



August 25, 2021

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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, September 1, 2021 at 10:00 a.m. in the John R. "Jack" Durrance Auditorium located in the Alachua County Administration Building 12 S.E. 1st Street, City of Gainesville. 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**

Please note that Board members may participate (and vote), via communications media technology, however, **seven (7)** Board members must be present to establish a physical quorum to vote on agenda items that require formal action.

Per the updated Centers for Disease Control and Prevention guidelines, to maximize protection from the COVID-19 Delta variant and prevent possibly spreading it to others:

- Wear a mask indoors in public if you are in an area of substantial or high transmission.
- Wearing a mask is most important if you have a weakened immune system or if, because of your age or an underlying medical condition, you are at increased risk for severe disease, or if someone in your household has a weakened immune system, is at increased risk for severe disease, or is unvaccinated. If this applies to you or your household, you might choose to wear a mask regardless of the level of transmission in your area.
- You should continue to wear a mask where required by laws, rules, regulations, or local guidance.  
**\*\*Masks are required to be worn in the Alachua County Administration Building regardless of vaccination status.\*\***

Attached is the meeting agenda and supporting materials. If you have any questions concerning the meeting, please do not hesitate to contact me at 1-800-226-0690 extension 110.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public 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).

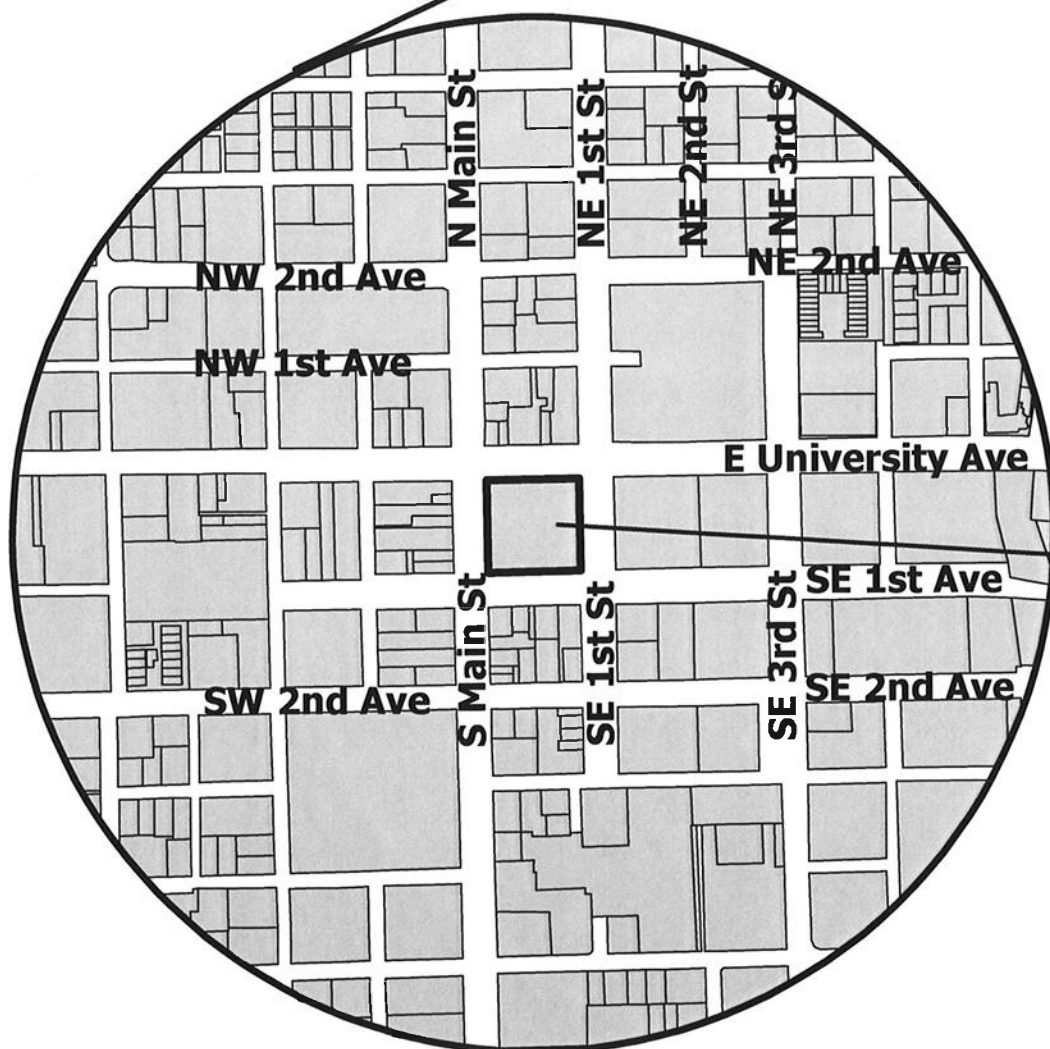
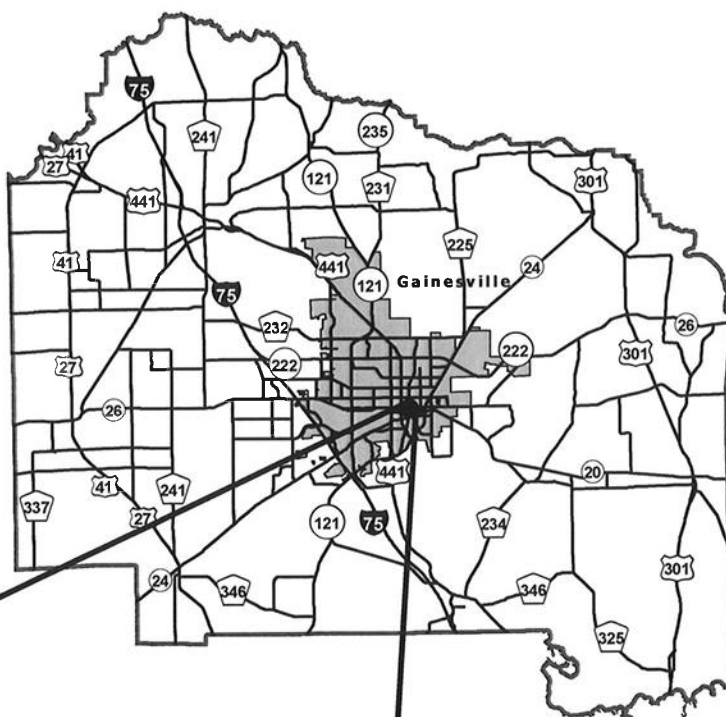
#### Attachments

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

# 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

Wednesday  
September 1, 2021  
10:00 a.m.

