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

May 4, 2022

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 11, 2022 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 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 at least two (2) Board members must be present in person in addition to at least five (5) Board members present via communications media technology to establish a quorum in order to vote on agenda items that require formal action.\*\***

Per the Centers for Disease Control and Prevention guidelines, to reduce the risk of becoming infected with the virus that causes COVID-19 and potentially spreading it to others, fully vaccinated people should wear a mask indoors in public if they are in an area of substantial or high transmission; if someone in their household is immunocompromised or at increased risk for severe disease; or if someone in their household is unvaccinated. **Masks are strongly encouraged when social distancing is not possible.**

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).

Attachment

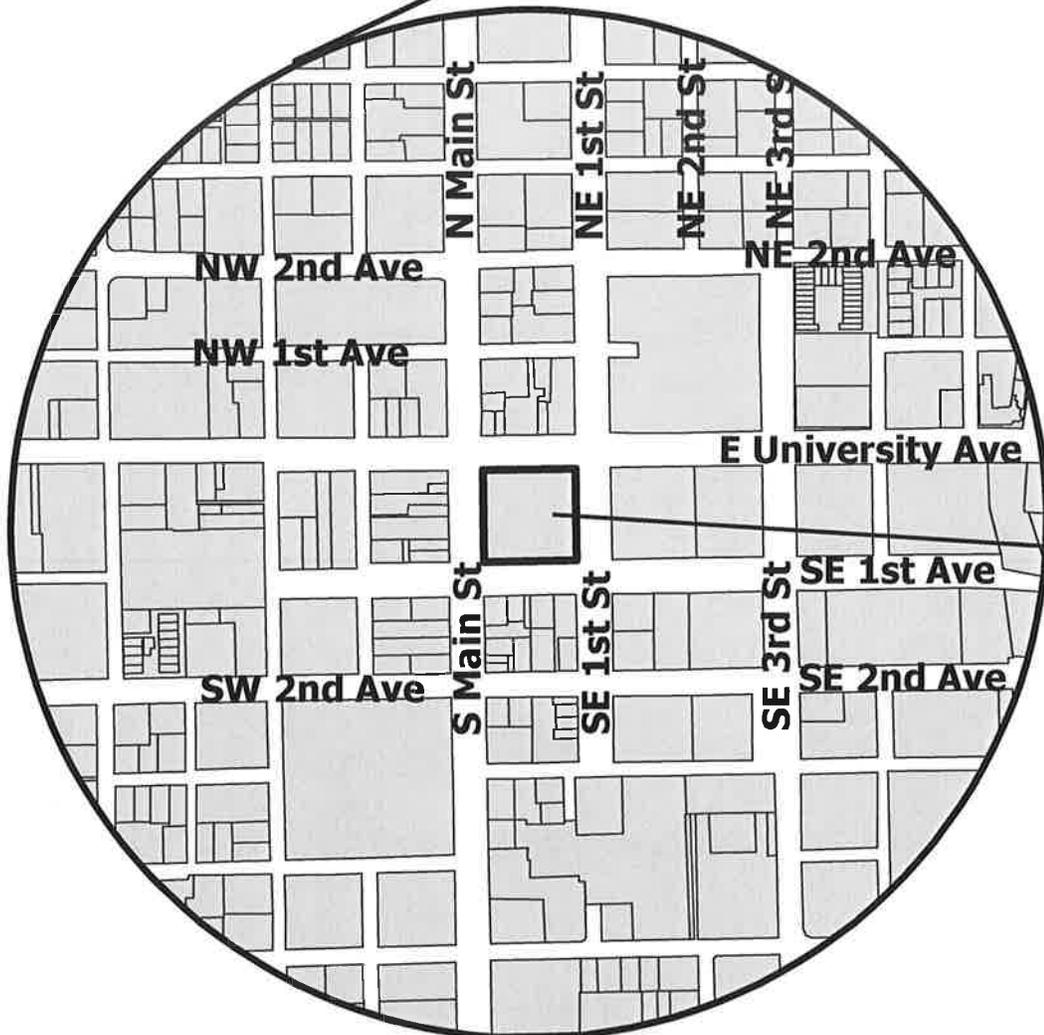
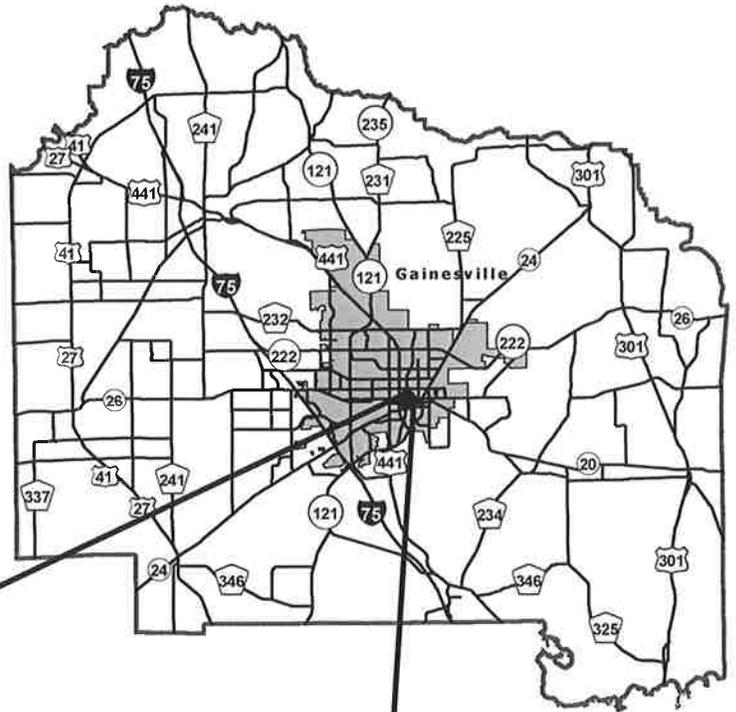
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Dedicated to improving the quality of life of the Region's citizens,  
by enhancing public safety, protecting regional resources,  
promoting economic development and providing technical services to local governments.

