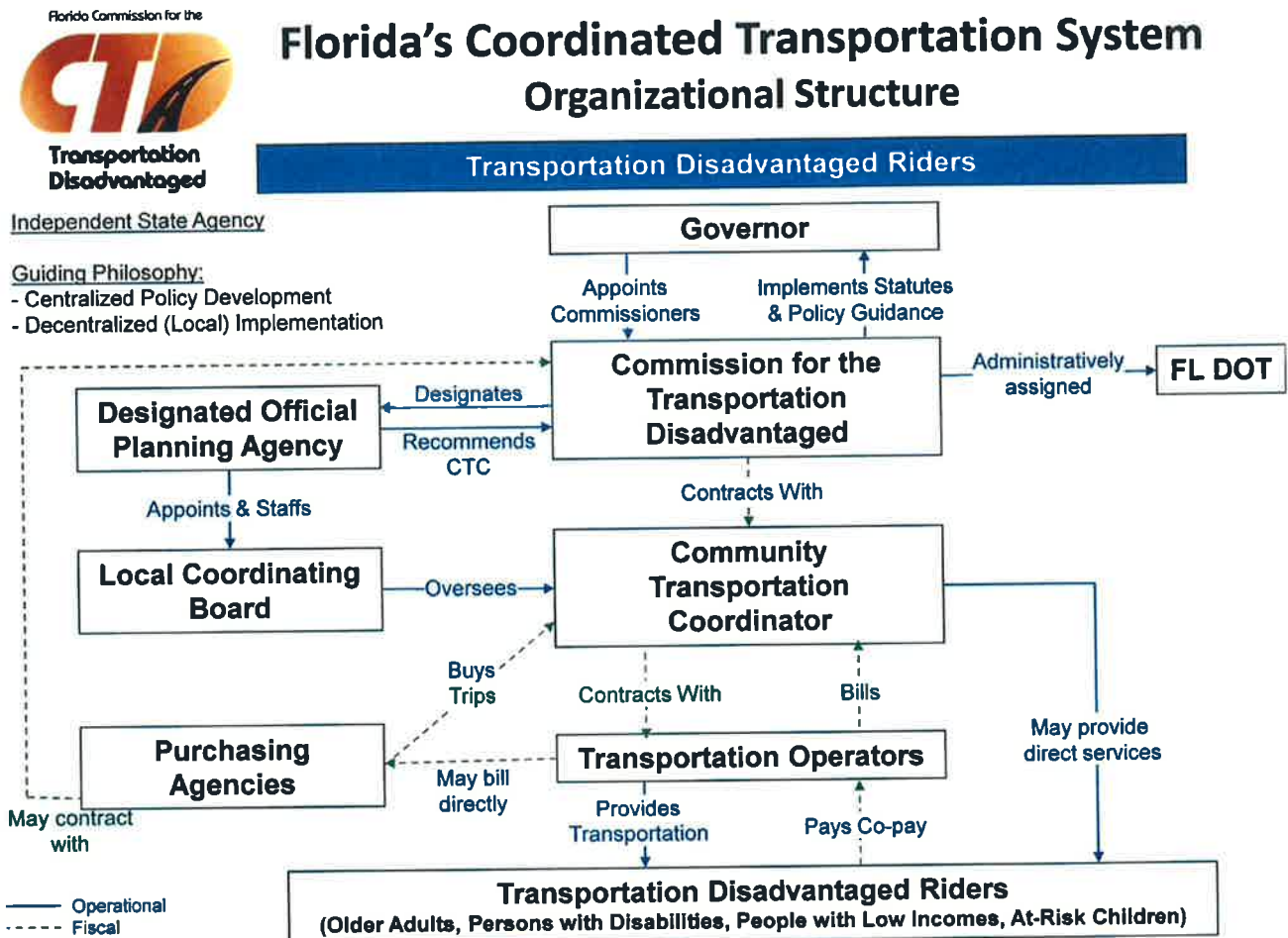
MV Contract Transportation, Inc. is a private for-profit entity. MV Contract Transportation, Inc. centrally coordinates rides and provides direct transportation service. The following chart identifies MV Contract Transportation, Inc.'s organizational structure.





### 3. Florida's Coordinated Transportation System Organization Chart

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



## 4. Consistency Review of Other Plans

### a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

### b. Regional Policy Plans

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

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

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

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

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

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

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

### c. Transit Development Plan

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

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

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

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

e. **Metropolitan Planning Organization Long-Range Transportation Plan**

The Year 2040 Long Range Transportation Plan includes two main elements: an adopted Needs Plan and an adopted Cost Feasible Plan. The Year 2040 Needs Plan charts a strategic direction for how the region will achieve important mobility and accessibility goals over the next 25 years. The Year 2040 Cost Feasible Plan identifies priority transportation projects and their associated costs. The costs can be funded using projected revenues from a variety of federal, state and local sources over the planning horizon.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Year 2040 Long Range Transportation Plan for the Gainesville Urbanized Area.

f. **Transportation Improvement Program**

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

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

## **5. Public Participation**

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

## 6. Alachua County Transportation Disadvantaged Coordinating Board Membership Certification

### ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

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

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

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
David Arreola, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Charles S. Chestnut IV		No Term
Elderly	Marie Small	Vacant	6/30/2023
Disabled	Vacant	Vacant	6/30/2021
Citizen Advocate	James East	Vacant	6/30/2021
Citizen Advocate/User	Vacant	Vacant	6/30/2021
Children at Risk	Cinton Alford	Morris Sherman	6/30/2022
Florida Association for Community Action	Tiffany McKenzie	Charles Harris	6/30/2023
Public Education	Vacant	Vacant	No Term
Florida Agency for Persons with Disabilities	Sheryl Dick-Stanford	Sylvia Bamburg	No Term
Florida Department of Transportation	Janell Damato	Christina Nalsen	No Term
Florida Department of Children and Families	John Wisker	Louella Teague	No Term
Florida Department of Elder Affairs	Jeff Lee	Nick Hauzer	No Term
Florida Department of Education	Jeffrey Aboumrad	Vacant	No Term
Florida Agency for Health Care Administration	Deweese Ogden	Vacant	No Term
Regional Workforce Development Board	Vacant	Vacant	No Term
Veteran Services	Albert Linden, Jr.	Vacant	6/30/2023
Local Mass Transit	Jesus Gomez	Mildred Crawford	No Term
Transportation Industry	Vacant	Vacant	6/30/2022
Local Medical Community	Vacant	Vacant	6/30/2022

## 7. Alachua County Transportation Disadvantaged Coordinating Board Membership

ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD	
MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Charles Chestnut, IV Local Elected Official/Chair Grievance Committee Member	
Janell Damato Florida Department of Transportation	Christina Nalsen Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Jeffrey Aboumrad Florida Department of Education	Vacant Florida Department of Education
Jeff Lee - Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Nick Hauzer Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Tiffany McKenzie Central Florida Community Action Agency (Term ending June 30, 2023)	Charles J. Harris Central Florida Community Action Agency (Term ending June 30, 2023)
Vacant Public Education	Vacant Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2023)	Vacant Veterans (Term ending June 30, 2023)
James East Citizen Advocate Grievance Committee Member (Term ending June 30, 2021)	Vacant Citizen Advocate (Term ending June 30, 2021)
Vacant Citizen Advocate - User (Term ending June 30, 2021)	Vacant Citizen Advocate - User (Term ending June 30, 2021)
Vacant Persons with Disabilities (Term ending June 30, 2021)	Vacant Persons with Disabilities (Term ending June 30, 2021)
Marie Small Elderly (Term ending June 30, 2023)	Vacant Elderly (Term ending June 30, 2023)
Vacant Medical Community (Term ending June 30, 2022)	Vacant Medical Community (Term ending June 30, 2022)
Cinton Alford Children at Risk (Term ending June 30, 2022)	Morris Sherman Children at Risk (Term ending June 30, 2022)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Vacant Private Transportation Industry (Term ending June 30, 2022)	Vacant Private Transportation Industry (Term ending June 30, 2022)

## Service Area Profile and Demographics

### 1. Alachua County Service Area Description

Alachua County is located in North Central Florida, 85 miles south of the Georgia state line, 50 miles from the Gulf of Mexico, and 67 miles from the Atlantic Ocean. Alachua County encompasses 977 square miles which includes approximately 874 square miles of land area. Alachua County has 9 municipalities within its borders, including: Archer, Alachua, Gainesville (county seat), Hawthorne, High Springs, LaCrosse, Micanopy, Newberry, and Waldo.

### 2. Demographics

#### a. Alachua County Comprehensive Plan: 2011–2030

The Alachua County Comprehensive Plan: 2011-2030 is a long range plan for guiding local decision making and implementing the community's vision. It consists of fifteen elements addressing aspects of Alachua County ranging from land use and transportation to natural resource protection in a policy framework adopted by the Alachua County Commission.

#### Transportation Mobility Element

The Transportation Mobility Element of the Comprehensive Plan creates more mobility options for residents, especially for young people, the elderly and people who do not own cars or prefer not to drive, which reduces energy use, personal transportation costs, and dependence on foreign oil. It provides for compact mixed uses areas, including commercial, office, civic and institutional uses to be accessible by walking and biking, in combination with a plan for bus rapid transit. The Plan also calls for express transit and park and ride opportunities from outlying areas into the employment and commercial hubs within the City of Gainesville. The following is the goal of the Transportation Mobility Element of the Comprehensive Plan and Objective 2.2 relating to transportation needs of transportation disadvantaged residents of Alachua County:

**Goal:** To establish a multi-modal transportation system that provides mobility for pedestrians, bicyclists, transit users, motorized-vehicle users, users of rail and aviation facilities, and is sensitive to the cultural and environmental amenities of Alachua County.

**Objective 2.2:** Transportation Mobility Element: To coordinate and assist the agencies planning and providing service delivery for the transportation disadvantaged.

**Policy 2.2.1:** Alachua County will assist the Metropolitan Transportation Planning Organization and the Florida Department of Transportation in planning services for the transportation disadvantaged.

**Policy 2.2.2:** Alachua County will continue to provide support for the operation of paratransit services in unincorporated Alachua County in order to provide 24-hour ambulatory and wheelchair service on a demand-responsive basis within available financial resources.

## Transportation Disadvantaged Service Plan

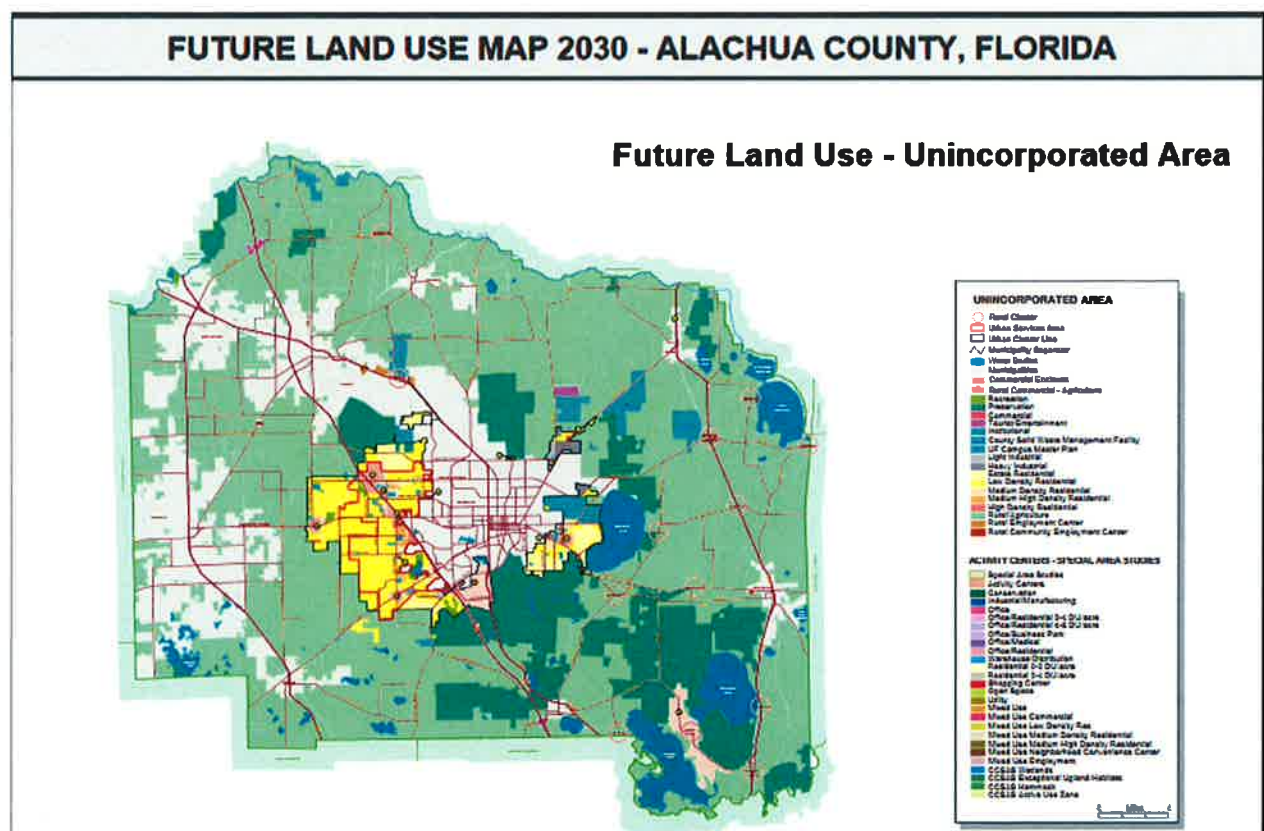
The 2011-2030 Future Land Use Element of the Alachua County Comprehensive Plan establishes policies and standards for the proper distribution and development of varying land uses in the county. Transportation is essential to the development of these land uses as it provides a means of interaction among these areas. The 2011-2030 Future Land Use Element of the Alachua County Comprehensive Plan encourages the orderly, harmonious, and judicious use of land, consistent with the following guiding principles:

Principle 1 - promote sustainable land development that provides for a balance of economic opportunity, social equity including environmental justice, and protection of the natural environment.

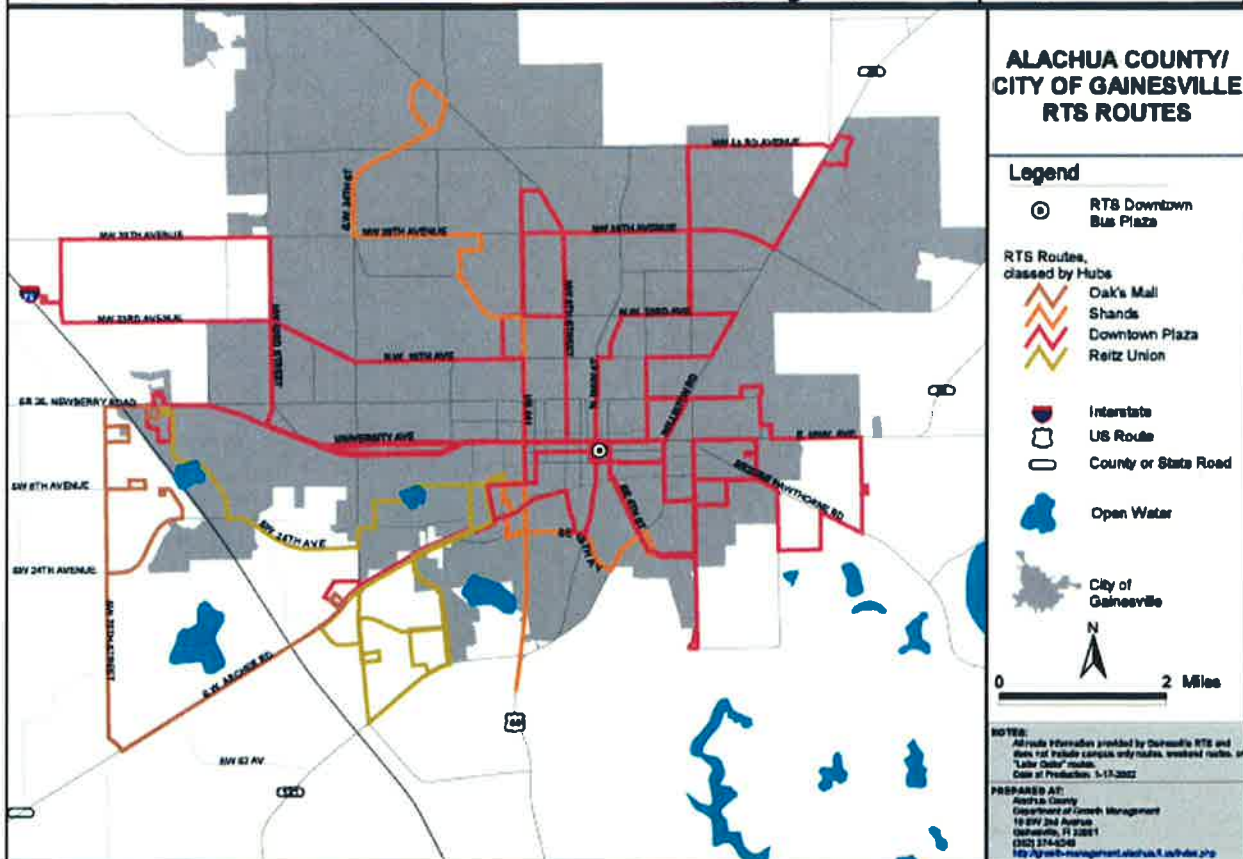
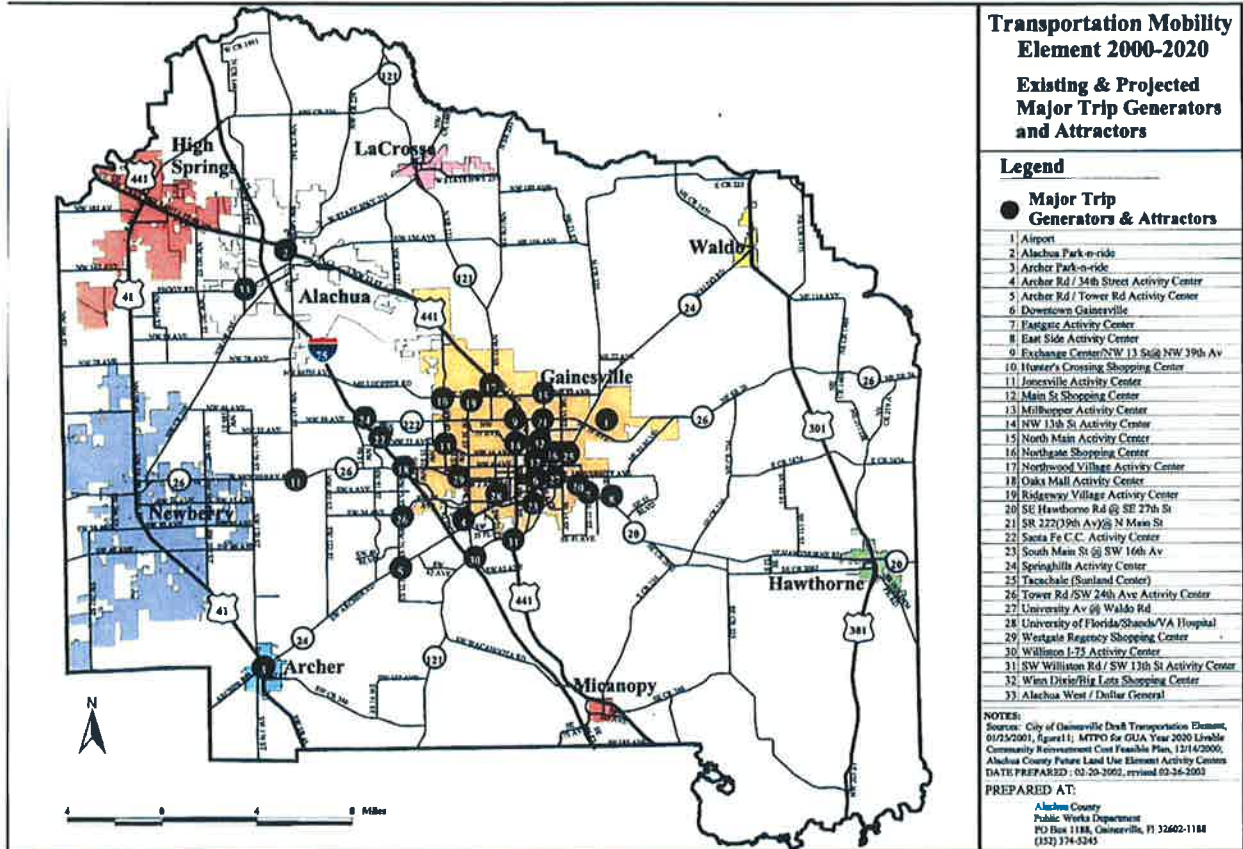
Principle 2 - Base new development upon the provision of necessary services and infrastructure. Focus urban development in a clearly defined area and strengthen the separation of rural and urban uses.