**Dial in Number: Toll free 1.888.585.9008**

**Conference Code: 864 183 272**

**\*\*Masks are required to be worn in the Alachua County Administration Building regardless of vaccination status.\*\***

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

**A. Introductions**

**B. Roll Call**

**C. Approval of the Meeting Agenda**

**ACTION REQUIRED**

**D. Approval of the May 12, 2021 Minutes**

**Page 7**

**ACTION REQUIRED**

**II. NEW BUSINESS**

**A. Bylaws**

**Page 9**

**ACTION REQUIRED**

The Board needs to approve the Bylaws

**B. Grievance Procedures**

**Page 29**

**ACTION REQUIRED**

The Board needs to approve the Grievance Procedures

**C. Elect Vice-Chair**

**Page 47**

**ACTION REQUIRED**

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

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

**Page 49**

**NO ACTION REQUIRED**

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

### **III. OTHER BUSINESS**

#### **A. Comments**

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

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

- A. November 10, 2021 at 10:00 a.m.**
- B. February 9, 2022 at 10:00 a.m.**
- C. May 11, 2022 at 10:00 a.m.**
- D. September 14, 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
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Phyllis Marty Regional Workforce Board	Anna Mendoza 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, 2024)	Vacant Citizen Advocate (Term ending June 30, 2024)
Vacant Citizen Advocate - User (Term ending June 30, 2024)	Vacant Citizen Advocate - User (Term ending June 30, 2024)
Vacant Persons with Disabilities (Term ending June 30, 2024)	Vacant Persons with Disabilities (Term ending June 30, 2024)
Marie Small Elderly (Term ending June 30, 2023)	Vacant Elderly (Term ending June 30, 2023)
Erica Barnard Medical Community (Term ending June 30, 2022)	Vacant Medical Community (Term ending June 30, 2022)
Vacant 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**

**MEETING MINUTES**

John R. "Jack" Durrance Auditorium  
Alachua County Administration Building  
Gainesville, Florida  
Dial in Number: Toll free 1.888.585.9008  
Conference Code: 864 183 272

Wednesday  
May 12, 2021  
10:03 a.m.

**VOTING MEMBERS PRESENT IN PERSON**

Commissioner Charles Chestnut, IV, Chair  
Millie Crawford representing Jesus Gomez, Mass Transit Representative  
Nick Hauzer representing Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair  
Albert H. Linden, Jr., Veterans Representative  
Christina Nalsen, Florida Department of Transportation Representative  
Tiffany McKenzie, Central Florida Community Action Agency Representative  
John Wisker, Florida Department of Children and Families Representative

**VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY**

Jeff Aboumrad, Florida Department of Education Representative  
Janell Damato, Florida Department of Transportation Representative  
James East, Citizen Advocate Representative

**VOTING MEMBERS ABSENT**

Cinton Alford, Children at Risk Representative  
Deweece Ogden, Florida Agency for Health Care Administration Representative

**OTHERS PRESENT**

Bruce Granai, MV Contract Transportation, Inc.  
Judy Hamilton  
Gary Luke, General 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. Voting Via Communications Media Technology**

**ACTION:** Tiffany McKenzie moved to allow Board members participating via communications media technology to vote on agenda items that require formal action due to the extraordinary circumstances related to the COVID-19 pandemic. Millie Crawford seconded; motion passed unanimously.

**B. Approval of the Meeting Agenda**

**ACTION:** Albert Linden moved to approve the meeting agenda. Tiffany McKenzie seconded; motion passed unanimously.

**C. Approval of the September 9, 2020 Meeting Minutes**

**ACTION:** James East moved to approve the September 9, 2021 meeting minutes. Millie Crawford seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. 2019/20 Annual Performance Evaluation**

Ms. Lynn Godfrey Metropolitan Transportation Planning Organization Senior Planner, stated that the Board is required to review MV Contract Transportation, Inc.'s performance as the Alachua County Community Transportation Coordinator annually. She said the draft 2019/20 performance evaluation is included in the meeting materials for the Board's review.

The Board reviewed MV Contract Transportation, Inc.'s 2019/20 Annual Performance Evaluation.

**ACTION:** James East moved to approve MV Contract Transportation, Inc.'s 2019/20 Annual Performance Evaluation. Albert Linden seconded; motion passed unanimously.

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

Ms. Godfrey stated that 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 Board's approval. She reviewed the draft plan with the Board.

Ms. Marsha Rivera, MV Contract Transportation, Inc. Accounting Manager, discussed MV Contract Transportation, Inc.'s Fiscal Year 2021/22 service rates. She said these rates will replace the Fiscal Year 2020/21 service rates that are in the Plan update.



**ACTION:** Millie Crawford moved to approve the 2018/23 Alachua County Transportation Disadvantaged Service Plan Annual Update with the corrections noted by staff and the addition of MV Contract Transportation, Inc.'s Fiscal Year 2021/22 service rates. Albert Linden seconded; motion passed unanimously.

**C. 2021/22 Rural Area Capital Equipment Grant Application**

Ms. Godfrey stated that MV Contract Transportation, Inc. applied for Fiscal Year 2021/22 Rural Area Capital Assistance Grant funds to purchase vehicle maintenance equipment. She said Board approval of this grant application is required in order for MV Contract Transportation, Inc. to receive funding through this program.