# Alachua County Administration Building

12 Southeast 1st Street  
Gainesville, FL 32601

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



1 inch = 500 feet

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**ALACHUA COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING ANNOUNCEMENT AND AGENDA**

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 11, 2022  
10:00 a.m. or as soon  
thereafter the public  
workshop

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

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the February 9, 2022 Minutes** **Page 7** **ACTION REQUIRED**

**II. NEW BUSINESS**

- A. 2018/23 Alachua County Transportation Disadvantaged Service Plan Annual Update** **Page 11** **ACTION REQUIRED**

The Board needs to approve the 2018/23 Alachua County Transportation Disadvantaged Service Plan Annual Update

- B. MV Contract Transportation, Inc. Operations Reports** **Page 97** **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. September 14, 2022 at 10:00 a.m.**
- B. November 9, 2022 at 10:00 a.m.**
- C. February 8, 2023 at 10:00 a.m.**
- D. May 10, 2023 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)	Caroline W. Ruff-Looney 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)
Spencer Morton 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)	Vacant 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  
February 9, 2022  
10:00 a.m.

**VOTING MEMBERS PRESENT IN PERSON**

Millie Crawford representing Jesus Gomez, Mass Transit Representative  
Janell Damato, Florida Department of Transportation Representative  
James East, Citizen Advocate Representative  
Reeda Harris, Florida Agency for Health Care Administration 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  
John Wisker, Florida Department of Children and Families Representative

**VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY**

Jeff Aboumrad, Florida Department of Education Representative  
Anna Mendoza representing Phyllis Marty, Regional Workforce Board Representative  
Sheryl Dick-Stanford, Florida Agency for Persons with Disabilities Representative

**VOTING MEMBERS ABSENT**

Erica Barnard, Local Medical Community Representative  
Commissioner Charles Chestnut, IV, Chair  
Marie Small, Elderly Representative

**OTHERS PRESENT IN PERSON**

Gary Luke, General Manager, MV Contract Transportation, Inc.  
Spencer Morton  
Marsha Rivera, Accounting Manager, MV Contract Transportation, Inc.

**OTHERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY**

Judy Hamilton

**STAFF PRESENT**

Lynn Godfrey, Metropolitan Transportation Planning Organization

**I. BUSINESS MEETING CALL TO ORDER**

Vice-Chair Lee called the meeting to order at 10:00 a.m.

**A. Introductions**

Vice-Chair Lee asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

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

**C. Approval of the May 12, 2021 Meeting Minutes**

**ACTION: Al Linden moved to approve the May 12, 2022 meeting minutes. James East seconded; motion passed unanimously.**

**II. NEW BUSINESS**

**A. Introduction to Florida's Coordinated Transportation System**

Ms. Godfrey discussed the organization of Florida's Coordinated Transportation System and the requirements of Chapter 112, Florida Statutes concerning conflicts of interest and Florida's Sunshine Law.