Principle 3 - Recognize residential neighborhoods as a collective asset for all residents of the County.

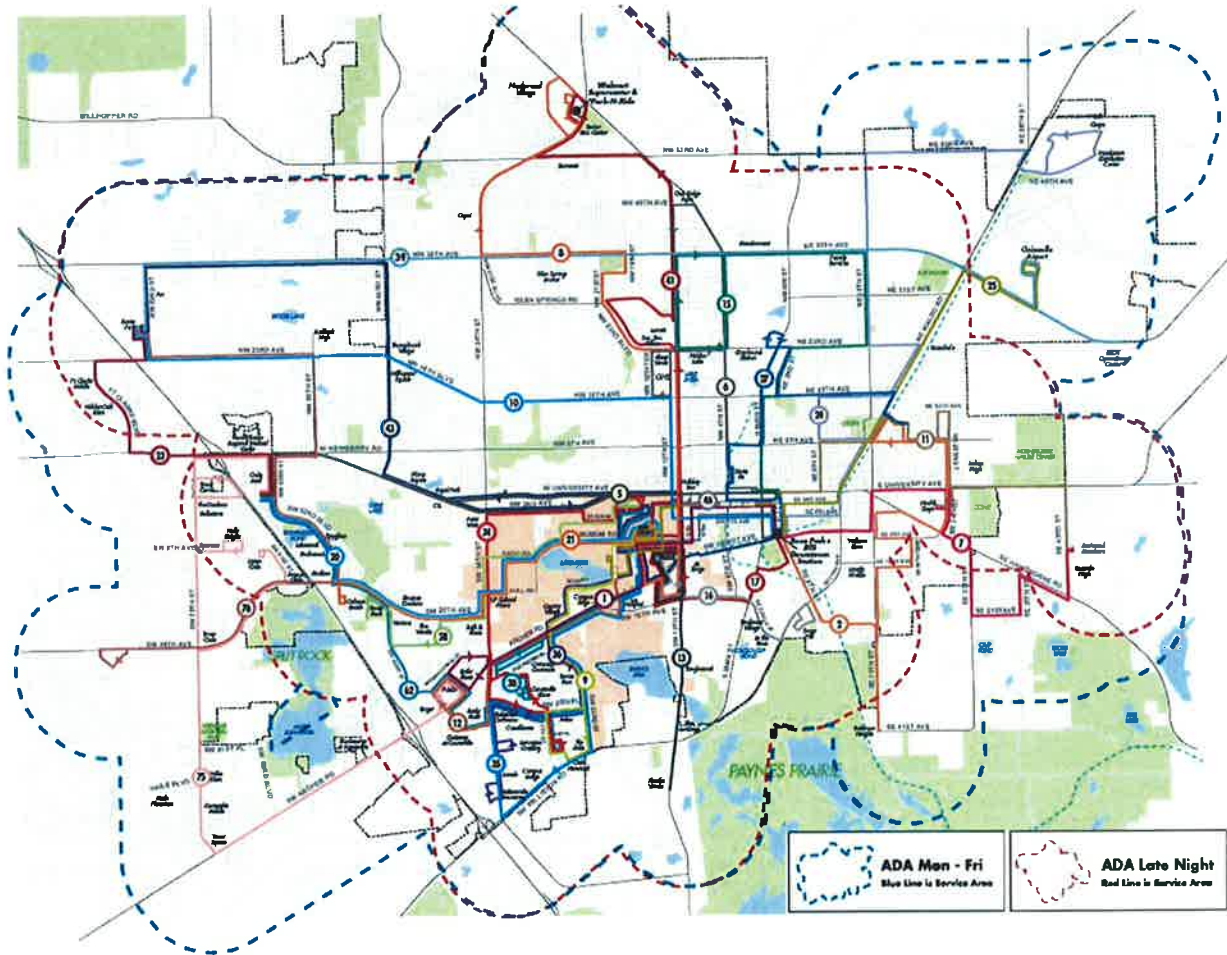
Principle 4 - Create and promote cohesive communities that provide for a full range and mix of land uses.











### c. Population/Composition

The Bureau of Economic and Business Research estimates Alachua County's total population in 2020 as 271,588. Table 1 shows the population of the cities and towns in Alachua County.

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

<b>AREA</b>	<b>POPULATION COUNT 2010</b>	<b>POPULATION ESTIMATE 2020</b>
Alachua County	247,336	271,588
City of Alachua	9,059	10,470
City of Archer	1,118	1,204
City of Gainesville	124,476	135,097
City of Hawthorne	1,417	1,463
City of High Springs	5,350	6,652
Town of LaCrosse	360	395
Town of Micanopy	600	669
City of Newberry	4,950	6,873
City of Waldo	1,015	958
Unincorporated Area	98,991	107,807

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

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

<b>U.S. CENSUS POPULATION</b>	<b>PERSONS 65 YEARS AND OVER, PERCENT</b>	<b>PERSONS PER SQUARE MILE</b>
247,336	12.5%	282.7

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

According to the Bureau of Economic and Business Research, 1,252 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

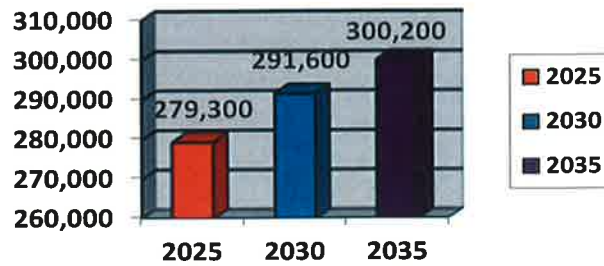
#### d. Population Densities

With approximately 875 square miles of land area, the County population density in 2010 was approximately 282.7 persons per square mile.

#### e. Population Projections

According to the Bureau of Economic and Business Research, Alachua County will have a total population of 281,500 by the Year 2025. Illustration I shows population projections for 2025, 2030 and 2035.

**ILLUSTRATION I**



**f. Population Age Distribution**

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

**TABLE 3**  
**POPULATION ESTIMATES BY AGE GROUP**  
**ALACHUA COUNTY**

Age Group	Estimated 2019 Population
0-4	13,068
5-17	31,217
18-24	57,295
25-54	91,958
55-64	27,171
65-79	19,169
80+	7,458

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

**g. Disability and Self Care Limitations**

According to the Bureau of the Census 2013-2017 American Community Survey 5-Year Estimates, Alachua County had an estimated disabled population of 29,031 in 2017. The estimated population under 18 years of age with a disability was 1,565. The estimated population 18 to 64 years of age with a disability was 14,642. The estimated population 65 years and over with a disability was 12,824.

## h. Employment

According to the Bureau of the Census 2013-2017 American Community Survey, Alachua County's estimated labor force (individuals who are able to work but may not be employed) in 2017 was 223,856. The estimated labor force participation rate was 59.9. According to the U.S. Department of Labor, Bureau of Labor Statistics, the estimated unemployment rate for Alachua County in 2020 was 4.4 percent.

## i. Income

According to the 2010 Bureau of the Census, Alachua County's median household income in 2018 was \$49,078. Table 4 characterizes the levels of household income in Alachua County. Table 5 shows income levels that are currently used to define the federal poverty level.

**TABLE 4**

**HOUSEHOLD INCOME  
ALACHUA COUNTY**

<b>2018 PER CAPITAL INCOME</b>	<b>2018 MEDIAN HOUSEHOLD INCOME</b>	<b>2018 PERSONS BELOW POVERTY LEVEL PERCENT</b>
\$27,896	\$49,078	20%

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

**TABLE 5**

**2021 Poverty Guidelines For The 48 Contiguous States  
And The District of Columbia**

<b>Persons In Family/Household</b>	<b>2021 Poverty Guideline</b>
1	\$12,880
2	\$17,420
3	\$21,960
4	\$26,500
5	\$31,040
6	\$35,580
7	\$40,120
8	\$44,660

\* For families/households with more than 8 persons, add \$5,680 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

According to the Florida Agency for Health Care Administration, Florida Department of Health, Division of Public Health Statistics & Performance Management, the median monthly Medicaid enrollment for Alachua County in 2020 was 48,496. Table 6 shows individuals who received Supplemental Security Income.

**TABLE 7**

**PUBLIC ASSISTANCE: AVERAGE MONTHLY  
CASES BY TYPE OF ASSISTANCE  
ALACHUA COUNTY, 2019**

<b>TYPE OF ASSISTANCE</b>	<b>AVERAGE MONTHLY CASES</b>
Aged Assistance	521
Aid to the Blind and Disabled	5,060

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

**j. Housing**

The 2010 Bureau of the Census reported the total number of households in Alachua County was 97,048 and that the average household size was 2.5.

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

**TABLE 8**

**DISTRIBUTION OF HOUSING UNITS  
ALACHUA COUNTY**

<b>HOUSING UNITS 2018</b>	<b>OWNER OCCUPIED HOUSING UNIT RATE 2018</b>	<b>MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS 2018</b>	<b>HOUSEHOLDS 2018</b>
118,968	55%	\$173,900	97,048

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

**k. Health**

According to the 2020 Physician Workforce Annual Report, there were 1,707 physicians of medicine practicing in Alachua County.

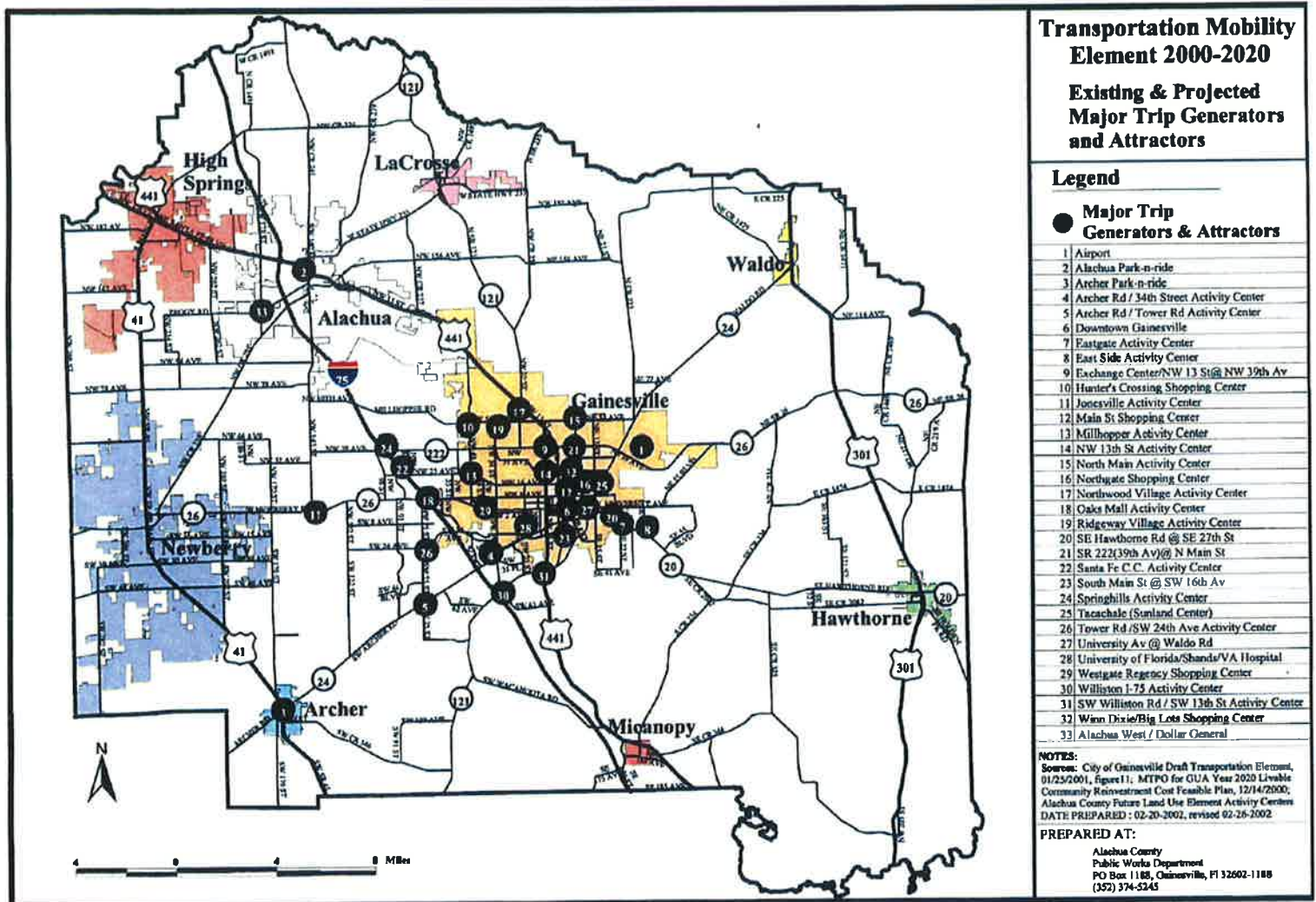
**l. Transportation**

According to the Bureau of the Census 2014-2018 American Community Survey 5-Year Estimates, 6,485 occupied housing units in Alachua County had no vehicle available.



m. Major Trip Generators/Attractors

Below are the existing and projected major trip generators and attractors according to the 2000-2020 Alachua County Comprehensive Plan Transportation Mobility Element.



## **B. Service Analysis**

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

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

The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

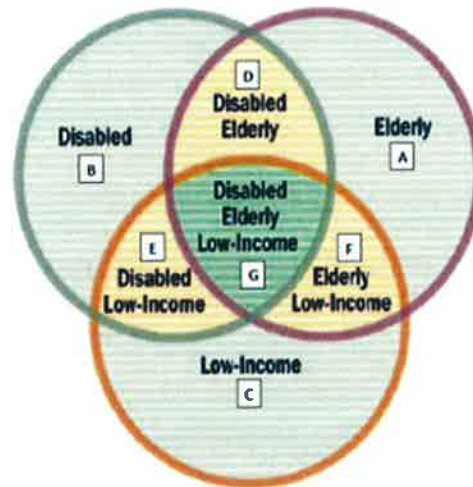
The following tables show general and critical need Transportation Disadvantaged population estimates for Alachua County.