**ACTION:** Tiffany McKenzie moved to approve MV Contract Transportation, Inc.'s Fiscal Year 2021/22 Rural Area Capital Assistance Grant application. James East seconded; motion passed unanimously.

**D. 2019/20 Annual Operating Report**

Ms. Godfrey stated that the Board is required to review the 2019/20 Annual Operating Report. She said Ms. Rivera discussed the Annual Operating Report at the March 10, 2021 meeting.

The Board reviewed the 2019/20 Annual Operating Report.

**E. 2021/22 Innovative and Service Development Grant Application**

Ms. Godfrey stated that MV Contract Transportation, Inc. applied for Fiscal Year 2021/22 Innovative and Service Development Grant funds to continue shuttle service from the Cities of Newberry and Waldo to the City of Gainesville.

The Board reviewed MV Contract Transportation, Inc.'s application for 2021/22 Innovative and Service Development Grant funds.

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

Mr. Gary Luke, MV Contract Transportation, Inc. General Manager, and Mr. Bruce Granai, MV Contract Transportation Safety Manager, discussed the following MV Contract Transportation, Inc. activities:

- Katherine McClary Award recipient
- Annual Katherine McClary Award recipient
- Driver Recruiting Efforts
- Trip Volume
- Wage Initiatives
- Transportation Disadvantaged Program Evening Service
- Safety Focus/Initiatives

- Innovation and Service Development Grant Project
- Rural Capital Assistance Grant Project
- Operating Statistics

### **III. OTHER BUSINESS**

#### **A. Members**

Millie Crawford stated that the pilot grant program administered by the Florida Commission for the Transportation Disadvantaged required fifty percent local matching funds. She said that, unfortunately, Alachua County does not have the financial resources to provide that amount of local matching funds for new transportation projects.

#### **B. Citizens**

There were no citizen comments.

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

Chair Chestnut stated that the next Board meeting will be held May 12, 2021 at 10:00 a.m. He thanked all of the Board members for attending the meeting.

### **ADJOURNMENT**

The meeting adjourned at 11:07 a.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Date



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August 25, 2021

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

RECOMMENDATION

**Approve the Board's Bylaws.**

BACKGROUND

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

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

Attachment

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



# Bylaws

September 1, 2021

## Alachua County Transportation Disadvantaged Coordinating Board







# Alachua County Transportation Disadvantaged Coordinating Board

## Bylaws

Approved by the

**Alachua County  
Transportation Disadvantaged Coordinating Board**

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

September 9, 2020

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# **Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Bylaws**

## **A. Preamble**

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

## **B. Agency Description**

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

## **C. Definitions**

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

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

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

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

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

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

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

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

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

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

## **D. Name and Purpose**

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

## **E. Membership**

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

- (d) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- (e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.
- (r) A local representative of the Florida Agency for Persons with Disabilities.

- (s) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board. It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.
- (2) **Alternate Members.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings.

## **F. Officers**

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

## **G. Meetings**

- (1) Regular Meetings. The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled at the discretion of the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.
- (2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership. Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.
- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled at the discretion of the Chair.
- (4) Public Workshop. The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled at the discretion of the Chair.
- (5) Notice of Regular and Special Meetings. All meetings, public workshops, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Meeting notices shall include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats.

Notices and tentative agendas shall be provided to the Florida Commission for the Transportation Disadvantaged, Board members and other interested parties at least two weeks prior to each Board meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.

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

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

- (7) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.
- (8) Voting Conflicts. In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."
- (9) Proxy Voting. Proxy voting is not permitted.
- (10) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) Attendance. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.
- 12) Public Comment. Members of the public shall be given a reasonable opportunity to be heard on a proposition before the Board. The opportunity to be heard need not occur at the same meeting at which the Board takes official action on the proposition if the opportunity occurs at a meeting that is during the decision making process and is within reasonable proximity in time before the meeting at which the Board takes the official action. This provision does not prohibit the Board from maintaining orderly conduct or proper decorum in a public meeting. The opportunity for members of the public to be heard is subject to policies adopted by the Board as provided herein.



Policies of the Board which govern the opportunity for members of the public to be heard at public meetings are, as follows:

- (a) The Board shall include an item on the agenda of public meetings for public comment offering members of the public and representatives of groups or factions an opportunity to comment or to be heard on any matter pertinent to the Board not included as an agenda item at such public meeting. Such 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.
- (b) Members of the public shall be allowed to address the Board or any committee of the Board following the making of a motion that has been properly seconded concerning a proposition before the Board or any committee of the Board. Such comments shall be directed to the Chair.
- (c) The Board may, at its discretion, require representatives of groups or factions on a proposition to address the Board or any committee of the Board, rather than allowing all members of such groups or factions to address the Board or any committee of the Board, at meetings in which a large number of individuals wish to be heard.
- (d) All comments made by Board members, Board staff, guests and members of the public during any public meeting of the Board 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 Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.
- (2) **Minutes.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is responsible for maintaining an official set of minutes for each Board meeting.

## **I. Duties**

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
- (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.
  - (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
  - (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
  - (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.
  - (e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
  - (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
  - (g) Assist the Community Transportation Coordinator in establishing trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
  - (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
  - (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.

- (j) Annually hold a public workshop for the purpose of receiving input regarding unmet transportation needs or any other areas that relate to the local transportation services provided under Florida's Transportation Disadvantaged Program in Alachua County.
- (k) Annually review the Annual Operations Report.

## **J. Committees**

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

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

## **K. Amendments**

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

## **L. Certification**

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 1st day of September 2021.

---

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

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# Alachua County Transportation Disadvantaged Coordinating Board

## *Bylaws Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility



Use the QR Reader App  
on your smart phone to  
visit our website!

## 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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2009 NW 87th Place, Gainesville, FL 32653 • 1803 • 352.955.2200

August 25, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

**Approve the Board's Grievance Procedures.**

BACKGROUND

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

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

Attachment

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# Grievance Procedures

September 1, 2021

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 1, 2021

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# **Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures**

## **A. Preamble**

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

## **B. Agency Description**

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

## **C. Definitions**

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

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

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

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

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

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

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

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

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

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

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



- (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.

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

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

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

## **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

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.

- (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 1st day of September 2021.

---

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

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## **Alachua County Transportation Disadvantaged Coordinating Board**

### *Grievance Procedures Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility



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on your smart phone to  
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## Alachua County Transportation Disadvantaged Coordinating Board

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Suwannee • Taylor • Union Counties

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2008 NW 87th Place, Gainesville, FL 32653-1803 • 352.955.2200

August 25, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Elect Vice-Chair

RECOMMENDATION

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

BACKGROUND

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

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

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August 25, 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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**We provide freedom.**

Alachua County Local Coordinating Board  
September, 2021

MV Transportation  
Community Transportation Coordinator

## Gainesville, FL Div. 65

- **Gary Luke**  
**General Manager**  
**Going on 5 years in the**  
**Para Transit Operation**

**Bruce Granai**  
**Safety Manager**  
**58 years in transportation**

**Marsha Rivera**  
**Accounting**  
**Manager**  
**12 years with**  
**MV Transit**



## Katherine McClary Award

- **Jared Henson**
- **2nd Quarter 2021**
- **Above and Beyond**
- The Katherine McClary Award Program is a program that recognizes MVT vehicle operators throughout North America, who continually demonstrate a commitment to safety and for providing the standard of excellence MVT delivers to our clients.



## Alachua County EOC



### Alachua County Emergency Management

@AlachuaCoEM · Government Organization

MV is prepared to be a resource to the EOC



## The Hiring Dilemma

Pre-Pandemic 20 -25  
applications per week  
Today 1 to 3 per week  
Advertising on most major  
job sites  
Implemented new software  
to aid in the recruiting and  
hiring process



## Wage Initiatives

***City of Gainesville – Living Wage Discussion***

***MV Starting Wage - \$10.50***





## Driver Recruiting Efforts

### The iCIMS Talent Cloud

Transform talent acquisition with the world's leading cloud-based talent acquisition software.

#### We implemented a new Job Application Process and Recruiting Program

Accelerate and streamline your entire recruitment process.

The iCIMS Talent Cloud gives you more ways to attract, engage, hire, and advance the best talent.



**Attract**  
Generate candidate interest with compelling career sites and recruitment marketing solutions



**Engage**  
Stay connected with your candidates and employees using text, email, chatbots, and more



**Hire**  
Quickly route job offers and onboard new employees with AI-powered applicant tracking, offer letter templates, and more



**Advance**  
Boost internal mobility with AI-enabled career pathing, analytics, and dynamic talent profiles



## Driver Training

Driver training consist of a strict guideline and is fully documented. Each new driver must go through 108 hours of training. Then are given routes and schedules to allow them to start at a more comfortable pace.





## Trip Volume

**2019 Calendar Year: 78,209**

**Completed Trips**

**2020 Calendar Year: 52,201**

**Completed Trips (33% decline)**

May 2020 – 3,563	May 2021 – 4,427 24% Increase
June 2020 – 4,340	June 2021 – 4,563 5% Increase
July 2020 – 4,721	July 2021 – 4,206 11% Decline



## Operating Statistics

- Consistent On Time Performance – 90% Goal
- May - 97.71%
- June – 96.28%
- July – 96.88%
- Accidents – Outline in previous slide
- Call Hold Times – Well under standard
- Road Calls - Well under standard
- Valid Complaints – Well under standard of 3/1000 trips
- May – 1/4427
- June – 1/4563
- July – 1/4206



## TD Evening Service

**Curtailed TD Service : September 1, 2020**

**Changed Hours: Last Pickup Window: 5:00 – 5:30 PM**

**Proposed Change Effective: Monday, April 5**

**Change Last Pickups: M-F 8:00 – 8:30 PM, Sat. 6:00 – 6:30 PM**

**Telephone Announcements 1 Week Before Implementation**

**Subsequent TDSP amendment next meeting**



## Preventable Vehicle Accident Outline

**2021 2<sup>nd</sup> Quarter**

**1 preventable**

**No injuries in either accident**





## **JULY SAFETY FOCUS**

- CUSTOMER SERVICE
- ADA SENSITIVITY ANNOUNCEMENTS

## **AUGUST SAFETY FOCUS**

- FOLLOWING DISTANCE
- PRE-TRIP INSPECTIONS



## **SAFETY INITIATIVES COVID – CDC Guidelines**

All MV employees must use best efforts to ensure that any persons on the public transportation vehicle wears a mask. Best efforts include:

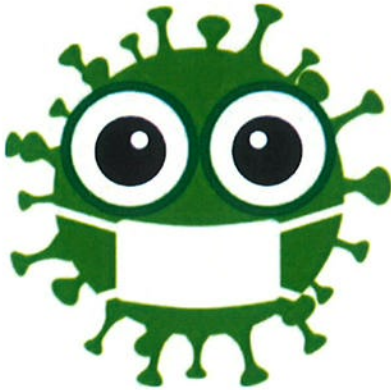
- Boarding only those persons who wear masks
- Instructing persons that federal law requires wearing a mask on the public transportation vehicle and failure to comply constitutes a violation of federal law
- Monitoring persons onboard the public transportation for anyone who is not wearing a mask and seeking compliance from such persons
- At the earliest opportunity, disembarking any person who refuses to comply



Exceptions can be made for medical reasons



## Safety Initiatives Covid – CDC Guideline

We sanitize the facility and the buses on a daily basis



## SAFETY INITIATIVES Wheelchair Securement

**Just In case you forgot,  
every wheelchair needs  
to be properly secured.**










## SAFETY INITIATIVES

### Wheelchair Securement



#### ALERT: REMEMBER TO SECURE PROPERLY

The safety of our passengers is the most critical aspect of our work, and the securing of mobility devices on our buses are some of the most important activities we perform on a daily basis. We need to make sure we are securing mobility devices utilizing the **4-DOWN, 1-AROUND** method.