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

<i>Alachua County</i>					Census Data from 2018			
County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	13,430	5.1%	13,669	5.2%	0	0.0%	0	0.00%
5-17	33,031	12.5%	34,980	13.3%	2,412	0.9%	125	0.05%
18-34	58,253	22.1%	97,182	36.9%	5,447	2.1%	1,094	0.42%
35-64	121,155	46.0%	84,785	32.2%	10,943	4.2%	3,292	1.25%
<b>Total Non Elderly</b>	<b>225,869</b>	<b>85.8%</b>	<b>230,616</b>	<b>87.6%</b>	<b>18,802</b>	<b>7.1%</b>	<b>4,511</b>	<b>1.71%</b>
65-74	28,580	10.9%	22,513	8.6%	4,715	1.8%	908	0.34%
75+	8,842	3.4%	14,478	5.5%	5,619	2.1%	1,366	0.52%
<b>Total Elderly</b>	<b>37,422</b>	<b>14.2%</b>	<b>36,991</b>	<b>14.0%</b>	<b>10,334</b>	<b>3.9%</b>	<b>2,274</b>	<b>0.86%</b>
<b>Total</b>	<b>263,291</b>	<b>100%</b>	<b>267,607</b>	<b>101.6%</b>	<b>29,136</b>	<b>11.1%</b>	<b>6,785</b>	<b>2.58%</b>

<b>Double Counts Calculations</b>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	4,511
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	14,291
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,274
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	8,060
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	34,717
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	(7,629)
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	226,105
<b>Total - Non-Duplicated</b>		<b>282,329</b>

<b>General TD Population</b>		<b>% of Total</b>
Non-Duplicated General TD Population Estimate	<b>282,329</b>	<b>107.2%</b>





**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

Alachua County					Census Data from: 2018	
County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	2,412	4.20%	101	0.31%		
18-34	5,447	6.30%	343	0.59%		
35-64	10,943	13.84%	1,515	1.25%		
<b>Total Non Elderly</b>	<b>18,802</b>		<b>1,959</b>	<b>0.87%</b>	<b>28.60%</b>	<b>560</b>
65-74	4,715	27.12%	1,279	4.47%		
75+	5,619	46.55%	2,616	29.58%		
<b>Total Elderly</b>	<b>10,334</b>		<b>3,894</b>	<b>10.41%</b>	<b>11.70%</b>	<b>456</b>
<b>Total</b>	<b>29,136</b>		<b>5,853</b>	<b>2.22%</b>		<b>1,016</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	1,399	560	1,959
<i>Elderly</i>	3,439	456	3,894
<b>TOTAL</b>	<b>4,837</b>	<b>1,016</b>	<b>5,853</b>

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

<b>Low Income &amp; Not Disabled = C + F</b>			
<u>Assumes</u>			
27.2%	xxx % without auto access	####	
		####	
50.0%	xxx % without transit access	####	
		####	
<b>Calculation of Daily Trips</b>			
<b>Total Actual Critical TD Population</b>		<b>Daily Trip Rates</b>	<b>Total</b>
		<b>Per Person</b>	<b>Daily Trips</b>
<i>Severely Disabled</i>	5,853	0.049	287
<i>Low Income ND</i>	###	1.899	67,361
<b>Totals</b>	<b>####</b>		<b>67,648</b>

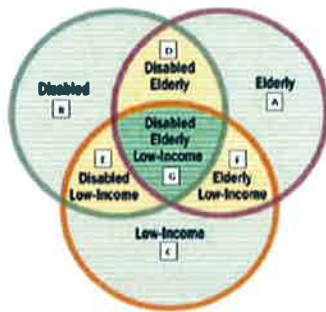
**CALCULATION OF DAILY TRIPS  
FOR THE  
CRITICAL NEED TD POPULATION**

## 2. Paratransit Service Demand Estimation

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

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Alachua County											
General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/low income	4,511	4,521	4,530	4,540	4,549	4,559	4,568	4,578	4,588	4,597	4,607
B - Estimate non-elderly/disabled/not low income	14,291	14,321	14,351	14,382	14,412	14,442	14,473	14,503	14,534	14,565	14,595
G - Estimate elderly/disabled/low income	2,274	2,279	2,284	2,288	2,293	2,298	2,303	2,308	2,313	2,318	2,322
D - Estimate elderly/disabled/not low income	8,060	8,077	8,094	8,111	8,128	8,145	8,163	8,180	8,197	8,214	8,232
F - Estimate elderly/non-disabled/low income	34,717	34,790	34,864	34,937	35,011	35,085	35,159	35,233	35,307	35,382	35,458
A - Estimate elderly/non-disabled/not low income	-7,629	-7,645	-7,661	-7,677	-7,694	-7,710	-7,726	-7,742	-7,759	-7,775	-7,791
C - Estimate low income/not elderly/not disabled	226,105	226,582	227,060	227,539	228,019	228,500	228,982	229,465	229,949	230,434	230,920
<b>TOTAL GENERAL TD POPULATION</b>	<b>282,329</b>	<b>282,324</b>	<b>283,521</b>	<b>284,119</b>	<b>284,719</b>	<b>285,319</b>	<b>285,921</b>	<b>286,524</b>	<b>287,128</b>	<b>287,734</b>	<b>288,341</b>
<b>TOTAL POPULATION</b>	<b>283,291</b>	<b>283,846</b>	<b>284,403</b>	<b>284,961</b>	<b>285,519</b>	<b>286,079</b>	<b>286,641</b>	<b>287,203</b>	<b>287,767</b>	<b>288,331</b>	<b>288,897</b>



Alachua County											
Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
Disabled	5,853	5,866	5,878	5,890	5,903	5,915	5,928	5,940	5,953	5,965	5,978
Low Income Not Disabled No Auto/Transit	35,472	35,547	35,622	35,697	35,772	35,847	35,923	35,999	36,075	36,151	36,227
<b>Total Critical Need TD Population</b>	<b>41,325</b>	<b>41,412</b>	<b>41,500</b>	<b>41,587</b>	<b>41,675</b>	<b>41,763</b>	<b>41,851</b>	<b>41,939</b>	<b>42,028</b>	<b>42,116</b>	<b>42,205</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	287	287	288	289	289	290	290	291	292	292	293
Low Income - Not Disabled - No Access	67,361	67,503	67,645	67,788	67,931	68,074	68,218	68,362	68,506	68,650	68,795
<b>Total Daily Trips Critical Need TD Population</b>	<b>67,648</b>	<b>68,791</b>	<b>69,954</b>	<b>71,136</b>	<b>72,338</b>	<b>73,618</b>	<b>74,921</b>	<b>76,248</b>	<b>77,597</b>	<b>78,971</b>	<b>80,210</b>
<b>Annual Trips</b>	<b>24,691,427</b>	<b>25,108,712</b>	<b>25,526,000</b>	<b>25,943,288</b>	<b>26,360,576</b>	<b>26,777,864</b>	<b>27,195,152</b>	<b>27,612,440</b>	<b>28,029,728</b>	<b>28,447,016</b>	<b>28,864,304</b>

### 3. Barriers to Coordination

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

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

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

- low density, rural population residing in the non-urbanized area of Alachua County limits the ability to multi-load vehicles; and
- various purchasing agency requirements for client transportation services (e.g., advance reservation requirements, maximum travel times, pick-up windows, etc. . . .).

### 4. Needs Assessment

#### United States Code Section 5310 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase one replacement vehicle.	2021/22	City of Gainesville Alachua County	\$ 61,748.00 \$ 7,719.00 \$ 7,719.00	U.S.C. Section 5310 Program  Florida Department of Transportation  City of Gainesville
Continue providing transportation services to the elderly and disabled citizens in Gainesville.	2021/22	City of Gainesville Alachua County	\$25,000.00 \$25,000.00	U.S.C. Section 5310 Program  City of Gainesville

**United States Code Section 5311 Program**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide transportation to residents living outside of the urbanized area.	2021/22	City of Gainesville Alachua County	\$385,540.00 \$385,540.00	U.S.C. Section 5311 City of Gainesville

**Rural Area Capital Equipment Support Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Purchase vehicle maintenance equipment.	2021/22	Alachua County	\$51,784.61 \$ 5,178.46	Rural Area Capital Equipment Support Grant MV Contract Transportation, Inc.

**Trip & Equipment Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide trips to transportation disadvantaged individuals.	2021/22	Alachua County	\$569,111.00 \$56,912.00	Transportation Disadvantaged Trust Fund Grant MV Contract Transportation, Inc.

**Innovation and Service Development Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide two shuttle routes (High Springs/Alachua and Archer/Newberry) to Santa Fe College Northwest Campus.	2021/22	Alachua County	\$54,173.00 \$ 5,417.00	Florida Commission for the Transportation Disadvantaged MV Contract Transportation, Inc.



## 5. Goals, Objectives and Strategies

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

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

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

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

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

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

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

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

**GOAL III:** **Provide transportation services that are consumer oriented and effectively coordinate trips.**

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

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

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

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

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

**GOAL IV:** **Develop creative ways to provide additional trips.**

**OBJECTIVE:** Identify additional funding opportunities to provide transportation.

- Strategy:** Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.
- GOAL V:** **Ensure demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI:** **Annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII:** **Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII:** **Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.

**GOAL IX: Provide quality service.**

**OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.

**Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.

**OBJECTIVE: Provide courteous and professional service.**

**Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.

**GOAL X: Promote cost and service efficiency through efficient routing, scheduling and operation procedures.**

**OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

**Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.

**GOAL XI: Insure the provision of safe transportation services.**

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

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

## 6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Alachua County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing

## Transportation Disadvantaged Service Plan

(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2021/22
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.	(1) Ongoing (2) Ongoing
(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
(1) Maintain a data base with pertinent information relative to clients needs and limitations.	Ongoing
The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually



## Chapter II: Service Plan

### A. OPERATIONS ELEMENT

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

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

##### a. Types of Service

- Ambulatory
- Wheelchair
- Demand Responsive
- Door to Door
- Curb to Curb
- Subscription Service

##### b. Office Hours

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

**Reservation Hours:** Monday through Saturday from 8:00 a.m. to 5:00 p.m. excluding holidays (see below). Reservations for ADA service sponsored by the City of Gainesville (**ONLY**) are also taken on Sundays from 9:00 a.m. to 5:00 p.m.

**Customer Service:** Monday through Saturday, 8:00 a.m. to 5:00 p.m. for all services and Sundays from 9:00 a.m. to 5:00 p.m. for ADA service (**ONLY**).

##### c. Hours of Operation

**Transportation Disadvantaged Program Sponsored Service** - Monday through Friday, 6:00 a.m. to 6:00 p.m. Saturdays 6:00 a.m. - 6:00 p.m. Excluding holidays (see below).

**ADA Paratransit Service** – The parameters of this service are outlined in a service plan prepared by the City of Gainesville Regional Transit System (RTS). It is available upon request.

**Florida's Managed Medical Care Program Sponsored Service** - The standards and parameters of this service when provided by MV Contract Transportation, Inc. mirror both Transportation Disadvantaged Program and ADA sponsored services. Managed Medical Care Program trips are currently sponsored by Transportation Broker MTM. This company is contracted with Managed Medical Care Providers to coordinate medical transportation needs, and contract with MV Contract Transportation, Inc. to directly provide transportation within their coordinated system.

#### d. Holidays

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

- Thanksgiving Day
- Christmas Day
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day

Transportation Disadvantaged Program service may be provided on the following holidays based on overall service demands:

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

If funds are available, the Transportation Disadvantaged Program will sponsor ADA trips when the City of Gainesville is not providing ADA service due to the Regional Transit System fixed route service not operating. City of Gainesville residents who do not qualify for ADA service may apply for Transportation Disadvantaged Program eligibility.

**ADA Paratransit Service** – ADA paratransit services are provided under contract by MV Contract Transportation, Inc. Observed holidays are outlined in a service plan prepared by the City of Gainesville Regional Transit System. The Plan is available upon request. ADA services will be provided on the same days and during the same hours as the fixed-route service. ADA service is complementary to the fixed-route service.

## 2. Travel Times

Gainesville City Limits - maximum ride time one hour.

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

### 3. Dialysis Scheduled Routes

The purpose of the dialysis scheduled routes is to provide predictable and regular vehicle arrivals at the dialysis centers for return trips and to maximize vehicle multi-loading utilization. MV Contract Transportation, Inc. has worked with the various dialysis units to develop days and times for the return trip shuttles. At the present time, scheduled routes are in place at Shands Kidney Center and Gainesville Kidney Center West.

Trips to the designated dialysis units are handled like any other paratransit trip. Return trips from the designated dialysis units are assigned to scheduled routes. The time the scheduled route will arrive at the designated unit is coordinated between MV Contract Transportation, Inc. and the dialysis unit. The schedule of vehicle arrival times may vary by day of week and by unit depending on the volume and schedules at each unit.

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

### 4. Mobility Enhancement Grant Bus Pass Program

MV Contract Transportation, Inc. in partnership with the City of Gainesville and GRACE Marketplace provides bus passes to residents of GRACE Marketplace through a grant provided by the Florida Commission for the Transportation Disadvantaged. GRACE Marketplace staff verify residents' income and disability status. GRACE Marketplace staff distribute the bus passes to eligible residents and provides data and performance measures that is forwarded to the Florida Commission for the Transportation Disadvantaged by MV Contract Transportation, Inc. during the invoicing process.

### 5. Accessing Services

**Advance Notification Time** - Trips must be scheduled through MV Contract Transportation, Inc. by 5:00 p.m. the day before transportation is needed. MV Contract Transportation, Inc. may accommodate same day service requests for all sponsored trips on a space available basis and when scheduling permits.

**Consecutive Same Day Trips** - Consecutive same day trips must be scheduled a minimum of 90 minutes apart and 60 minutes apart for ADA service.

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

**Changing Trip Schedule** - Passengers must call MV Contract Transportation, Inc. by 5:00 p.m. the day before their travel to change a scheduled trip.

## 6. No-Show Policy

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

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

**Will Call Definition/Policy** - A "will-call" is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Contract Transportation, Inc. will dispatch a vehicle back to their pick-up location within two hours of the time the passenger informs MV Contract Transportation, Inc. that they are ready for pickup. MV Contract Transportation, Inc. will only send one vehicle as a courtesy. MV Contract Transportation, Inc. will not be responsible for the passenger's return ride if they miss both their return ride and courtesy "will call" ride.

## 7. Passenger Safety

Transportation service shall be denied if MV Contract Transportation, Inc. determines a passenger represents a danger to the safety of the driver, other passengers or to themselves. If a passenger represents a danger, an incident report shall be completed by the driver. Passengers and agency/facility personnel (if appropriate) will be interviewed and MV Contract Transportation, Inc. will investigate the incident report. Based on the incident report, a warning letter will be issued to the passenger. If the passenger's behavior continues, service may be suspended. In lieu of suspension, a passenger might be offered travel with a personal care attendant if their behavior is the result of a medical condition which makes them unable to control their behavior.

## 8. Bariatric Transportation

**Transportation Disadvantaged Program:** MV Contract Transportation, Inc. is required to transport all wheelchairs. A wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight do not have to be transported. In addition, mobility devices referred to as "Geri Chairs" cannot be accommodated.

**ADA Paratransit Service:** U.S. Department of Transportation Code of Federal Regulations, Section 37.165(b)(1): Wheelchair/occupant combinations that are larger or heavier than those to which the design standards for vehicles and equipment of 49 CFR part 38 refer, the entity may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if the carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.

## **9. Transportation Disadvantaged Program Eligibility**

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged.

MV Contract Transportation, Inc. will use the following criteria to determine eligibility:

1. Determine if the applicant is unable to transport themselves because they do not have an operational vehicle or the ability to operate a vehicle.
2. Determine if the applicant is sponsored by any agency for transportation services; is unable to purchase transportation by an examination of income status; is unable to find transportation from other sources; or has received a medical verification from a doctor that certifies they are unable to transport themselves.

Eligible individuals are required to apply for recertification annually. The Transportation Disadvantaged Program Eligibility Certification Application is shown as Exhibit A.

MV Contract Transportation, Inc. will provide applicants with written notification of eligibility approval or denial within 15 working days after receipt of application. Appeals may be filed with the Alachua County Transportation Disadvantaged Board Grievance Committee.

Individuals applying for recertification who have permanent disabilities may request a permanent disability certification form from the Center for Independent Living (CIL). This form may be used in lieu of the medical certification requirement.

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

EXHIBIT A



3713 SW 42<sup>nd</sup> 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. For those recertifying with a permanent disability, a certification from the Center for Independent Living (CIL) can be used in lieu of a doctor statement.

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 \_\_\_\_ NO

If 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 \_\_\_\_ ¾ \_\_\_\_
  - 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 42<sup>nd</sup> Avenue-Suite #3**  
**Gainesville, FL 32608**  
**Phone (352) 375-2784 Fax (352) 378-6117**

*The Standard of Excellence Since 1976*

## 10. Transportation Disadvantaged Trust Fund Trip Priorities

In ranking order:

- 1) Vital Care - Medical (Dialysis, Cancer Care and Physical Therapy for Mobility)
- 2) Other Medical
- 3) Employment
- 4) Grocery shopping
- 5) Educational
- 6) Social service agency trips
- 7) Shopping
- 8) Recreation and other

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

## 11. Passenger Fares

**Transportation Disadvantaged Program:** \$3.00 per trip, \$2.00 per trip for passengers travelling to dialysis appointments.

**ADA Paratransit Service:** \$3.00 per trip

**U.S.C. Section 5311 Program:** \$3.00 per trip

**U.S.C. Section 5310 Program:** \$3.00 per trip

## 12. Contracting Process/Criteria

MV Contract Transportation, Inc. will provide all of the transportation services directly.

## 13. Fixed Route Utilization

As of July 31, 2012 MV Contract Transportation, Inc. no longer utilized the Transportation Disadvantaged Program sponsored Bus Pass Program due to funding limitations. MV Contract Transportation, Inc. opens and closes the program depending on service needs and funding availability.



## **14. Vehicle Inventory**

MV Contract Transportation, Inc.'s vehicle inventory is shown as Appendix C.

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

MV Contract Transportation, Inc. Inc.'s System Safety Program Plan Certification is shown as Appendix D.

## **16. Intercounty Services**

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

## **17. Emergency Preparedness And Response**

Alachua County Emergency Operations Center (EOC) is responsible for evacuating special needs registrants. MV Contract Transportation, Inc. is under contract with the Alachua County Emergency Operations Center to provide service under their direction.

## **18. Educational Efforts/Marketing**

Education programs for program recipients, agencies, facilities and medical providers are available upon request. MV Contract Transportation, Inc. participates in a bi-monthly forum with dialysis clinics in the area to discuss policy, service and other issues. MV also sponsors a Passenger Advisory Committee (PAC) to discuss policy and service issues and enlists this group to educate passengers on the service and provide feedback on driver performance. This group meets bi-monthly and also provides training to drivers on passenger assistance. MV Contract Transportation, Inc. also participates in community events, including the annual ADA Forum, Health Fairs, White Cane Walk and other activities upon request.

## **19. Acceptable Alternatives**

There have been no acceptable alternatives identified for the provision of transportation service in Alachua County. The Florida Agency for People for Disabilities (APD) operates outside of Florida's coordinated transportation system. MV Contract Transportation, Inc. is waiting on guidance from the Florida Commission for the Transportation Disadvantaged regarding the process used to determine acceptable alternatives.

## 20. Service Standards

### a. Drug And Alcohol Policy

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

**Local Policy:** MV Contract Transportation, Inc. shall comply with all requirements of the Federal Transportation Administration and the Florida Department of Transportation regarding the testing of safety sensitive employees for drug and alcohol use.

### b. Transport Of Escorts And Dependent Children

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

**Local Policy:** Escorts will be transported when prearranged at the time of the reservation. Escorts shall pay the same fare as the authorized passenger. Any ADA rider who has been approved by the City of Gainesville Regional Transit System as a personal care attendant may have the personal care attendant travel at no charge. Both escorts and personal care attendants will be transported from the same origin to the same destination as the authorized passenger. Children under age of 16 will be required to be accompanied by an escort.