**4 DOWN** Always ensure a full 4 point tie down when securing the mobility device with in the bus and strive for a 45 degree tie-down angle when possible.

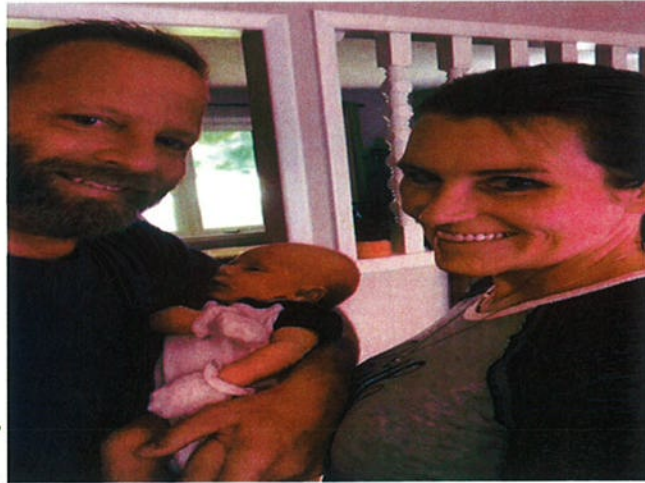
**1 AROUND** Effective securement of a passenger increases higher safety. Both lap and shoulder belts are necessary for proper passenger safety. Make sure the belt is not twisted and the lower section rest comfortably across the hip area and the shoulder belt is set properly over the shoulder.