### c. Use, Responsibility And Cost Of Child Restraint Devices

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

**Local Policy:** All children 5 years of age or younger must be properly restrained no matter where they are sitting in the vehicle. Children through age 3 must be secured in a separate carrier or a vehicle manufacturer's integrated child safety seat. For children aged 4 through 5 years, a separate carrier, an integrated child safety seat, or a safety belt may be used (FS 316.613). The provision of federally approved child restraint devices is the sole responsibility of the parent/guardian/caregiver of the child/infant being transported. MV Contract Transportation, Inc. will not provide these devices.

### d. Passenger Property

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

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

e. **Vehicle Transfer Points**

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

**Local Policy:** MV Contract Transportation, Inc. shall comply with this standard.

f. **Local Toll Free Phone Number**

**Rule 41-2.006 (4) (f), F.A.C.** A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Transportation Disadvantaged Board.

**Local Policy:** MV Contract Transportation, Inc. shall comply with this standard.

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

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

**Local Policy:** MV Contract Transportation, Inc. will make the determination of the necessity of out-of-area service and reserves the right to transport on dates and times that facilitate multi-loading of passengers. No out-of-service area trips will be provided under the Transportation Disadvantaged Program.

h. **Vehicle Cleanliness**

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

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

i. **Billing Requirements**

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

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

j. **Passenger/Trip Database**

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

**Local Policy:** MV Contract Transportation, Inc. shall comply with this standard.

k. **Adequate Seating**

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

**Local Policy:** MV Contract Transportation, Inc. shall comply with this standard.

l. **Driver Identification**

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

**Local Policy:** MV Contract Transportation, Inc. drivers will be required to wear a photo ID name tag and standard recognizable safety vests with the company logo.

m. **Passenger Assistance**

**Rule 41-2.006 (4) (m), F.A.C.** The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, helping manual wheelchairs onto the lift and securing for lift into the vehicles, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the door. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

**Local Policy:** MV Contract Transportation, Inc. shall comply with this standard.

n. **Smoking, Eating, And Drinking**

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

**Local Policy:** Smoking, eating and drinking is prohibited in any vehicle. This notification signage shall be placed in each vehicle. Exceptions may be made for medically necessary consumption of food.

o. **Passenger No-Shows**

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

**Local Policy:** ADA sponsored passengers will need to refer to the ADA service guide. Transportation Disadvantaged Program sponsored passengers may be suspended from service after three no-shows within a 60 day period. A no-show is recorded after the vehicle has arrived within the pick-up window and the driver has waited five minutes for the passenger. When a driver arrives to pick up a passenger and they are not there or do not take the trip, the driver will hang a no-show notice on the door. If a driver is waiting for a passenger returning from a dialysis appointment, the driver may wait for the passenger more than 5 minutes (upon passenger or agency request) as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle.

If the driver is late for the scheduled appointment (drop-off) time and the rider finds alternative transportation, the rider will not be charged for a no-show.

Written notification shall be provided to the passenger prior to the suspension of service. Passengers may appeal any suspension of service.

No-Show definition:

- i. Trip cancellation is not received at least two hours before the passenger's pick-up window opens.
- ii. Rider not ready within the pick-up window.

p. Two-Way Communications

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

**Local Policy:** MV Contract Transportation, Inc. shall comply with this standard. All vehicles in the system have radio devices and mobile data terminals.

q. ....Air Conditioning/Heating

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

**Local Policy:** Each vehicle shall have air conditioning and heating systems adequate for the climate conditions of the area and maintained in good working order.

r. ....First Aid

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

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

s. ....Cardiopulmonary Resuscitation

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

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

t. Driver Criminal Background Screening

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

**Local Policy:** MV Contract Transportation, Inc.'s Florida Department of Transportation System Safety Program Plan Section 6.0 Qualification and Selection of Drivers is shown in Appendix E.

u. Fixed Route Transit Utilization

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

**Local Policy:** The use of mass transit will be determined by the Community Transportation Coordinator and the Alachua County Transportation Disadvantaged Coordinating Board based on funding availability for bus passes. MV Contract Transportation, Inc. provides a limited number of monthly bus passes to residents of GRACE Marketplace through the Florida Commission for the Transportation Disadvantaged Mobility Enhancement Grant Program and the City of Gainesville. The continuation of this program is based on continued funding availability.

v. Pick-Up Window

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

**Local Policies:**

**Trips within the City of Gainesville limits:** Transportation Disadvantaged Program sponsored passengers must be ready one hour before their appointment time. For example: Passenger has a 8:00 a.m. appt. time passenger must be ready at 7:00 a.m. ADA sponsored passengers have a 30 minute pickup window.

**Trips to or from areas outside of the Gainesville City limits within Alachua County:** Transportation Disadvantaged Program sponsored passengers must be ready 1 ½ hours before their appointment time. For example: Passenger has an 8:00 a.m. appointment time, passenger must be ready at 6:30 a.m. These trips are not provided under the ADA service sponsored by the City of Gainesville.

**Trips to or from areas outside of Alachua County:** These trips are not provided under the ADA service sponsored by the City of Gainesville nor the Transportation Disadvantaged Program.

Florida's Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available. Medicaid Managed Care Program sponsored transportation services are governed by Managed Medical Assistance Plans. These plans provide transportation services directly through their own network of transportation providers.

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

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

**Will Call Trips:** A "will-call" is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Contract Transportation, Inc. will dispatch a vehicle back to their pick-up location within two hours of the time the passenger notifies MV Contract Transportation, Inc. they are ready for the return trip. MV Contract Transportation, Inc. will only send one vehicle as courtesy. MV Contract Transportation, Inc. will not be responsible for the passenger's return ride if they miss both their return ride and courtesy "will call" ride.

w.....**On-Time Performance**

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

**Local Policy:** The Community Transportation Coordinator will have a 90 percent on-time performance rate for all completed trips. On-time performance is determined by reports generated from the Trapeze scheduling software.

x. **Advance Reservation Requirement**

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

**Local Policy:** Trips must be scheduled through MV Contract Transportation, Inc. by 5:00 p.m. the day before transportation is needed for most funding agencies. MV Contract Transportation, Inc. shall accept reservations up to 14 days in advance.

y. ....**Safety**

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

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



z. Reliability

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

**Local Policy:** ~~Local Policy:~~ Road calls should not exceed 7 per 100,000 miles.

aa. Call Hold Time

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

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

bb. Quality of Service

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

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

cc. Safety Belt Usage

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

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

## **21. Local Grievance Procedure/Process**

The Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures are shown in Appendix A.

## **22. Client Code Of Conduct**

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

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke onboard any vehicle.
- No passenger may refuse to pay the approved passenger fare. Passengers who refuse to pay the passenger fare will not be transported. However, per ADA guidelines, ADA passengers will not be denied service on returns rides if they do not have the fare.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS they are connected to a headset.
- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

### **a. Verbal Abuse**

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

### **b. Physical Abuse**

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

c. **Substance Abuse**

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

d. **Penalties**

Verbal Abuse

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

Physical Abuse

- First offense - MV Contract Transportation, Inc. will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that MV Contract Transportation, Inc. intends to suspend his or her riding privileges and the reason for such action.
- Second offense – 180 day suspension of services
- Third offense - permanently removed from service

e. **Appeals**

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

MV Contract Transportation, Inc.  
3713 SW 42<sup>nd</sup> Avenue, Suite 3  
Gainesville, FL 32608

and

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

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.

Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

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

## **23. Community Transportation Coordinator Monitoring Procedures Of Operators**

Not applicable.

## **24. Cost/Revenue Allocation And Rate Structure Justification**

MV Contract Transportation, Inc.'s rate structure is shown in Appendix B.

## **Chapter III: Quality Assurance**

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

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

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

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

# Grievance Procedures

September 9, 2020

Alachua County  
Transportation Disadvantaged Coordinating Board





# Alachua County Transportation Disadvantaged Coordinating Board

## Grievance Procedures

Approved by the  
Alachua County  
Transportation Disadvantaged Coordinating Board

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



**Charles Chestnut, IV, Chair**

with Assistance from



Metropolitan Transportation Planning Organization  
for the Gainesville Urbanized Area  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

September 9, 2020

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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.

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

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

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

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

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

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

Service complaint means routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the grievant. 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.

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

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

## **E. Membership**

- (1) The Alachua County Transportation Disadvantaged Coordinating Board Chair shall appoint five (5) voting members to the 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 its 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.

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

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

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

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

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

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

## **H. Administration**

- (1) **Staff Support.** The 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.

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

## **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 Grievant;
  - 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 grievant 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

**Alachua County Transportation Disadvantaged Coordinating Board**  
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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 grievant 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 grievant.
- (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 grievant 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 Grievant 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 if the grievant 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 grievant 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.



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- (4) Should a grievant 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 Helpline 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 passenger 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 transport 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 passenger 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 passenger.

## 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 9th day of September 2020.



Charles Chestnut, IV, Chair  
Alachua County Transportation Disadvantaged Coordinating Board

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



## Transportation Disadvantaged Trust Fund Service Rates Form

<b>Community Transportation Coordinator (CTC)</b>	MV Contract Transportation, Inc.
<b>Service Rate Effective Date</b>	7/1/2020

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$38.25
* Wheel Chair	Trip	\$65.58
* Stretcher	Trip	\$136.62
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
-	Pass	
Innovation and Service Development Routes High Springs/Alachua	Trip	2 passengers \$40.88 3 passengers \$27.25 4 passengers \$20.44 5 Passengers \$16.35
Innovation and Service Development Routes Hawthorne	Trip	2 passengers \$54.50 3 passengers \$36.33 4 passengers \$27.25 5 passengers \$21.80

## Preliminary Information Worksheet

Version 1.4

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

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☐ Private Non-Profit
- ☒ Private For Profit

#### NETWORK TYPE:

- ☐ Fully Brokered
- ☐ Partially Brokered
- ☒ Sole Source



## Comprehensive Budget Worksheet

**CTC: MV Transportation, Inc.**  
**County: Alachua County**

Prior Year's ACTUALS from July 1st of 2018 to June 30th of 2019	Current Year's APPROVED Budget, as amended from July 1st of 2019 to June 30th of 2020	Upcoming Year's PROPOSED Budget from July 1st of 2020 to June 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
--	--	---	--	--	---

### REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

#### Local Non-Govt

Farebox	\$ 113,641	\$ 128,622	\$ 133,185	13.2%	3.5%	Fare Box: \$86,759 TD 10% Local Match plus \$46,426 projected fare box
Medicaid Co-Pay Received						Other: We no longer have the bus pass program.
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 8,016	\$ 8,100	\$ -	1.0%	-100.0%	
<b>Bus Pass Program Revenue</b>						

#### Local Government

District School Board						Other Cash - We no longer have the bus pass program.
Compl. ADA Services						
County Cash	\$ 189,951	\$ 191,027	\$ 190,033	0.6%	-0.5%	
County In-Kind, Contributed Services						
City Cash	\$ 1,643,463	\$ 2,102,805	\$ 1,857,324	27.9%	-11.7%	
City In-Kind, Contributed Services						
Other Cash	\$ 5,535	\$ 6,150	\$ -	11.1%	-100.0%	
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

#### TD

Non-Spons. Trip Program	\$ 621,319	\$ 666,564	\$ 650,872	7.3%	-2.4%	Rural Capital Equipment - Two transit vans @ \$72,202 each, minus 10% local match.
Non-Spons. Capital Equipment						Other TD - TD Innovation and Service Development Grant - 90%
Rural Capital Equipment		\$ 84,600	\$ 129,964		53.6%	Bus Pass Program - We no longer have the bus pass program.
Other TD (specify in explanation)	\$ 12,859		\$ 49,099	-100.0%		
<b>Bus Pass Program Revenue</b>	\$ 47,250	\$ 55,350	\$ -	17.1%	-100.0%	

#### EDOT & FDOT

19 USC 5307						Other DOT - 5310 grant.
19 USC 5310						
19 USC 5311 (Operating)	\$ 5,202	\$ 50,000	\$ 50,000	861.2%	0.0%	
19 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 28,654	\$ 50,000	\$ 50,000	74.5%	0.0%	
<b>Bus Pass Program Revenue</b>						

#### CA

Medicaid						We no longer have a contract with MTM effective October 2019.
Other AHCA (specify in explanation)	\$ 13,531	\$ 32,456	\$ -	139.9%	-100.0%	
<b>Bus Pass Program Revenue</b>						

#### CF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

#### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						



**Alachua County**  
**Transportation Disadvantaged Service Plan**

DE (state)						
Carl Perkins						
iv of Blind Services						
/ocational Rehabilitation						
ay Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
I						
AGES/Workforce Board						
ther AWI (specify in explanation)						
us Pass Program Revenue						
DOEA						
Older Americans Act						Elder Care - for purchase at unit price.
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 42,638	\$ 23,200	\$ 30,000	-45.6%	29.3%	
Bus Pass Program Revenue						
CA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						
PD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
IJ						
(specify in explanation)						
Bus Pass Program Revenue						
ther Fed or State						
Santa Fe Upward Bound Program	\$ 11,831	\$ 10,950	\$ 5,455	-7.4%	-50.2%	The SF upward bound program ended; now we have the TD Innovation and Service Development Grant, where MV provides shuttle services to Santa Fe College - SF pays the 10% Match of the grant.
Alachua County EOC	\$ -	\$ 4,500	\$ 4,500		0.0%	Alachua County EOC - For emergency related transportation services.
xxx						
Bus Pass Program Revenue						
ther Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
ther Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =			None			
Total Revenues =	\$2,743,890	\$3,414,324	\$3,150,432	24.4%	-7.7%	



**EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)**

Operating Expenditures						
Labor	\$ 1,397,010	\$ 1,770,556	\$ 1,620,799	26.7%	-8.5%	Labor - we have endured for the past month a decrease in drivers even with the rate increase of \$1.50. We will have our annual rate increase for all staff and drivers.
Fringe Benefits	\$ 38,981	\$ 39,764	\$ 37,468	7.5%	-5.8%	
Services	\$ 115,766	\$ 137,813	\$ 135,200	19.0%	-1.9%	
Materials and Supplies	\$ 504,673	\$ 495,314	\$ 497,233	-1.9%	0.4%	
Utilities	\$ 55,219	\$ 69,831	\$ 65,214	26.5%	-6.6%	
Casualty and Liability	\$ 227,953	\$ 279,581	\$ 244,089	22.6%	-12.7%	Materials and Supplies - projected increase for purchase of 20 drivecams MobilEye for 20 vans, new digital radios were purchased, and other large equipment.
Taxes	\$ 2,214	\$ 6,046	\$ 4,723	173.1%	-21.9%	
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ 47,250	\$ 55,350	\$ -	17.1%	-100.0%	Leases and Rentals - this includes the leasehold improvements that will be made to the building during the FY 2020.
School Bus Utilization Expenses						
Contracted Transportation Services						Equip. Purchases with Grant Funds - Two transit vans @ \$72,202 each.
Other						
Miscellaneous	\$ 30,003	\$ 18,706	\$ 20,157	-37.7%	7.6%	
Operating Debt Service - Principal & Interest	\$ 21,575	\$ 27,419	\$ 25,875	27.1%	-5.6%	
Leases and Rentals	\$ 103,020	\$ 161,385	\$ 161,390	56.7%	0.0%	
Contrib. to Capital Equip. Replacement Fund						
Non-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 127,788	\$ 159,511	\$ 132,087	24.8%	-17.2%	
Capital Expenditures						
Equip. Purchases with Grant Funds		\$ 94,000	\$ 144,404		53.6%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
PROFIT	\$ 74,438	\$ 99,048	\$ 61,793	33.1%	-37.6%	
	\$ 30					
Total Expenditures =	\$2,743,890	\$3,414,324	\$3,150,432	24.4%	-7.7%	

## Budgeted Rate Base Worksheet

CTC: MV Transportation, Inc.  
County: Alachua County

Upcoming Year's BUDGETED Revenues		What amount of the <u>Budgeted</u> Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> EXcluded from the Rate Base	What amount of the <u>Subsidy</u> Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
from  July 1st of  2020  to June 30th of  2021				
<b>REVENUES (CTC/Operators ONLY)</b>				
<b>Local Non-Govt</b>				
Farebox	\$ 133,185	\$ 86,759	\$ 46,426	
Medicaid Co-Pay Received	\$ -	\$ -	\$ -	
Donations/ Contributions	\$ -	\$ -	\$ -	
In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>Local Government</b>				
District School Board	\$ -	\$ -	\$ -	
Compl. ADA Services	\$ -	\$ -	\$ -	
County Cash	\$ 190,033	\$ 190,033	\$ -	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -	
City Cash	\$ 1,857,324	\$ 1,857,324	\$ -	
City In-kind, Contributed Services	\$ -	\$ -	\$ -	
Other Cash	\$ -	\$ -	\$ -	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	



**Alachua County**  
**Transportation Disadvantaged Service Plan**

<b>CTD</b>					
Non-Spons. Trip Program	\$	650,872	\$	650,872	\$ -
Non-Spons. Capital Equipment	\$	-	\$	-	\$ -
Rural Capital Equipment	\$	129,964	\$	-	\$ 129,964
Other TD	\$	49,099	\$	49,099	\$ 0
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>USDOT &amp; FDOT</b>					
49 USC 5307	\$	-	\$	-	\$ -
49 USC 5310	\$	-	\$	-	\$ -
49 USC 5311 (Operating)	\$	50,000	\$	50,000	\$ -
49 USC 5311(Capital)	\$	-	\$	-	\$ -
Block Grant	\$	-	\$	-	\$ -
Service Development	\$	-	\$	-	\$ -
Commuter Assistance	\$	-	\$	-	\$ -
Other DOT	\$	50,000	\$	50,000	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>AHCA</b>					
Medicaid	\$	-	\$	-	\$ -
Other AHCA	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>DCF</b>					
Alcohol, Drug & Mental Health	\$	-	\$	-	\$ -
Family Safety & Preservation	\$	-	\$	-	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$	-	\$	-	\$ -
Other DCF	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>DOH</b>					
Children Medical Services	\$	-	\$	-	\$ -
County Public Health	\$	-	\$	-	\$ -
Other DOH	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>DOE (state)</b>					
Carl Perkins	\$	-	\$	-	\$ -
Div of Blind Services	\$	-	\$	-	\$ -
Vocational Rehabilitation	\$	-	\$	-	\$ -
Day Care Programs	\$	-	\$	-	\$ -
Other DOE	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>AWI</b>					
WAGES/Workforce Board	\$	-	\$	-	\$ -
AWI	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>DOEA</b>					
Older Americans Act	\$	-	\$	-	\$ -
Community Care for Elderly	\$	-	\$	-	\$ -
Other DOEA	\$	30,000	\$	30,000	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>DCA</b>					
Community Services	\$	-	\$	-	\$ -
Other DCA	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>APD</b>					
Office of Disability Determination	\$	-	\$	-	\$ -
Developmental Services	\$	-	\$	-	\$ -
Other APD	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>DJJ</b>					
DJJ	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -

<b>Other Fed or State</b>					
Santa Fe Upward Bound Program	\$	5,455	\$	5,455	\$ -
Alachua County EOC	\$	4,500	\$	4,500	\$ -
xxx	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>Other Revenues</b>					
Interest Earnings	\$	-	\$	-	\$ -
xxxx	\$	-	\$	-	\$ -
xxxx	\$	-	\$	-	\$ -
<b>Bus Pass Program Revenue</b>	\$	-	\$	-	\$ -
<b>Balancing Revenue to Prevent Deficit</b>					
Actual or Planned Use of Cash Reserve	\$	-	\$	-	\$ -
<b>Total Revenues =</b>	\$	<b>3,150,432</b>	\$	<b>2,974,042</b>	\$ <b>176,390</b>
					\$ <b>129,964</b>
<b>EXPENDITURES (CTC/Operators ONLY)</b>					
<b>Operating Expenditures</b>					
Labor	\$	1,620,799			
Fringe Benefits	\$	37,468			
Services	\$	135,200			
Materials and Supplies	\$	497,233			
Utilities	\$	65,214			
Casualty and Liability	\$	244,089			
Taxes	\$	4,723			
<b>Purchased Transportation:</b>					
Purchased Bus Pass Expenses	\$	-			
School Bus Utilization Expenses	\$	-			
Contracted Transportation Services	\$	-			
Other	\$	-			
Miscellaneous	\$	20,157			
Operating Debt Service - Principal & Interest	\$	25,875			
Leases and Rentals	\$	161,390			
Contrib. to Capital Equip. Replacement Fund	\$	-			
In-Kind, Contributed Services	\$	-			
Allocated Indirect	\$	132,087			
<b>Capital Expenditures</b>					
Equip. Purchases with Grant Funds	\$	144,404			
Equip. Purchases with Local Revenue	\$	-			
Equip. Purchases with Rate Generated Rev.	\$	-			
Capital Debt Service - Principal & Interest	\$	-			
<b>PROFIT</b>	\$	<b>61,793</b>			
<b>Total Expenditures =</b>	\$	<b>3,150,432</b>			
minus EXCLUDED Subsidy Revenue =	\$	176,390			
<b>Budgeted Total Expenditures INCLUDED</b>					
in Rate Base =	\$	2,974,042			
<b>Rate Base Adjustment<sup>1</sup> =</b>					
<b>Adjusted Expenditures Included in Rate</b>					
<b>Base =</b>	\$	<b>2,974,042</b>			



<b>Worksheet for Program-wide Rates</b>		CTC: <b>MV Transportation, Inc.</b> County: <b>Alachua County</b>
<b>PROGRAM-WIDE RATES</b>		
Total <u>Projected</u> Passenger Miles =	930,163	<b>Fiscal Year</b>
<b>Rate Per Passenger Mile = \$</b>	<b>3.20</b>	<b>2020 - 2021</b>
Total <u>Projected</u> Passenger Trips =	71,841	
<b>Rate Per Passenger Trip = \$</b>	<b>41.40</b>	<b>Avg. Passenger Trip Length 12.9 Miles</b>
<b>Rates If No Revenue Funds Were Identified As Subsidy Funds</b>		
<b>Rate Per Passenger Mile = \$</b>	<b>3.39</b>	
<b>Rate Per Passenger Trip = \$</b>	<b>43.85</b>	

**Vehicle Miles**

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

**Vehicle Revenue Miles (VRM)**

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

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

**Passenger Miles (PM)**

The cumulative sum of the distances ridden by each passenger.

<b>Worksheet for Multiple Service Rates</b>			CTC: <b>MV Transportation, Inc.</b> County: <b>Alachua County</b>
<b>Ambul</b>	<b>Wheel Chair</b>	<b>Stretcher</b>	
63,591	+ 8,245	+ 5	
<b>\$38.25</b>	<b>\$65.58</b>	<b>\$136.62</b>	
<b>Projected Passenger Trips (excluding totally contracted services addressed in Section II) =</b>			71,841
<b>Rate per Passenger Trip :</b>			

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## Appendix C: Vehicle Inventory

**Alachua County  
Transportation Disadvantaged Service Plan**



Date 4/27/2021

**MV Transportation, Inc.**

**Vehicle Inventory**

Year	Make	Model	Vehicle Type	VIN Number	FDOT Contract # (if applicable)	Agency Vehicle #	Rem pur Life (years)	Seaf Seat and W/B	Other Equipment	Use	Average Mileage	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	2 Fed or Local Fund	Location	Condition	Expected Date of Retire	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2012	Ford	E450	Champion	1F0FE4F54CDB04610		3720	Lift	12 & 2	Tablet			246,408		MY				Gainesville		2020			ACTIVE
2019	Ford	E450	Champion	1F0FE4F55KDC039644	20,033	4474	Lift	10 & 2	Tablet			66,888		RTS				Gainesville		2024			ACTIVE
2010	Ford	E-350	Turtle top	1F0EE3FL4ADA25709		70	Lift	8 & 2	Tablet			231,442		MY				Gainesville		2020			INACTIVE
2010	Ford	E-450	Turtle top	1F0EE3FL2ADA25708		73	Lift	8 & 2	Tablet			207,693		MY				Gainesville		2020			ACTIVE
2016	Ford	E-450	Gleval	1F0FE4F59GDC25964	91,276	4069	Lift	12 & 2	Tablet			159,303	5339	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F59GDC25971	91,274	4067	Lift	12 & 2	Tablet			245,781	5339	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F59GDC25965	91,275	4066	Lift	12 & 2	Tablet			202,172	5339	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F59GDC25973	91,276	4065	Lift	12 & 2	Tablet			189,177	5339	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F59GDC25972	91,277	4064	Lift	12 & 2	Tablet			199,875	5339	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F59GDC25967	91,271	4063	Lift	12 & 2	Tablet			180,281	5339	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F59GDC25962	91,272	4062	Lift	12 & 2	Tablet			192,495	5339	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F57GDC003266	91,244	4039	Lift	12 & 2	Tablet			248,560	5310	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F59GDC003268	91,245	4040	Lift	12 & 2	Tablet			231,873	5310	RTS				Gainesville		2022			ACTIVE
2016	Ford	E-450	Champion	1F0FE4F59DDA92974		3721	Lift	12 & 2	Tablet			282,344		MY				Gainesville		2022			ACTIVE
2015	Ford	3500	Champion	1GB3G2BG1F137115		3991	Lift	8 & 2	Tablet			177,462	5317	RTS				Gainesville		2020			INACTIVE
2015	Ford	E-450	GLAVAL	1F0FE4F51FDA34960		3722	Lift	12 & 2	Tablet			201,732		MY				Gainesville		2022			ACTIVE
2015	Ford	E-450	GLAVAL	1F0FE4F53FDA34961		3723	Lift	12 & 2	Tablet			273,174		MY				Gainesville		2022			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F53GDC003264	91,246	4041	Lift	12 & 2	Tablet			250,505	5310	RTS				Gainesville		2021			ACTIVE
2016	Ford	E-450	Gleval Bur	1F0FE4F56GDC003274	91,247	4042	Lift	12 & 2	Tablet			266,692	5310	RTS				Gainesville		2021			ACTIVE
2015	CHEVY	3500	Champion	1GB3G2BG7F1135322		3990	Lift	8 & 2	Tablet			120,420	5317	RTS				Gainesville		2021			INACTIVE
2019	Ford	E350	Bron	1F0FE4F54KDC09180		4399	Lift	10 & 2	Tablet			109,204		RTS				Gainesville		2025			ACTIVE
2014	Ford	E-450	Garhon	1F0FE4F51EDA91738		3770	Lift	12 & 2	Tablet			204,350		MY				Gainesville		2021			ACTIVE
2015	Ford	3500	Champion	1GB3G2BG7F1135112		3993	Lift	8 & 2	Tablet			166,217	5317	RTS				Gainesville		2021			INACTIVE
2017	Ford	E450	Gleval	1F0FE4F59HDC001284	91,286	4159	Lift	12 & 2	Tablet			202,904	5339	RTS				Gainesville		2023			ACTIVE
2011	Ford	FOCUS	SEDAN	1FADP3F27DL278072		1505	Car	4	Tablet			103,942		MY				Gainesville		2020			INACTIVE
2017	CHEVY	3500	Gleval	1F0FE4F54HDC58440	70,219	4273	Lift	12 & 2	Tablet			142,781		RTS				Gainesville		2023			ACTIVE
2011	Ford	E-450	Champion	1F0FE4F51ADB01761		301	Lift	12 & 2	Tablet			136,993		MY				Gainesville		2020			INACTIVE
2011	Ford	E-450	Champion	1F0EE3FL8BDA97238		302	Lift	12 & 2	Tablet			160,199		MY				Gainesville		2020			INACTIVE
2011	Ford	E-450	Storcraft	1F0EE3FL1BDA95220		303	Lift	12 & 2	Tablet			156,230		MY				Gainesville		2020			INACTIVE
2016	Ford	E-450	Gleval	1F0FE4F51JDC22614		3724	Lift	12 & 2	Tablet			125,742		MY				Gainesville		2023			ACTIVE
2012	Ford	FUSION	SEDAN	3FAHP0GA5CR118715		888	none	4	Tablet			297,304		MY				Gainesville		2020			INACTIVE
2012	Ford	FUSION	SEDAN	3FAHP0GA9CR103473		888	none	4	Tablet			287,022		MY				Gainesville		2020			INACTIVE
2012	Ford	MV-1	SUV	5Z3MF1A63CH101548		81	Ramp	4-1u/c				204,635		MY				Gainesville		2021			INACTIVE
2012	Ford	MV-1	SUV	5Z3MF1A63CH101609		82	Ramp	4-1u/c				139,810		MY				Gainesville		2021	no data	3500.00 doll	INACTIVE
2012	Dodge	Caravan	Van	2C7WDGBG2KR555142		3725	Ramp	6-1W/C	Tablet			51,584		MY				Gainesville		2025			ACTIVE
2012	Dodge	Caravan	Van	2C7WDGBG3KR555147		3726	Ramp	6-1W/C	Tablet			42,210		MY				Gainesville		2025			ACTIVE
2019	Dodge	Caravan	Van	2C7WDGBG5KR556453		3728	Ramp	6-1W/C	Tablet			8,734		MY				Gainesville		2025			ACTIVE
2019	Dodge	Caravan	Van	2C7WDGBG6KR745199		3729	Ramp	6-1W/C	Tablet			15,733		MY				Gainesville		2025			ACTIVE
2019	Ford	E-450	Champion	1F0FE4F57KDC75402		4573	Lift	12 & 2	Tablet			17,688		RTS				Gainesville		2025			ACTIVE

## Appendix D: Bus Transit System Annual Safety and Security Certification



### Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): **2021**

Certification Year: (Previous): **2020**

Name and Address of Bus Transit System: **MV Contract Transportation, Inc., 3713 SW 42<sup>nd</sup>  
Ave. Suite 3, Gainesville, FL 32608**

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

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

*Blue Ink Signature:* 

*Date:* 01-15-2021

*(Individual Responsible for Assurance of Compliance)*

*Name:* Edward I Griffin

*Title:* General Manager

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

*Name:* MV Contract Transportation, Inc.

*Address:* 3713 SW 42<sup>nd</sup> Ave., Suite 3, Gainesville, FL 32608

*Name of Qualified Mechanic who Performed Annual Inspections:* Carl Foote, Area Director of Fleet and Facility Maintenance, ASE Certified




STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATE OF COMPLIANCE**  
for a  
**SECTION 5311 SUBRECIPIENT**  
(Certifying compliance with 49 CFR Parts 40, 655)  
To  
Florida Department of Transportation

DATE: 1/9/2019

Section 5311 Subrecipient Information:	FDOT District Office Information:
AGENCY NAME: <u>MV Transportation, Inc. - Div. 65</u>	NAME: <u>Doreen Joyner-Howard, AICP</u>
ADDRESS: <u>3713 SW 42 Ave, Gainesville, FL</u>	ADDRESS: <u>2198 Edison Avenue, Jacksonville, FL</u>
PHONE: <u>469-502-8384</u>	PHONE: <u>904-360-5650</u>

I, Cristina Pereira (Name), Sr. Director of HR and Drug and Alcohol Compliance (Title)  
hereby certify that MV Transportation, Inc. #65 Gainesville (Name of Subrecipient) and its applicable  
contractor(s) (listing attached hereto) for City of Gainesville Regional Transit System (Name of Subrecipient)  
has (have) established and implemented an anti-drug and alcohol misuse prevention program in accordance with the  
provisions of 49 CFR Parts 40 and 655 as amended. I further certify that the employee training conducted under this part  
meets the requirements of 49 CFR Parts 40 and 655 as amended.

  
Signature

Attachment: (Applicable Contractor(s) - Name, Address, Phone #, Contact Person)



## **Appendix E: MV Contract Transportation, Inc. System Safety Program Plan Section 6.0 Qualification and Selection of Drivers**

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## System Safety Program Plan (SSPP)

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### 6.0 Qualification and Selection of Drivers

MV Transportation management is responsible for ensuring that the following minimum standards are met when hiring new drivers.

- Complete employment application.
- All drivers must pass a complete criminal background check before being put into revenue service. MV Transportation will, at a minimum, perform the following checks to determine if the Driver has a criminal background:
  - i. National Sex Offender database
  - ii. Widescreen National Criminal Search
  - iii. Address history
  - iv. Motor Vehicle Records
  - v. Social Security Number Check
  - vi. Prior Drug and Alcohol use
- Drivers will not be used in revenue service if they have been convicted of a felony offense involving murder, attempted murder, assault, sexual assault or battery, theft, fraud, burglary, grand theft auto, robbery, crimes against children and/or adults, a felony offense including drug-related incidents, or other offense related to the performance of this Alachua County Contract with MV Transportation.
- A conviction includes a guilty verdict, a determination of guilt after trial to a judge, a guilty plea, deferred adjudication, or a plea of nolo contendere or no contest.
- The driver must not have been convicted of a serious traffic violation such as driving under the influence of alcohol or drugs, leaving the scene of an accident, using a vehicle in the commission of a felony, reckless driving and/or reckless endangerment within the last five (5) years.
- Each driver must undergo a commercial and personal driving record check with the Florida Department of Highway Safety and Motor Vehicles.
- The driver must not have accumulated more than three (3) points within the previous twelve (12) months or during any twelve (12) month period.
- The driver must not have had a driver's license suspended or revoked for moving violations within the last three (3) years.
- The driver must have possessed a valid Driver's License from any U.S. State for the last three (3) years.
- Current Driver's License must be issued by the State of Florida.
- All drivers must be able to speak and understand English, and drivers must be proficient in written English to successfully complete all paperwork required for this contract, including, but not limited to, vehicle manifests, incident and accident reports.
- Drivers of vehicles must pass a pre-employment physical and drug/alcohol test in accordance with U.S. Department of Transportation requirements. Drivers and all other employees performing safety-sensitive function(s) will satisfy the requirements of MV

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# Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area

## *Transportation Disadvantaged Service Plan Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



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## Alachua County Transportation Disadvantaged Coordinating Board

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

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



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May 5, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2021/22 Rural Area Capital Assistance Program Grant Application

#### RECOMMENDATION

**Approve MV Contract Transportation, Inc.'s application for 2021/22 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 is MV Contract Transportation, Inc.'s application for 2021/22 Rural Area Capital Assistance Program Grant funding. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

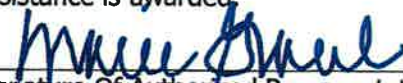
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**SHIRLEY CONROY RURAL AREA  
CAPITAL ASSISTANCE GRANT  
REQUEST FOR FUNDING**

DATE SUBMITTED	04/09/2021
LEGAL NAME OF REQUESTING CTC	MV Contract Transportation, Inc.
FEDERAL IDENTIFICATION NUMBER	11-3706363
REGISTERED ADDRESS	3713 SW 42 <sup>nd</sup> Ave., Suite 3
CITY, STATE, ZIP CODE	Gainesville, FL 32608
CONTACT PERSON FOR THIS GRANT	Gary Luke
PHONE NUMBER	352-375-2784 ext. 76501
E-MAIL ADDRESS	gary.luke@mvtransit.com
PROJECT LOCATION [County(ies)]	Alachua
PROPOSED START DATE	July 1, 2021
AMOUNT OF FUNDING REQUESTED (90%)	\$46,606.15

<b><u>CTC REPRESENTATIVE AUTHORIZATION AND ACKNOWLEDGEMENT</u></b>	<b><u>LOCAL COORDINATING BOARD APPROVAL</u></b>
I hereby certify that this request has been duly authorized by the governing body of the CTC. The CTC also certifies that it has reviewed and understands the Grant Program Manual and intends to complete the project in compliance with all grant program requirements if the assistance is awarded.	I hereby certify that this request for funding has been reviewed in its entirety by the Local Coordinating Board.
<div style="display: flex; justify-content: space-between;"> <div>             Signature Of Authorized Representative         </div> <div>           4/1/21            Date         </div> </div>	<div style="display: flex; justify-content: space-between;"> <div>           Coordinating Board Chairperson's Signature         </div> <div>           Date         </div> </div>
Name Of Authorized Representative And Title Marie Graul, CFO	Name Of LCB Chairperson



**JUSTIFICATION FOR EQUIPMENT REQUESTED:**

Please see attachment.