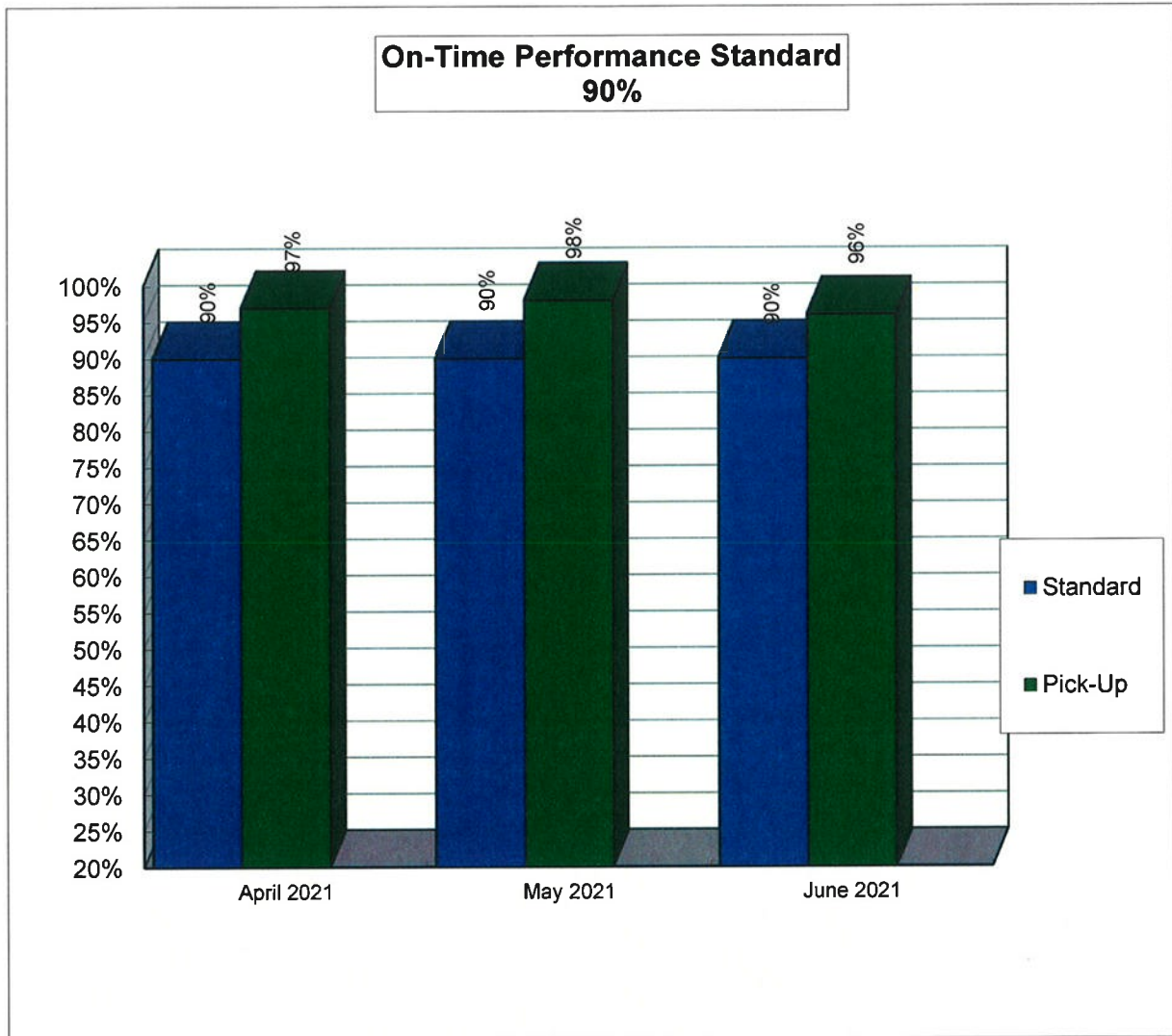
## Inspiration Board



## Brand New Grandparents



**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
STANDARDS OF PERFORMANCE  
ALACHUA COUNTY  
APRIL - JUNE 2021**

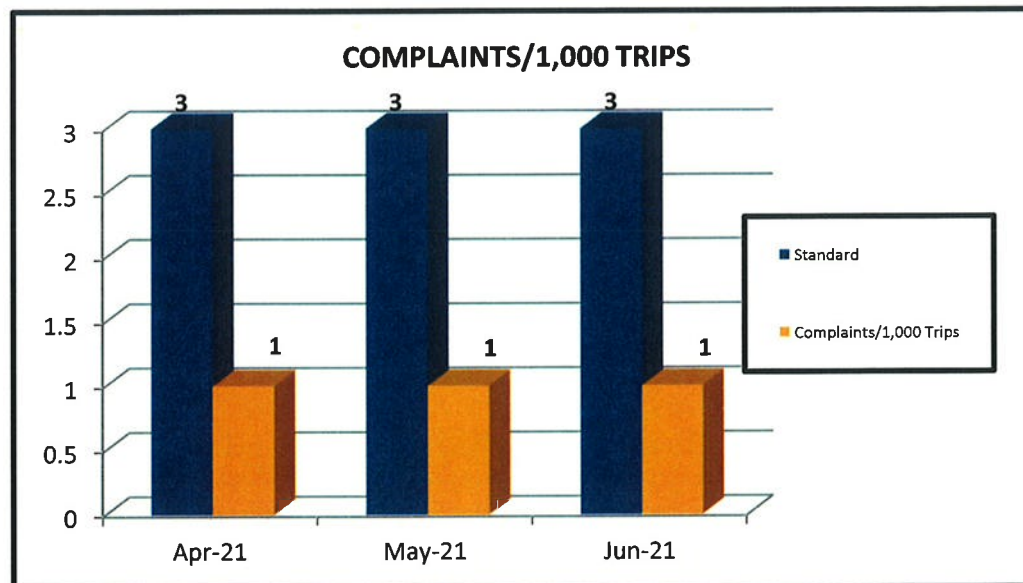


Source: MV Contract Transportatio, Inc. On-Time Analysis

# TRANSPORTATION DISADVANTAGED SERVICE PLAN STANDARDS

ALACHUA COUNTY, APRIL - JUNE 2021

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
Apr-21	3	1
May-21	3	1
Jun-21	3	1



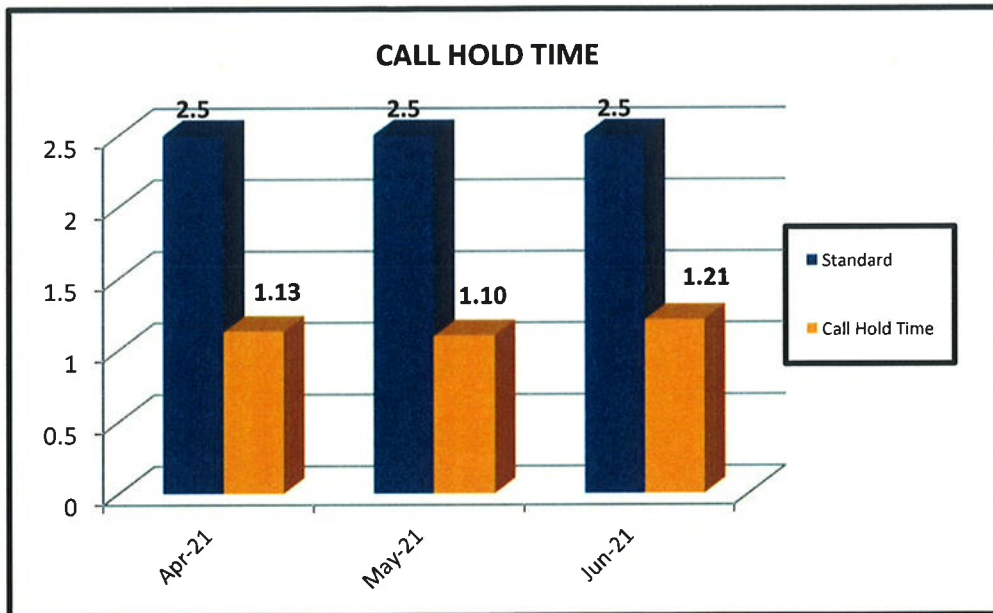
Source: MV Contract Transportation, Inc. Operations Report

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**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY, APRIL - JUNE 2021**

MONTH	STANDARD	CALL HOLD TIME
Apr-21	2.5	1.13
May-21	2.5	1.10
Jun-21	2.5	1.21

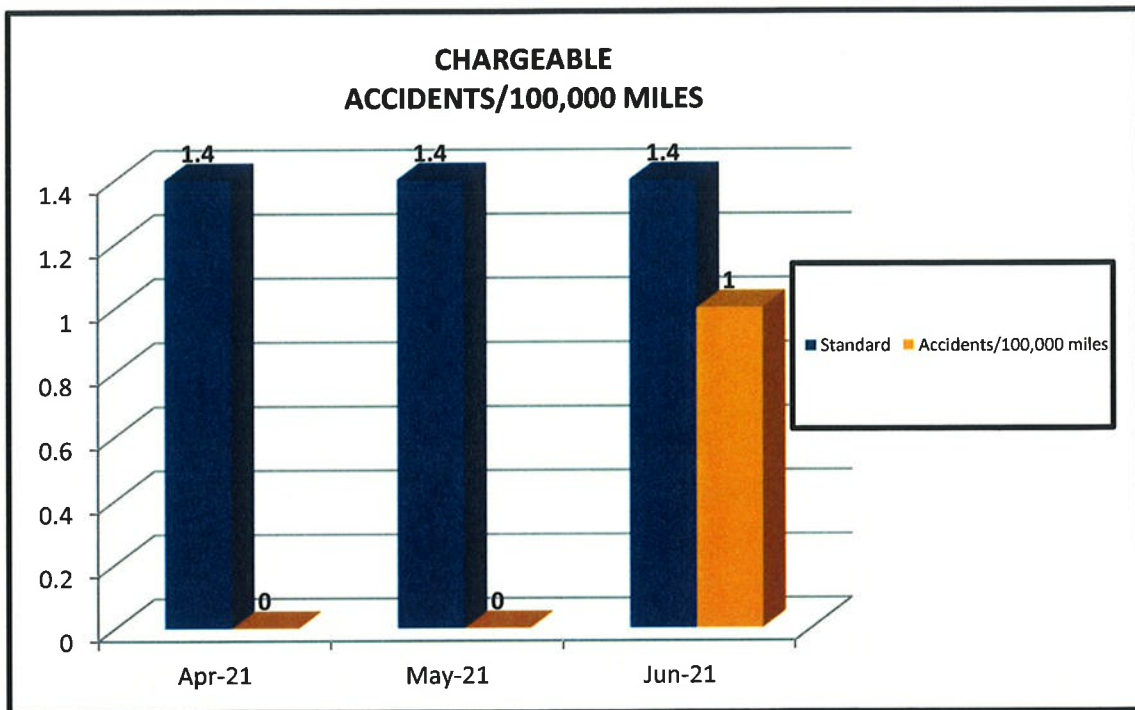


Source: MV Contract Transportation, Inc. Operations Report

# TRANSPORTATION DISADVANTAGED SERVICE PLAN STANDARDS

ALACHUA COUNTY APRIL - MAY 2021

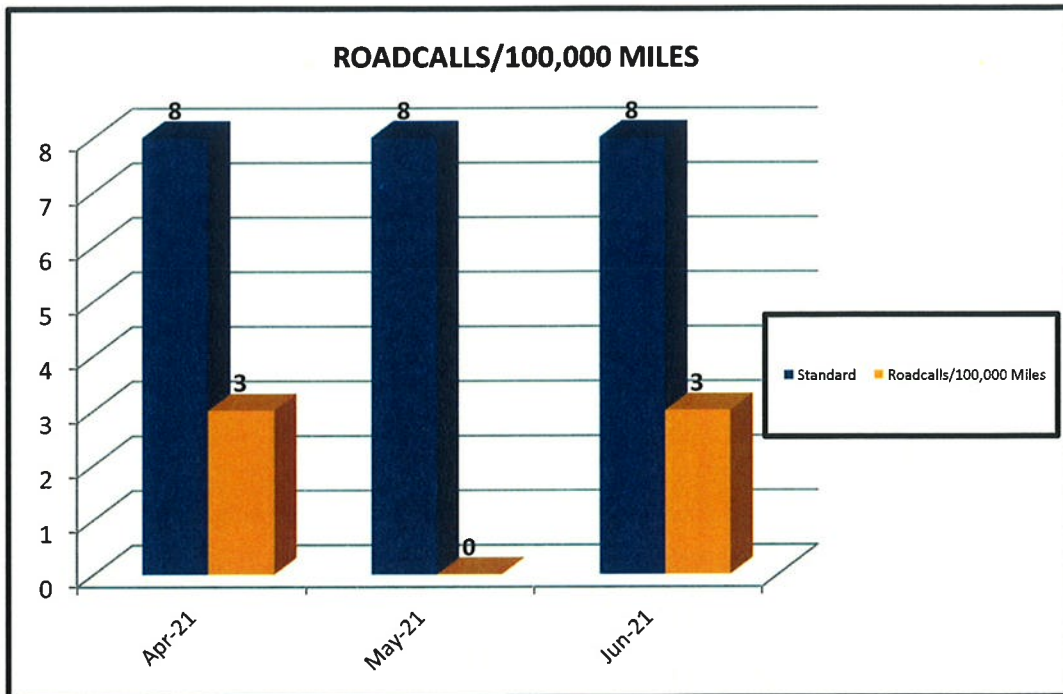
MONTH	STANDARD	CHARGEABLE ACCIDENTS/100,000 MILES
Apr-21	1.4	0
May-21	1.4	0
Jun-21	1.4	1



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY, APRIL - JUNE 2021**

MONTH	STANDARD	ROADCALLS/100,000 MILES
Apr-21	8	3
May-21	8	0
Jun-21	8	3



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	4,481	4,427	4,563
Florida Managed Medical Care Program (Medicaid)	0	0	0	0	0	0	0	0	0	0	0	0
Transportation Disadvantaged Program	867	729	729	965	773	849	823	797	947	989	949	1,014
City of Gainesville ADA Service	3,653	3,389	2,978	3,250	2,549	2,976	2,697	2,697	2,969	3,096	3,135	3,281
Florida Department of Transportation 5311	51	49	92	61	65	83	90	115	129	127	87	87
Florida Department of Transportation 5310	18	12	21	21	28	23	25	28	30	42	42	32
Alachua County	89	93	81	127	98	129	131	152	139	137	181	88
ElderCare of Alachua County, Inc.	43	42	40	62	29	36	48	54	58	41	33	61
Innovation and Service Development Grant	0	12	75	70	54	4	85	49	39	49	0	0
<b>Total Vehicle Miles</b>	59,956	54,324	52,757	59,296	46,180	53,542	48,447	47,710	56,290	56,879	56,552	58,156
<b>Total Vehicle Hours</b>	3,706	3,294	3,184	3,463	2,827	3,187	2,923	3,119	3,427	3,312	3,274	3,541
<b>Average Miles per Trip</b>	13	13	13	13	13	13	12	12	13	13	13	13
<b>Number of Passenger No Shows</b>	241	254	305	233	222	197	190	184	216	222	214	190
<b>Number Trips Denied</b>	0	0	0	1	0	0	0	0	1	0	0	0
<b>Chargeable Accidents</b>	0	0	0	0	0	0	0	3	1	0	0	1
<b>RoadCalls</b>	0	1	0	0	4	0	2	1	1	3	0	3
<b>Complaints</b>	1/4,721 trips	0/4,326 trips	0/4,016 trips	1/4,55 trips	0/3,596 trips	0/4,100 trips	1/3,899 trips	1/3,892 trips	1/4,311 trips	1/4,481 trips	1/4,427 trips	1/4,563 trips
<b>Commendations</b>	5	4	3	5	4	3	5	4	5	5	6	10
<b>Telephone Calls</b>	6,849	5,783	5,186	5,611	5,101	5,259	4,816	4,714	4,856	5,485	5,164	5,792
<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	1.13	1.10	1.21