**DESCRIPTION OF CAPITAL EQUIPMENT REQUESTED:****Vehicles**

1, 2, 3, etc. +	(R) or (E)*	Fuel Type **	Description/Vehicle Type/Procurement Source	Quantity	Estimated Cost (from Order Form)

+ Prioritization of Need

\*Replacement (R) or Expansion (E)

\*\* Fuel Type – D=Diesel G=Gas A=Alternative

**Equipment NOT Requested as part of a Vehicle Purchase**

1, 2, 3, etc. +	Description	Quantity	Estimated Cost
1	Forward Lift CRA 18 Heavy Duty Alignment Drive On Lift - Replacement (Price is unit, freight and install)	1	\$22,576.98
2	Ingersoll Rand Electric Stationary Air Compressor - Replacement	1	\$4,634.99
3	RobinAir 34788NI Refrigerant Recovery, Recycling and Recharging Machine - Replacement	1	\$4,963.00
4	Lincoln electric Easy 180 Flux-Cored/ MIG Welder Model # K2698-1 - New	1	\$739.99
	R1080 Plus Rotary Wheel Alignment System - New (Price is unit and freight) \$18,869.65	1	

+ Prioritization of Need

PROJECT COST:

<b>Total Project Cost</b>	(100%)	\$51,784.61
Less Local Match	(10%) *	\$5,178.46
Transportation Disadvantaged Trust Funds*	(90%)	\$46,606.15

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

SOURCE OF REQUIRED LOCAL MATCH:

MV Contract Transportation, Inc. will provide the 10% Required Local Match.

## Capital Requests Justification – MV Contract Transportation, Inc. – Alachua CTC

MV Contract Transportation, Inc. has been the Community Transportation Coordinator (CTC) for Alachua County since 2003. Many of the major maintenance equipment being still used today has been in service since that time and are in need of replacement. We have included an asset list that provides date placed in service and useful life schedule. The requests are as follows:

- **Drive On Lift:** The lift in service has had several repairs over the last 2 years and continues to have issues because of its age. With a life value of seven years, it has far exceeded useful life. With the addition of new vehicles that have a much higher weight than when we began service 18 years ago, it is important to have the right tools to ensure the safety of employees and the vehicles that MV and the CTC have invested in. With a national account with this vendor we are ensured to most cost-effective price for procurement of this unit and the others requested below. ***Replacement – Shipping and Installation Costs Included***
- **Stationary Air Compressor:** This unit in service had a used motor replacement about two years ago and continues to perform at a substandard level. Used for operation of our power tools, it is a vital part of our maintenance program. This unit has been in service since October 2003 and has far exceeded useful life. ***Replacement***
- **Refrigerant Recovery, Recycling and Recharging Machine:** Another unit in service since October 2003, maintaining our AC systems in our vehicles is vital to the comfort of our passengers. Throughout the summer months we struggle with keeping the AC systems functioning in our vehicles, and the current unit does not meet the standards now required in newer vehicles and is frequently in need of costly repairs. ***Replacement***
- **MIG Welder:** The request for this unit is based on making repairs in house rather than sending out for service, which can effectively save money and have this unit pay for itself in short order. Repairs would include welding broken brackets on fenders, bumpers, exhaust pipes, and body repairs where the Federal Government requires welding on certain parts of the vehicle. An example is a new radiator support that must be welded with a MiG welder and not with brazing rods, pulling out dents, welding new panel on the exterior where needed, repairing cracked welds on undercarriage AC condenser housing. Also repairing things in the shop like metal shelving. ***New Request***
- **Wheel Alignment Machine:** Wheel Alignment machine is used in concert with new alignment capable lift and allows for more frequent wheel alignments causing longer tire life and better vehicle handling and safer operation. The current practice is only to do alignments when serious issues are identified, and this is done off site at a considerable cost. Alignments can now be done in regular PM schedules. ***New Request***



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May 5, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2019/2020 Annual Operating Report

#### RECOMMENDATION

**Review MV Contract Transportation, Inc's 2019/2020 Annual Operating Report.**

#### BACKGROUND

MV Contract Transportation, Inc. is required to submit an annual operating report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is MV Contract Transportation, Inc.'s 2019/2020 Annual Operating Report.

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

Attachment

T:\Lynn\TD2021\Alachua\Memos\lor.doc





## CTC Organization

**County:** Alachua

**Fiscal Year:** 7/1/2019 - 6/30/2020

**CTC Status:** Approved

**CTD Status:** Approved

**Date Initiated:** 9/9/2020

**CTC Organization Name:** MV Transportation, Inc.

**Address:** 3713 SW 42nd Ave Ste 3

**City:** Gainesville

**State:** FL

**Zip Code:** 32608

**Organization Type:** Private For Profit

**Network Type:** Sole Source

**Operating Environment:** Urban

**Transportation Operators:** No

**Number of Transportation Operators:** 0

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** No

**Local Coordinating Board (LCB) Chairperson:** Charles Chestnut, IV

**CTC Contact:** Edward I. Griffin

**CTC Contact Title:** General Manager

**CTC Contact Email:** marsha.rivera@mvtransit.com

**Phone:** (352) 375-2784

### 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 Certification

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

LCB Chairperson (signature): \_\_\_\_\_



## CTC Trips

County: Alachua  
Fiscal Year: 07/01/2019 - 06/30/2020

CTC Status: Approved  
CTD Status: Approved

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	2,672	N/A	2,672
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	43,458	N/A	43,458	57,590	N/A	57,590
Paratransit						
Ambulatory	14,218	0	14,218	18,831	0	18,831
Non-Ambulatory	5,285	0	5,285	5,560	0	5,560
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>62,961</b>	<b>0</b>	<b>62,961</b>	<b>84,653</b>	<b>0</b>	<b>84,653</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	459	0	459	1,102	0	1,102
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	14,110	N/A	14,110	19,568	N/A	19,568
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	844	0	844	1,071	0	1,071
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	47,548	0	47,548	62,912	0	62,912
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>62,961</b>	<b>0</b>	<b>62,961</b>	<b>84,653</b>	<b>0</b>	<b>84,653</b>

## CTC Trips (cont'd)

County: Alachua  
Fiscal Year: 07/01/2019 - 06/30/2020

CTC Status: Approved  
CTD Status: Approved

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	17,505	0	17,505	23,537	0	23,537
Children At Risk	6,219	0	6,219	8,362	0	8,362
Persons With Disabilities	16,729	0	16,729	22,492	0	22,492
Low Income	22,508	0	22,508	30,262	0	30,262
Other	0	0	0	0	0	0
<b>Total - Passenger Type</b>	<b>62,961</b>	<b>0</b>	<b>62,961</b>	<b>84,653</b>	<b>0</b>	<b>84,653</b>
<b>Trip Purpose - One Way</b>						
Medical	33,787	0	33,787	41,110	0	41,110
Employment	8,544	0	8,544	16,086	0	16,086
Education/Training/Daycare	1,573	0	1,573	2,039	0	2,039
Nutritional	2,937	0	2,937	2,689	0	2,689
Life-Sustaining/Other	16,120	0	16,120	22,729	0	22,729
<b>Total - Trip Purpose</b>	<b>62,961</b>	<b>0</b>	<b>62,961</b>	<b>84,653</b>	<b>0</b>	<b>84,653</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	1,685	0	1,685	3,543	0	3,543
<b>Total - UDPHC</b>	<b>1,685</b>	<b>0</b>	<b>1,685</b>	<b>3,543</b>	<b>0</b>	<b>3,543</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	7	N/A	7	73	N/A	73
No Shows	4,349	N/A	4,349	4,235	N/A	4,235
<b>Customer Feedback</b>						
Complaints	52	N/A	52	36	N/A	36
Commendations	76	N/A	76	67	N/A	67





## CTC Vehicles & Drivers

County: Alachua  
Fiscal Year: 07/01/2019 - 06/30/2020

CTC Status: Approved  
CTD Status: Approved

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	551,738	N/A	551,738	606,879	N/A	606,879
Paratransit Miles	277,629	0	277,629	472,489	0	472,489
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>829,367</b>	<b>0</b>	<b>829,367</b>	<b>1,079,368</b>	<b>0</b>	<b>1,079,368</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	16	0	16	28	0	28
Chargeable Accidents	4	0	4	1	0	1
<b>Vehicle Inventory</b>						
Total Number of Vehicles	38	0	38	37	0	37
Number of Wheelchair Accessible Vehicles	35	0	35	34	0	34
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	27	0	27	26	0	26
Number of Volunteer Drivers	0	0	0	0	0	0



## CTC Revenue Sources

County: Alachua  
Fiscal Year: 07/01/2019 - 06/30/2020

CTC Status: Approved  
CTD Status: Approved

CTC Organization: MV Transportation, Inc.

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 3,453	\$ 0	\$ 3,453	\$ 13,531	\$ 0	\$ 13,531
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 34,541	\$ 0	\$ 34,541	\$ 42,638	\$ 0	\$ 42,638
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 581,949	N/A	\$ 581,949	\$ 621,319	N/A	\$ 621,319
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 80,624	N/A	\$ 80,624	\$ 0	N/A	\$ 0
TD Other	\$ 4,930	N/A	\$ 4,930	\$ 62,157	N/A	\$ 62,157
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 135,639	\$ 0	\$ 135,639	\$ 189,951	\$ 0	\$ 189,951
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 1,474,157	\$ 0	\$ 1,474,157	\$ 1,677,319	\$ 0	\$ 1,677,319
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 91,283	\$ 0	\$ 91,283	\$ 113,641	\$ 0	\$ 113,641
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 7,145	\$ 0	\$ 7,145	\$ 11,831	\$ 0	\$ 11,831
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 2,413,721</b>	<b>\$ 0</b>	<b>\$ 2,413,721</b>	<b>\$ 2,732,387</b>	<b>\$ 0</b>	<b>\$ 2,732,387</b>



## CTC Expense Sources

County: Alachua  
Fiscal Year: 07/01/2019 - 06/30/2020

CTC Status: Approved  
CTD Status: Approved

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
Labor	\$ 1,325,834	\$ 0	\$ 1,325,834	\$ 1,397,010	\$ 0	\$ 1,397,010
Fringe Benefits	\$ 42,768	\$ 0	\$ 42,768	\$ 36,981	\$ 0	\$ 36,981
Services	\$ 106,734	\$ 0	\$ 106,734	\$ 115,766	\$ 0	\$ 115,766
Materials & Supplies Consumed	\$ 389,167	\$ 0	\$ 389,167	\$ 504,673	\$ 0	\$ 504,673
Utilities	\$ 52,037	\$ 0	\$ 52,037	\$ 55,219	\$ 0	\$ 55,219
Casualty & Liability	\$ 221,474	\$ 0	\$ 221,474	\$ 227,953	\$ 0	\$ 227,953
Taxes	\$ 3,906	\$ 0	\$ 3,906	\$ 2,214	\$ 0	\$ 2,214
Miscellaneous	\$ 18,345	\$ 0	\$ 18,345	\$ 16,383	\$ 0	\$ 16,383
Interest	\$ 18,316	\$ 0	\$ 18,316	\$ 21,575	\$ 0	\$ 21,575
Leases & Rentals	\$ 112,262	\$ 0	\$ 112,262	\$ 103,020	\$ 0	\$ 103,020
Capital Purchases	\$ 119,105	\$ 0	\$ 119,105	\$ 13,620	\$ 0	\$ 13,620
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 113,651	\$ 0	\$ 113,651	\$ 127,788	\$ 0	\$ 127,788
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 47,250	N/A	\$ 47,250
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 2,523,599</b>	<b>\$ 0</b>	<b>\$ 2,523,599</b>	<b>\$ 2,669,452</b>	<b>\$ 0</b>	<b>\$ 2,669,452</b>

County: Alachua  
 CTC: MV Transportation, Inc.  
 Contact: Edward I. Griffin  
 3713 SW 42nd Ave Ste 3  
 Gainesville, FL 32608  
 352-375-2784

Email: marsha.rivera@mvtransit.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,685



<b>Trips By Type of Service</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Fixed Route (FR)	2,696	2,672	0
Deviated FR	0	0	0
Complementary ADA	0	57,590	43,458
Paratransit	86,044	24,391	19,503
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>88,740</b>	<b>84,653</b>	<b>62,961</b>

#### **Passenger Trips By Trip Purpose**

Medical	41,381	41,110	33,787
Employment	14,297	16,086	8,544
Ed/Train/DayCare	2,166	2,039	1,573
Nutritional	1,532	2,689	2,937
Life-Sustaining/Other	29,364	22,729	16,120
<b>TOTAL TRIPS</b>	<b>88,740</b>	<b>84,653</b>	<b>62,961</b>

#### **Passenger Trips By Revenue Source**

CTD	21,222	19,568	14,110
AHCA	1,560	1,102	459
APD	0	0	0
DOEA	421	1,071	844
DOE	0	0	0
Other	65,537	62,912	47,548
<b>TOTAL TRIPS</b>	<b>88,740</b>	<b>84,653</b>	<b>62,961</b>

#### **Trips by Provider Type**

CTC	88,740	84,653	62,961
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>88,740</b>	<b>84,653</b>	<b>62,961</b>

<b>Vehicle Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Vehicle Miles	1,129,073	1,079,368	829,367
Roadcalls	27	28	16
Accidents	8	1	4
Vehicles	32	37	38
Drivers	40	26	27

#### **Financial and General Data**

Expenses	\$2,754,910	\$2,669,452	\$2,523,599
Revenues	\$2,782,905	\$2,732,387	\$2,413,721
Commendations	95	67	76
Complaints	25	36	52
Passenger No-Shows	5,761	4,235	4,349
Unmet Trip Requests	28	73	7

#### **Performance Measures**

Accidents per 100,000 Miles	0.71	0.09	0.48
Miles between Roadcalls	41,818	38,549	51,835
Avg. Trips per Passenger	21.99	23.89	37.37
Cost per Trip	\$31.04	\$31.53	\$40.08
Cost per Paratransit Trip	\$31.46	\$31.99	\$40.08
Cost per Total Mile	\$2.44	\$2.47	\$3.04
Cost per Paratransit Mile	\$2.40	\$2.43	\$3.04





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May 5, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2021/22 Innovative and Service Development Grant Application

#### RECOMMENDATION

**Review MV Contract Transportation, Inc.'s application for 2021/22 Innovative and Service Development Grant funds.**

#### BACKGROUND

The 2019 Florida Legislature created the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program. This program provides approximately \$10 million in additional funding to the Transportation Disadvantaged Trust Fund. The purpose of this funding is to provide cost-effective, door-to-door, on-demand and scheduled transportation services that meet at least one of the following objectives:

1. Increase access to job training, employment, health care and other life-sustaining services;
2. Enhance regional connectivity and cross-county mobility; and/or
3. Reduce the difficulty in connecting transportation disadvantaged individuals to transportation hubs.

Attached is MV Contract Transportation, Inc.'s 2021/22 Innovative and Service Development Grant application. If you have any questions concerning this matter, please do not hesitate to contact me.

Attachment

T:\Lynn\TD2021\Alachua\Memos\isdgrantappl.docx





# Transportation Disadvantaged Innovative Service Development Grant

## APPLICATION

<b>Legal Name of Applicant</b>	MV Contract Transportation, Inc		
<b>Federal Employer Identification Number</b>	11-3706363		
<b>Registered Address</b>	3713 SW 42 <sup>nd</sup> Ave., Suite 3		
<b>City and State</b>	Gainesville, FL	<b>Zip Code</b>	32608
<b>Contact Person for this Grant</b>	Gary Luke	<b>Phone Number</b>	352-375-2784
<b>E-Mail Address [Required]</b>	gary.luke@mvtransit.com		
<b>Applicant Organization Type</b>	<input checked="" type="checkbox"/> CTC <input type="checkbox"/> TNC		
<b>Application Type</b>	<input type="checkbox"/> New ISD Project <input checked="" type="checkbox"/> Renewal of Previously Funded ISD Project		
<b>Project Location [County(ies)]</b>	Alachua County	<b>Proposed Project Start Date</b>	August 23, 2021

Proposed Project Funding Request	
Total Proposed Project Amount (100%)	\$54,173
Local Match [10%]	\$5,417
Requested Funding Amount [90%]	\$48,755.70

As the authorized Grant Recipient Representative, I hereby certify that the information contained in this form is true and accurate and is submitted in accordance with the grant application instructions.

\_\_\_\_\_  
**Signature of Grant Recipient Representative**

\_\_\_\_\_  
**Date**





## Transportation Disadvantaged Innovative Service Development Grant

### PROJECT SCOPE

**Proposals MUST complete the following sections according to the Project Scope Instructions provided in the manual. Applications that are incomplete or do not follow the instructions will not be considered.**

#### **Evidence of Need:**

- a)** Describe service limitations or gaps within the current transportation system and the resulting mobility access challenge(s).

Santa Fe and MV entered into a contract that was based on an hourly rate. The funding for the 2015-2016 pilot year was provided through the Santa Fe College Transportation Access Fee (TAF). Under Florida State Statute, each Santa Fe College student is charged \$3.00 per credit hour for the Transportation Access Fee. Revenue from the fee may only be used to provide or improve access to transportation services for students enrolled at Santa Fe College. The college set the fee in 2011 for the sole purpose of providing all local SF students with free access to the city of Gainesville's bus service (RTS). In 2016, a small surplus of carry-forward funds remained in the Transportation Access Fee account. Because all students pay the fee but only the students who live in the Gainesville area benefit from RTS, the Transportation Access Fee committee voted unanimously to use the surplus funds to provide transportation-disadvantaged students in rural areas outside of Gainesville with one academic year of shuttle service. Out of that effort, the EXTRA shuttle was born. Unfortunately, the surplus Transportation Access Fee funds were exhausted on the MV contract and the project was not sustainable without outside funding.

- b)** Provide details regarding the scale or urgency of the challenge and the size of the specific populations that are affected.

While students in the target areas may gain access to Santa Fe College at the Center in Alachua, there is a broader array of educational opportunities at the Northwest Gainesville campus. Leading Career and Technical Education programs at the Northwest Campus in Gainesville include Health Sciences (Nursing, Respiratory Care, Cardiovascular Technology, Medical Imaging, etc.), Business Administration, Digital Media, Zoo Technology and Health Services Administration. There is strong demand for graduates in these areas and these programs lead to comparatively high wage

earnings. As such, by increasing access to these programs the EXTRA program may contribute to the economic development of the rural communities.

Table 1. Number of SF Students Enrolled from Rural Service Areas Fall 2019

Alachua 441

High Springs 326

Waldo 35

TOTAL 802

Santa Fe College, Institutional Research, 4/26/2021

**c)** Provide any documentation or evidence of the challenge(s), such as from a locally developed Transportation Disadvantaged Service Plan (TDSP), other planning document, or other supporting information.

A letter of support for a line in Waldo from Mayor Louie Davis is enclosed.

### **Project Description:**

**a)** Provide a detailed description of the proposed project, including the service area and type(s) of service that will be offered.