2021-2022 OPERATING DATA	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Total No Trips Involved	4,206											
Florida Managed Medical Care Program (Medicaid)	0											
Transportation Disadvantaged Program	995											
City of Gainesville ADA Service	2,970											
Florida Department of Transportation 5311	86											
Florida Department of Transportation 5310	31											
Alachua County	90											
ElderCare of Alachua County, Inc.	34											
Total Vehicle Miles	54,973											
Total Vehicle Hours	3,301											
Average Miles per Trip	13											
Number of Passenger No Shows	157											
Number Trips Denied	0											
Chargeable Accidents	1											
RoadCalls	2											
Complaints	1/4,206 trips											
Commendations	9											
Telephone Calls	5,275											
Average Call On-Hold Time	1.23											

<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	30	14	18
TD Applications Denied	1	1	0	1	0	0	0	0	1	0	0	0
Bus Pass Applications Received	0	0	0	0	0	0	0	0	0	0	0	0
Number of Bus Passes sponsored by the TDTF	0	0	0	0	0	0	0	0	0	0	0	0
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of TD Trips that can be Provided Daily	54	54	54	54	54	54	54	54	54	54	54	54
Average Number of TD Trips Performed Daily	32	28	29	36	34	33	33	33	35	38	37	39
Total Number of TD Trips Provided during the Month	867	729	729	965	773	849	823	797	947	989	949	1014
TD Trip Priorities Used (Yes or No)	No	No	No	No	No	No	No	No	No	No	No	No
Number of Dialysis Saturday Trips Provided	50	76	53	75	63	57	71	48	51	54	50	42
Number of Other Saturday Trips Provided	14	29	20	34	16	14	27	26	37	989	21	22
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0	0	0	0	0	0	40	0	0

<b>TD PROGRAM STATUS REPORT</b>	<b>Jul-21</b>	<b>Aug-21</b>	<b>Sep-21</b>	<b>Oct-21</b>	<b>Nov-21</b>	<b>Dec-21</b>	<b>Jan-22</b>	<b>Feb-22</b>	<b>Mar-22</b>	<b>Apr-22</b>	<b>May-22</b>	<b>Jun-22</b>
TD Applications Approved	12											
TD Applications Denied	1											
Bus Pass Applications Received	0											
Number of Bus Passes sponsored by the TDTF	0											
Applicants at or below 100% of the Federal Poverty Level	N/A											
Number of TD Trips that can be Provided Daily	54											
Average Number of TD Trips Performed Daily	37											
Total Number of TD Trips Provided during the Month	995											
TD Trip Priorities Used (Yes or No)	No											
Number of Dialysis Saturday Trips Provided	48											
Number of Other Saturday Trips Provided	35											
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0											

**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	\$4,881.59	\$48,815.91	\$3,035.57	\$46,969.89	\$214,524.70	989	\$49.36
May-21	-	\$54,235.00	\$5,423.50	\$4,646.60	\$46,466.01	\$4,038.40	\$45,857.81	\$168,666.89	949	\$48.96
Jun-21	-	\$54,235.00	\$5,423.50	\$4,859.70	\$48,596.97	\$3,114.39	\$46,851.66	\$121,815.23	1014	\$47.93
<b>TOTAL</b>	-	<b>\$650,872.00</b>	<b>\$65,087.20</b>	<b>\$50,420.64</b>	<b>\$504,206.25</b>	<b>\$75,271.16</b>	<b>\$529,056.77</b>	<b>\$121,815.23</b>	<b>10,431</b>	<b>\$48.34</b>



**TRANSPORTATION DISADVANTAGED PROGRAM  
2021/2022 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-21	\$569,111.00	\$47,502.00	\$4,750.20	\$4,902.52	\$49,025.24	\$675.86	\$44,798.58	\$524,312.42	995	\$49.27
Aug-21	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Sep-21	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Oct-21	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Nov-21	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Dec-21	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Jan-22	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Feb-22	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Mar-22	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Apr-22	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
May-22	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
Jun-22	-	\$47,419.00	\$4,741.90				\$0.00	\$524,312.42		#DIV/0!
<b>TOTAL</b>	-	<b>\$569,111.00</b>	<b>\$56,911.10</b>	<b>\$4,902.52</b>	<b>\$49,025.24</b>	<b>\$675.86</b>	<b>\$44,798.58</b>	<b>\$524,312.42</b>	<b>995</b>	<b>\$49.27</b>



# ATTENDANCE RECORD

## ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	6/3/20	9/9/20	3/10/21	5/12/21
Chair	Commissioner Charles Chestnut, IV	P	P	P	P
Florida Department of Transportation	Janell Damato	P	A	P	P
Alternate Member	Christina Nalsen	A	P	A	P
Florida Department of Children and Families	John Wisker	A	P	P	P
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Reeda Harris				
Alternate Member	Pamela Hagley				
Florida Department of Education	Jeff Aboumrad	P	P	P	P
Alternate Member	Vacant				
Florida Department of Elder Affairs	Jeff Lee	P	P	P	A
Alternate Member	Nick Hauzer	A	A	A	P
Florida Agency for Persons with Disabilities	Sylvia Bamburg			A	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	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	Vacant				
Alternate Member	Morris Sherman		A	A	A
Mass Transit	Jesus Gomez	A	A	A	A
Alternate Member	Mildred Crawford	P	P	P	P
Regional Workforce Board	Phyllis Marty				
Alternate Member	Anna Mendoza				
Local Medical Community	Erica Barnard				
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."