Limited access to higher education has long plagued many who live in the rural areas of Alachua County. A lack of public transportation exacerbates the problem. On August 22, 2016, Santa Fe College launched Express Transportation to Rural Areas (EXTRA), a shuttle service that provided a transportation option to disadvantaged individuals in the rural areas. This service expanded educational options to many of the residents of the outlining areas to the main campus of Santa Fe located at 3000 NW 83rd St Gainesville, Florida 32606. MV Transportation will provide this service with two routes in a Park and Ride scenario:

1. High Springs/ Alachua - Tentative stops:
  - High Springs Museum – 23760 NW 187th Ave, High Springs, FL 32643
  - Hitchcock's/Alachua – 15560 NW US Highway 441, Alachua, FL 32615
2. Waldo - Tentative stops:
  - Waldo City Square (Old Waldo Community School) - 14450 NE 148th Ave, Waldo, FL 32694

The routes will provide both morning and afternoon access—morning service into campus and afternoon service to return home. Each of the routes will operate in a “park and ride” scenario where specific pickup times and locations were identified for each community served. The students taking advantage of this service met the criteria of “Transportation Disadvantaged” in that they did not have the means to get to and from Santa Fe College Northwest campus. They could either walk or get rides from their home to the pickup points or they could drive a vehicle that could travel short distances but not make the long trip to and from campus each day. The High Springs/Alachua and Archer/Newberry routes were successful, averaging about 6 students per route, with over 3000 trips provided during the school year.

**b)** Identify an estimated number of trips and riders the proposed project will serve.

The budget for this is based on the following: There will be 142 service days, with one (1) routes operating three (3) hours (inbound and outbound) daily, and one (1) routes operating four (4) hours (inbound and outbound) daily for a total of seven (7) hours daily. This is based on a Monday-Friday schedule and the Santa Fe College calendar. Based on 142 service days this will be 994 service hours for the project.

**c)** Identify potential or planned destinations such as a veterans' hospital, employment center, educational/training location, or other life-sustaining activities.

Educational/training location: Santa Fe College Northwest Campus located in 3000 NW 83<sup>rd</sup> St, Gainesville, FL 32606.

**d)** Explain how the project will be implemented, including details on how existing and potential riders will be informed of the proposed service AND how services will be requested and provided.

Based on the previous utilization of routes as well as the current number of SF students living in the service areas (See Table 1), we are seeking approval to continue the High Springs/Alachua route for a minimum of five students per route, and include a new route serving students from the Waldo area. This would amount to 20 one-way trips per service day, with 142 service days based on the 2021-2022 Fall and Spring Semester school year. The Fall semester has 72 operating days, beginning August 23, 2021 and ending December 10, 2021. The Spring Semester has 70 days, beginning January 5, 2022 and ending April 29, 2022. The Alachua/ Newberry route had limited participation in the last grant period and is not under consideration for this grant. It should also be noted that classes were suspended mid-March 2020 for the rest of the Spring Semester due to the COVID-19 pandemic.

The current strategic plan for Santa Fe College lists equitable experience as a goal. Specifically, the college has committed to eliminating barriers to participation and achievement. EXTRA is in line with that goal as it removes the transportation barrier that many rural students face and provides direct access the Northwest SF Campus and all of its resources. As such, recruitment for the EXTRA shuttle for 2021-2022 is a priority for the college administration. Recruitment efforts will again include press releases to media outlets, social media posts on Facebook, Twitter and Instagram, postcards for seniors in high schools in the service areas, flyers in local libraries and grocery stores, as well as electronic notifications sent to all currently and formerly enrolled students who have zip codes in the selected areas. We have included as attachments examples that were used in the previous year. There was also a YouTube video produced to promote the program:  
<https://www.youtube.com/watch?v=8RvOC381WJk&feature=youtu.be>.

- e)** If the proposed project will utilize a transportation hub to connect customers to the broader transportation system, explain the coordination of schedules between the services and how the rider will transfer between the two systems.

MV Transportation will be the sole provider of the transportation services.

- f)** Explain the process for ensuring riders are eligible to receive Transportation Disadvantaged services. Include how rider eligibility will be determined and, if not by the applicant, what organization will be determining that a rider is transportation disadvantaged, pursuant to Chapter 427, Florida Statutes.

Students that are identified will complete a Transportation Disadvantaged eligibility form modeled by Santa Fe College and MV Transportation, in their capacity as the Community Transportation Coordinator (CTC), and approved by the Commission for the Transportation Disadvantaged (CTD). The online application can be viewed here: [www.sfcollge.edu/extra](http://www.sfcollge.edu/extra).

**Project Innovation:**

- a)** Explain how the proposed project will do something in a new or improved way that differs from services already being provided.

This is an innovative project that has demonstrated success in the previous Innovation and Service Development Grant with changes made based on performance outcomes.

- b)** Explain how the proposed project is designed to enhance an eligible rider's mobility.

This project will provide transportation services to children of families with income below the poverty guidelines and children of families without access to a vehicle or public transportation services that live in rural areas to the Santa Fe College. Providing these transportation services in rural communities will open the door for students to pursue a higher level of education; which will bring future benefits to both the rural community & Santa Fe College by enhancing the education levels, students acquiring new technical skills, reducing traffic at the Santa Fe College, reducing needed parking space in the Santa Fe College campus, and more. Without these transportation services, low income families and families without access to a vehicle that live in rural areas will not be able to provide their children with the opportunity of seeking a higher education, access to the many services and opportunities that Santa Fe College has to offer.

## **Demonstration of Proposed Outcomes:**

- a)** Describe the proposed project's intended outcomes, and how they will address at least one of the ISD Program's objectives.

Because ridership data showed that there was a need for EXTRA, we are seeking funds for a third year through the CTD Innovation and Service Development Grant to continue this vital program according to the grant qualifications and thereby:

- Enhance transportation access for those whose disadvantaged situations are exacerbated by resources and limited or no transportation is available. (Transportation Disadvantaged).
- Assist in the development, improvement, and use of transportation systems in non-urbanized areas for educational access.

- b)** Provide details regarding the specific performance data that will be collected and analyzed to demonstrate the project's actual vs. intended outcomes, AND whether the availability of the data has been verified.

•Goal 1: Increase the number of new transportation disadvantaged riders from selected rural areas taking classes at SF. Performance Measure: Through outreach by Santa Fe College staff, track the number of new transportation-disadvantaged eligible riders that have been certified for use of the service and report this to the CTD on quarterly basis.

•Goal 2: Increase the number of MV trips provided from the rural service area to SF. Performance measure: The number of trips between campus and rural areas will be reported monthly to the CTD with the invoice.

•Goal 3: Increase the number of SF credit hours taken transportation disadvantaged students from selected rural areas. Performance measure: The number of credit hours taken by transportation disadvantaged students in rural area will be tracked by Santa Fe for each semester service is provided to see if there is an increase based on the availability of transportation.

•Goal 4: Gauge satisfaction of the service. Performance measure: A survey will be developed cooperatively by Santa Fe and MV and will be distributed and recorded quarterly to a minimum of 25% of riders. Surveys will be provided to the CTD.

- c)** Confirm the applicant's ability to submit performance data (including data obtained from customer satisfaction surveys) in the form of a mid-year progress report, and to submit the year-end report.

Mid-Year Rider Satisfaction Report is enclosed. We are indeed able to submit performance data as requested.

## **Other Required Application Elements:**

**a) Project Budget:** Provide a Proposed Project Expense Budget to support the total amount of funding requested. Include a budget table here or use the sample excel template provided. Multi-year projects must include a Proposed Project Budget for each fiscal year.

Enclosed is the excel Budget Table.

**b) Proposed Service Rates:** Provide the proposed project service rate(s) by mode and unit of service (trip, mile). Demonstrate how the proposed rates were determined.

Our hourly rate in our relationship with Santa Fe College for other services we have provided is \$54.50 per hour, (a 3% increase from last year), which would make the total cost of the project \$54,173. In an attachment we have provided a breakdown on how we have arrived at the rates. In order to capture the actual cost of service provision while billing at the CTD per trip model, we propose the following rates. We recognize that ridership may vary, and we want to bill per trip rates that capture the costs of service and not exceed those costs.

High Springs/ Alachua – 90 minutes per route:

2 passengers \$ 40.88 per one-way passenger trip  
3 passengers \$ 27.25 per one-way passenger trip  
4 passengers \$ 20.44 per one-way passenger trip  
5 passengers \$16.35 per one-way passenger trip

Waldo - 120 minutes per route

2 passengers \$ 54.50 per one-way passenger trip  
3 passengers \$ 36.33 per one-way passenger trip  
4 passengers \$ 27.25 per one-way passenger trip  
5 passengers \$21.80 per one-way passenger trip

The vehicles being used will have at a minimum 10 ambulatory/ 2 wheelchair capacity. If ridership on the route is above 5 passengers, we will capture the ridership for reporting purposes, but will only bill the 5 passenger rate to not exceed our actual costs and provide value to the CTD.

**c) Project Timeline:** Provide the project timeline, identifying the project start date, project implementation date, and any major milestones.

Fall Semester August 23, 2021 - December 10, 2021  
Spring Semester January 5, 2022 - April 29, 2022

All personnel and vehicles necessary to implement the service are in place.

**d) Project Personnel:** Provide the name, current title and summary of work experience for each key staff member who will work on the project.

Gary Luke, General Manager, 4 years transit experience, 30+ years management experience.

Marsha Rivera, Accounting Manager, 12 years transit experience, 15 years accounting & management experience.

**e) Local Match:** Describe the source of the local match and when such funds will be available.

Santa Fe College has committed to provide the 10% match. A letter of support and commitment is attached.

**Collaboration and Partnership (Not required but strongly encouraged):**

**a)** If the proposed project is collaborative, describe key project partners, their specific role(s) in the project, and how the collaboration increases the likelihood of the project's long-term sustainability and success.

We have an outstanding partnership with Santa Fe College which greatly benefits the transportation-disadvantaged students. Last year, Santa Fe College committed to and provided the 10% match for the EXTRA project during each month MV provided transportation services. Again, Santa Fe College has made the commitment to provide the 10% match for the upcoming school year. Santa Fe College successfully has taken charge in marketing the EXTRA program through flyers posted in several areas in campus and stores, press releases, social media including: Facebook, Instagram & Twitter, and emails sent to all students. The College administration also serves as the recruiter of students for the EXTRA program, providing an online application to determine if they are eligible under the Transportation Disadvantaged program. In addition, Santa Fe College has made several studies to determine the necessity of transportation services for children in rural areas in Alachua County; and with the cooperation of MV surveys have been recorded and distributed verifying the satisfaction and success of the program among the students.

**b)** Applicants may further strengthen their proposals by attaching letters of commitment, cooperative agreements, MOU, or other evidence of strong commitment from partners.

Letters of support are enclosed.

EXAMPLE BUDGET REQUEST FORMAT  
ALACHUA - SANTA FE (MV)

EXPENSE SOURCES	
Labor	\$25,909.88
Fringe Benefits	\$620.80
Contracted Services	\$
Other Direct Costs	\$
a. Work Comp PR Allocation	\$960.96
b. Materials & Supplies	\$6,317.83
c. Fuel	\$17,115.60
d.	\$
Allocated Indirect Costs, if necessary	\$2,182.18
Total Expenses	\$53,107.25



# SANTA FE COLLEGE

**Paul Broadie II, Ph.D.**

April 30, 2021

To Whom It May Concern:

On behalf of Santa Fe College, I strongly endorse MV Transportation's Transportation Disadvantaged Innovation and Service Development Grant application. Based on our overwhelmingly positive experience with the service MV Transportation provides to our students, now and in previous years, we are confident the proceeds of the grant will be put to good use.

MV Transportation's Express Transportation to Rural Areas (EXTRA) service is essential to our college in fulfilling its mission to provide educational opportunities that support business and industry and enable residents to enter meaningful and well-paying employment. Community colleges are almost exclusively commuter institutions. The availability of public transportation can make the difference in whether a student attends and stays in college. Because many of our students cannot afford a vehicle to drive to campus, their sole recourse is to take a city bus. MV Transportation's round-trip EXTRA shuttle service expands this opportunity to students in some of our rural areas by giving them the option of public transit. Being able to ride the shuttle not only enables these individuals to enroll at our college, but allows them to earn degrees and get jobs that promote economic development in the rural communities in which they live. Increasing access to higher education in this respect also stands to strengthen our state economy by providing it with a greater supply of skilled workers. In these difficult economic times, there is tremendous need, as well as opportunity, for community colleges to educate students for employment in successful existing and emerging fields, availing communities to the benefits it brings.

While service to students is the paramount consideration, there are other reasons to support this grant. Bus transportation alleviates traffic congestion, reducing the need for costly new roads and state funds to build new parking lots. When students ride buses, it also reduces traffic congestion on campus, increases safety and improves on-time class attendance.

We are committed to the success of this initiative. The college will provide a 10 percent match to supplement the 90 percent that the Florida Commission for the Transportation Disadvantaged would pay. Our funds are generated from our Transportation Access Fee, which was established years ago with support from a majority of our students. They have long recognized the value of being served by public transit.

MV Transportation has a proven record of success, with on-time scheduling, excellent customer service, and a strong commitment to continuous improvement. Allocating funds for MV Transportation's Transportation Disadvantaged Innovation and Service Development Grant application is a sound investment that will pay dividends throughout our region and contribute to economic well-being in our state. For this and other reasons, it is deserving of your most serious consideration.

Sincerely,



Paul Broadie II, Ph.D.  
President  
Santa Fe College

**Office of the President**

3000 Northwest 83rd Street • Gainesville, Florida 32606  
352-395-5164 • Fax 352-395-5895 • paul.broadie@sfcollge.edu • sfcollge.edu



14450 NE 148<sup>th</sup> Ave., PO Drawer B, Waldo, Fl. 32694 352-468-1001

April 26, 2021

Santa Fe College  
3000 NW 83<sup>RD</sup> Street  
Gainesville, Fl. 32606

To Whom It May Concern:

The City of Waldo is in Eastern Alachua County, which has the lowest average income in the area. Waldo is a disadvantaged community where the average income is below the Federal poverty guidelines with exceptional transportation needs. Waldo is not serviced by a regional bus transportation system and most families have no extra vehicle for their child to use to get to the College Campus. This creates a barrier for children wanting to pursue a higher education.

The need for transportation to Santa Fe College is very high. Most of the children in Waldo attend Hawthorne High School – with transportation from Hawthorne and Waldo this would potentially open the doors to dual enrollment as well. The bus could take them from Hawthorne to the college for their classes and return them to Waldo. Also, having the direct route from Waldo to Santa Fe would also open the door for the citizens in Waldo who want to further their education, but are unable to do so due to lack of transportation options.

I feel that this would improve the economic potential for our community – individuals could obtain academic degrees and career & technical certifications bringing economic growth while also giving our citizens a chance to reach their educational potential and enhance their quality of life.

Please consider adding transportation support for our community. If you have questions or need further information, please contact Kim Worley, City Manager for Waldo-352-468-1001 or mobile 352-258-6921.

Sincerely,

A handwritten signature in blue ink that reads "Louie Davis". The signature is written in a cursive, flowing style.

Louie Davis  
Mayor





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May 5, 2021

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

RECOMMENDATION

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

BACKGROUND

Attached are the following reports:

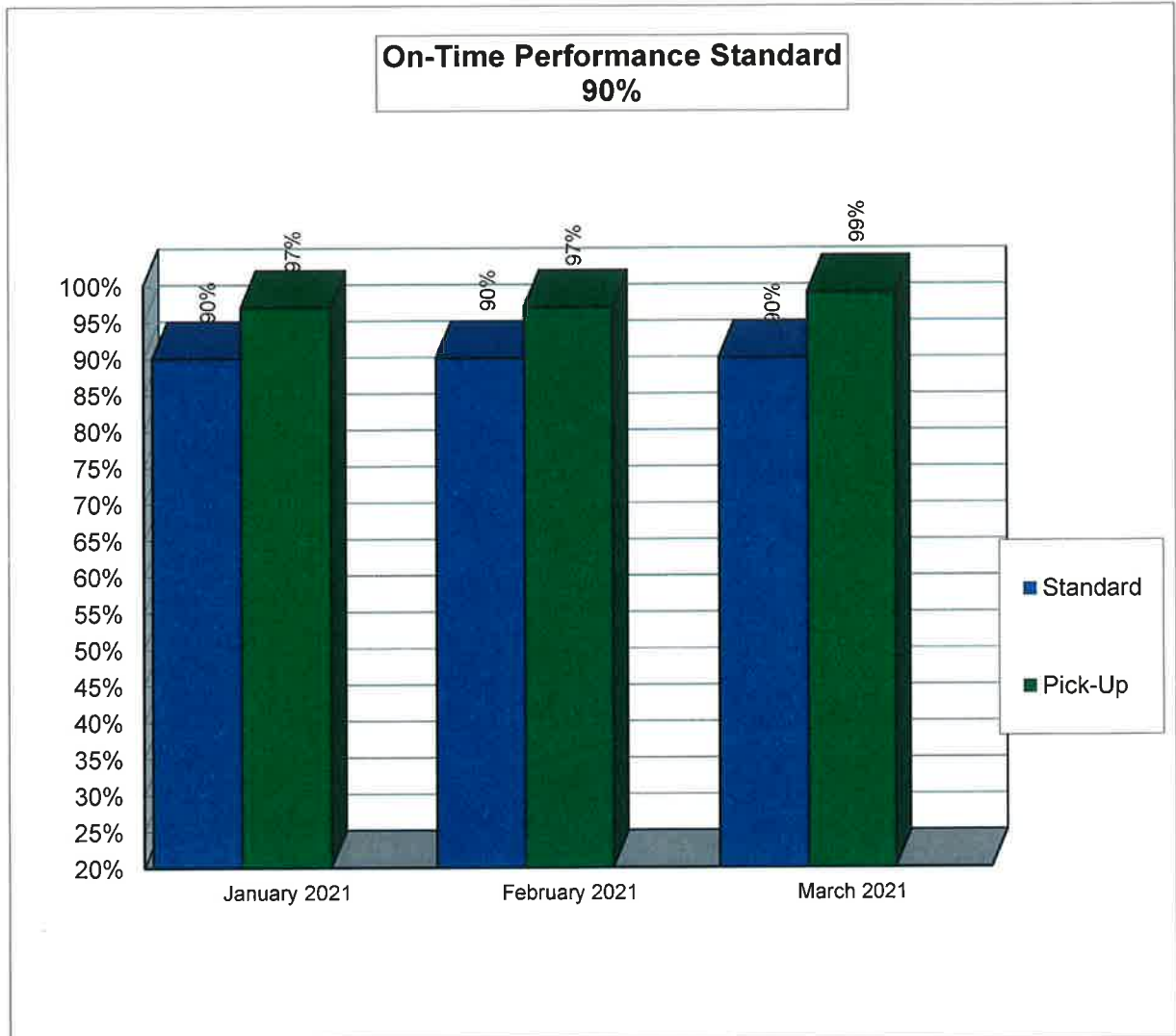
1. Alachua County Transportation Disadvantaged Service Plan Standards Report:
  - On-time performance
  - Complaints
  - Call hold time
  - Accidents
  - Roadcalls
2. MV Contract Transportation, Inc. Operations Report;
3. Transportation Disadvantaged Program Status Report; and
4. Unmet Transportation Needs Report.

Attachments

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**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
STANDARDS OF PERFORMANCE  
ALACHUA COUNTY  
JANUARY - MARCH 2021**

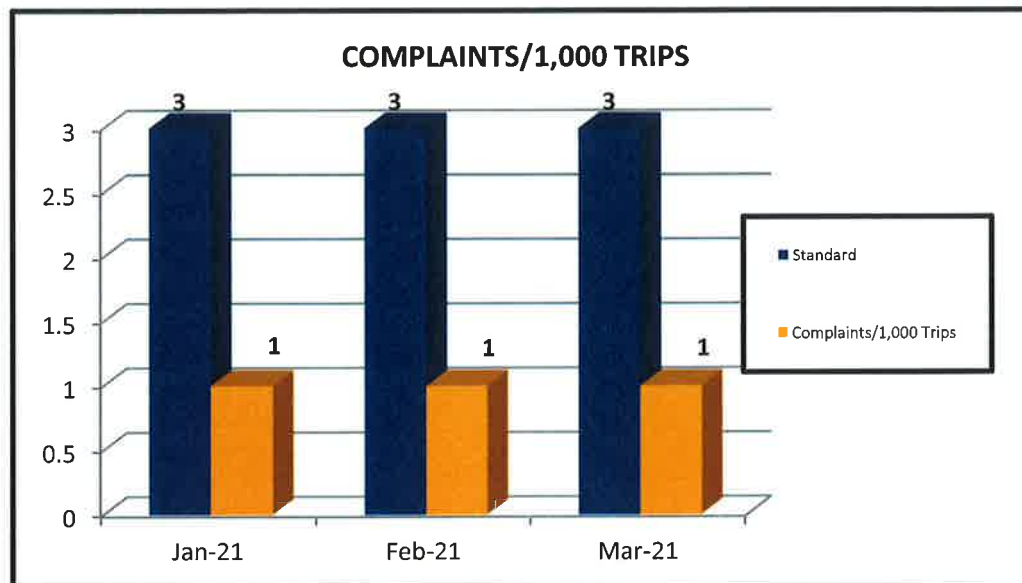


Source: MV Contract Transportatio, Inc. On-Time Analysis

# **TRANSPORTATION DISADVANTAGED SERVICE PLAN STANDARDS**

**ALACHUA COUNTY, JANUARY - MARCH 2021**

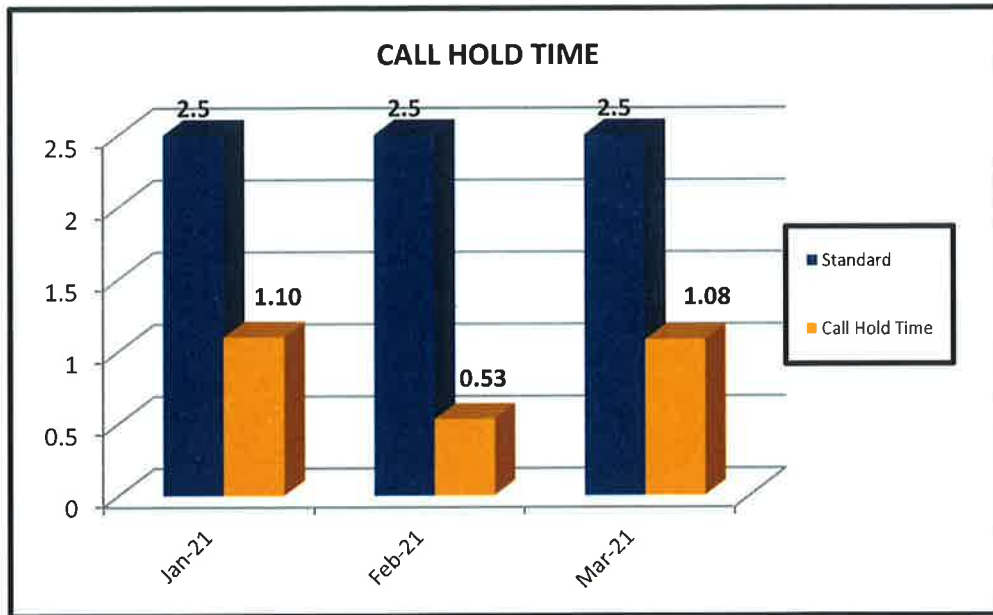
MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
Jan-21	3	1
Feb-21	3	1
Mar-21	3	1



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY, JANUARY - MARCH 2021**

MONTH	STANDARD	CALL HOLD TIME
Jan-21	2.5	1.10
Feb-21	2.5	0.53
Mar-21	2.5	1.08

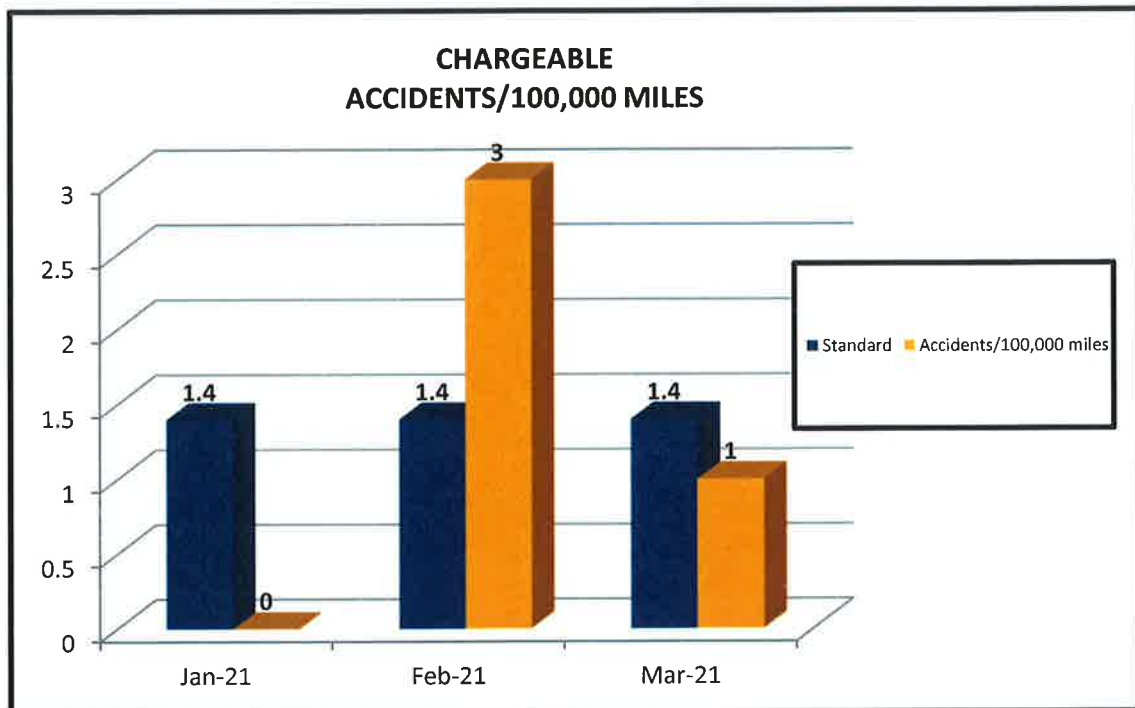


Source: MV Contract Transportation, Inc. Operations Report



**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY JANUARY - MARCH 2021**

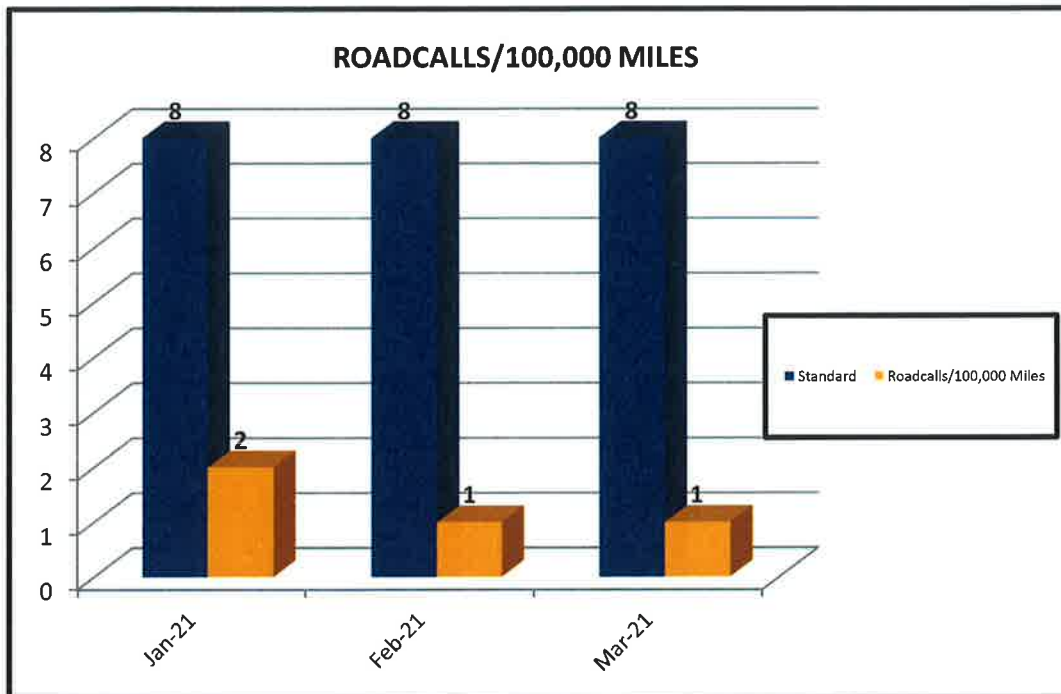
MONTH	STANDARD	CHARGEABLE ACCIDENTS/100,000 MILES
Jan-21	1.4	0
Feb-21	1.4	3
Mar-21	1.4	1



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY, JANUARY - MARCH 2021**

MONTH	STANDARD	ROADCALLS/100,000 MILES
Jan-21	8	2
Feb-21	8	1
Mar-21	8	1



Source: MV Contract Transportation, Inc. Operations Report

2020-2021 OPERATING DATA	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
<b>Total No Trips Invoiced</b>	4,721	4,326	4,016	4,556	3,596	4,100	3,899	3,892	4,311			
Florida Managed Medical Care Program (Medicaid)	0	0	0	0	0	0	0	0	0			
Transportation Disadvantaged Program	867	729	729	965	773	849	823	797	947			
City of Gainesville ADA Service	3,653	3,389	2,978	3,250	2,549	2,976	2,697	2,697	2,969			
Florida Department of Transportation 5311	51	49	92	61	65	83	90	115	129			
Florida Department of Transportation 5310	18	12	21	21	28	23	25	28	30			
Alachua County	89	93	81	127	98	129	131	152	139			
ElderCare of Alachua County, Inc.	43	42	40	62	29	36	48	54	58			
Innovation and Service Development Grant	0	12	75	70	54	4	85	49	39			
<b>Total Vehicle Miles</b>	59,956	54,324	52,757	59,296	46,180	53,542	48,447	47,710	56,290			
<b>Total Vehicle Hours</b>	3,706	3,294	3,184	3,463	2,827	3,187	2,923	3,119	3,427			
<b>Average Miles per Trip</b>	13	13	13	13	13	13	12	12	13			
<b>Number of Passenger No Shows</b>	241	254	305	233	222	197	190	184	216			
<b>Number Trips Denied</b>	0	0	0	1	0	0	0	0	1			
<b>Chargeable Accidents</b>	0	0	0	0	0	0	0	3	1			
<b>RoadCalls</b>	0	1	0	0	4	0	2	1	1			
<b>Complaints</b>	1/4,721 trips	0/4,326 trips	0/4,016 trips	1/4,55 trips	0/3,596	0/4,100	1/3,899	1/3,892	1/4,311			
<b>Commendations</b>	5	4	3	5	4	3	5	4	5			
<b>Telephone Calls</b>	6,849	5,783	5,186	5,611	5,101	5,259	4,816	4,714	4,856			
<b>Average Call On-Hold Time</b>	0.51	0.37	0.49	0.53	0.53	0.55	1.1	0.53	1.08			

**TRANSPORTATION DISADVANTAGED PROGRAM  
2020/2021 TRIP & EQUIPMENT GRANT SUMMARY  
ALACHUA COUNTY**

MONTH/YEAR	STATE FUNDS	MONTHLY STATE ALLOCATION	LOCAL MATCH	LOCAL MATCH SPENT	TOTAL DOLLARS SPENT	EMERGENCY FUNDS	TRUST FUND (90%)	TD FUNDS REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-20	\$650,872.00	\$54,287.00	\$5,428.70	\$4,065.12	\$40,651.17	\$6,792.92	\$43,378.97	\$607,493.03	867	\$46.89
Aug-20	-	\$54,235.00	\$5,423.50	\$3,477.14	\$34,771.41	\$10,030.32	\$41,324.59	\$566,168.44	729	\$47.70
Sep-20	-	\$54,235.00	\$5,423.50	\$3,395.15	\$33,951.51	\$10,509.97	\$41,066.33	\$525,102.11	729	\$46.57
Oct-20	-	\$54,235.00	\$5,423.50	\$4,576.62	\$45,766.17	\$4,353.33	\$45,542.88	\$479,559.23	965	\$47.43
Nov-20	-	\$54,235.00	\$5,423.50	\$3,760.23	\$37,602.27	\$8,439.33	\$42,281.37	\$437,277.86	773	\$48.64
Dec-20	-	\$54,235.00	\$5,423.50	\$4,100.12	\$41,001.21	\$6,603.90	\$43,504.99	\$393,772.87	849	\$48.29
Jan-21	-	\$54,235.00	\$5,423.50	\$3,987.01	\$39,870.06	\$7,214.72	\$43,097.77	\$350,675.10	823	\$48.44
Feb-21	-	\$54,235.00	\$5,423.50	\$3,925.82	\$39,258.18	\$7,545.13	\$42,877.49	\$307,797.61	797	\$49.26
Mar-21	-	\$54,235.00	\$5,423.50	\$4,745.54	\$47,455.38	\$3,593.18	\$46,303.02	\$261,494.59	947	\$50.11
Apr-21	-	\$54,235.00	\$5,423.50				\$0.00	\$261,494.59		#DIV/0!
May-21	-	\$54,235.00	\$5,423.50				\$0.00	\$261,494.59		#DIV/0!
Jun-21	-	\$54,235.00	\$5,423.50				\$0.00	\$261,494.59		#DIV/0!
<b>TOTAL</b>	<b>-</b>	<b>\$650,872.00</b>	<b>\$65,087.20</b>	<b>\$36,032.75</b>	<b>\$360,327.36</b>	<b>\$65,082.80</b>	<b>\$389,377.41</b>	<b>\$261,494.59</b>	<b>7,479</b>	<b>\$48.18</b>

<b>TD PROGRAM STATUS REPORT</b>	<b>Jul-20</b>	<b>Aug-20</b>	<b>Sep-20</b>	<b>Oct-20</b>	<b>Nov-20</b>	<b>Dec-20</b>	<b>Jan-21</b>	<b>Feb-21</b>	<b>Mar-21</b>	<b>Apr-21</b>	<b>May-21</b>	<b>Jun-21</b>
TD Applications Approved	20	13	26	25	14	16	18	11	41			
TD Applications Denied	1	1	0	1	0	0	0	0	1			
Bus Pass Applications Received	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			
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			
Number of TD Trips that can be Provided Daily	54	54	54	54	54	54	54	54	54			
Average Number of TD Trips Performed Daily	32	28	29	36	34	33	33	33	35			
Total Number of TD Trips Provided during the Month	867	729	729	965	773	849	823	797	947			
TD Trip Priorities Used (Yes or No)	No	No	No	No	No	No	No	No	No			
Number of Dialysis Saturday Trips Provided	50	76	53	75	63	57	71	48	51			
Number of Other Saturday Trips Provided	14	29	20	34	16	14	27	26	37			
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0	0	0	0	0	0			

# ATTENDANCE RECORD

## ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	2/12/20	6/3/20	9/9/20	3/10/21
Chair	Commissioner Charles Chestnut, IV	A	P	P	P
Florida Department of Transportation	Janell Damato	P	P	A	P
Alternate Member	Christina Nalsen	A	A	P	A
Florida Department of Children and Families	John Wisker	P	A	P	P
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Deweese Ogden	P	P	P	P
Alternate Member	Vacant				
Florida Department of Education	Jeff Aboumrad	P	P	P	P
Alternate Member	Vacant				
Florida Department of Elder Affairs	Jeff Lee	A	P	P	P
Alternate Member	Nick Hauzer	P	A	A	A
Florida Agency for Persons with Disabilities	Sylvia Bamburg				A
Alternate Member	Vacant				
Public Education	Vacant				
Alternate Member	Vacant				
Citizen Advocate	James East	P	P	P	P
Alternate Member	Vacant				
Citizen Advocate-User	Vacant				
Alternate Member	Vacant				
Elderly	Marie Small			P	A
Alternate Member	Vacant				
Veterans	Albert H. Linden, Jr.	P	P	P	P
Alternate Member	Vacant				
Persons with Disabilities	Vacant				
Alternate Member	Vacant				
Central Florida Community Action Agency	Tiffany McKenzie	P	P	P	P
Alternate Member	Charles J. Harris	A	A	A	A
Children at Risk	Cinton Alford	A	A	A	A
Alternate Member	Morris Sherman			A	A
Mass Transit	Jesus Gomez	A	A	A	A
Alternate Member	Mildred Crawford	P	P	P	P
Regional Workforce Board	Vacant				
Alternate Member	Vacant				
Private Transit Industry	Vacant				
Alternate Member	Vacant				

ATTENDANCE POLICY: According to Chapter I, Section III, Subsection 4 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."