**B. Bylaws**

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She stated Chair Chestnut requested staff draft language in the Bylaws concerning the quorum requirements.

Ms. Godfrey stated that draft language provided by the Florida Commission for the Transportation Disadvantaged and is being used by other local Transportation Disadvantaged Coordinating Boards concerning the quorum requirement has been included as draft amendments for the Board's review.

**ACTION:** Millie Crawford moved to approve the Bylaws with the following amendment: **G. Meetings (6) Quorum. At all meetings of the Board, the presence in person of at least two voting members or their alternates in addition to voting or alternate member presence via communications media technology sufficient to make up 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. Vacant voting positions as specified in Chapter 1, Section 3 which are vacant shall not be included in the number of persons required to be present in order to constitute a quorum. In addition, amend all sections of the Bylaws related to quorum requirements. Tiffany McKenzie seconded; motion passed unanimously.**

Vice-Chair Lee asked staff to research whether recordings of the meetings need to be made and kept.

**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 not recommending any changes to the Grievance Procedures.

**ACTION:** Janell Damato moved to approve the Grievance Procedures. Millie Crawford seconded; motion passed unanimously.

**D. 2020/21 Annual Performance Evaluation**

Ms. Godfrey stated that the Board is required to evaluate MV Contract Transportation, Inc.'s performance as the Community Transportation Coordinator annually. She said the draft performance evaluation is included in the meeting packet for the Board's review.

The Board reviewed MV Contract Transportation, Inc.'s annual performance evaluation.

**ACTION:** James East moved to approve MV Contract Transportation, Inc.'s 2020/21 Annual Performance Evaluation. Tiffany McKenzie seconded; motion passed unanimously.

**E. Elect Vice-Chair**

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

**F. 2020/21 Annual Operating Report**

The Board reviewed MV Contract Transportation, Inc.'s 2020/21 Annual Operating Report.

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

Mr. Gary Luke, MV Contract Transportation, Inc. General Manager discussed MV Contract Transportation, Inc. activities.

**III. OTHER BUSINESS**

**A. Members**

Millie Crawford commended Mr. Luke and other administrative MV Contract Transportation, Inc. staff for driving due to the driver shortage.

James East also commended Mr. Luke for being part of the team providing transportation services. He also encouraged the Board to advocate for sufficient funding in order to offer pay that is competitive with other employers.

**B. Citizens**

There were no citizen comments.

**IV. FUTURE MEETING DATES**

Vice-Chair Lee stated that the next Board meeting will be held May 11, 2022 at 10:00 a.m. He thanked Board members for attending the meeting.

**ADJOURMENT**

The meeting adjourned at 11:06 a.m.

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Coordinating Board Chair

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Date



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May 4, 2022

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

T:\Lynn\TD2022\Alachua\Memos\tdsp.doc



# 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

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**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 11, 2022

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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 Aachua 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.:

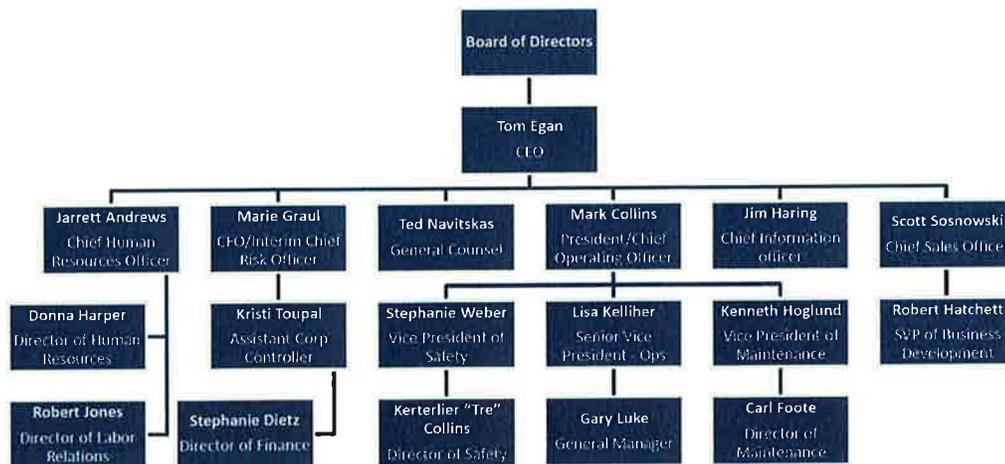
- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an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

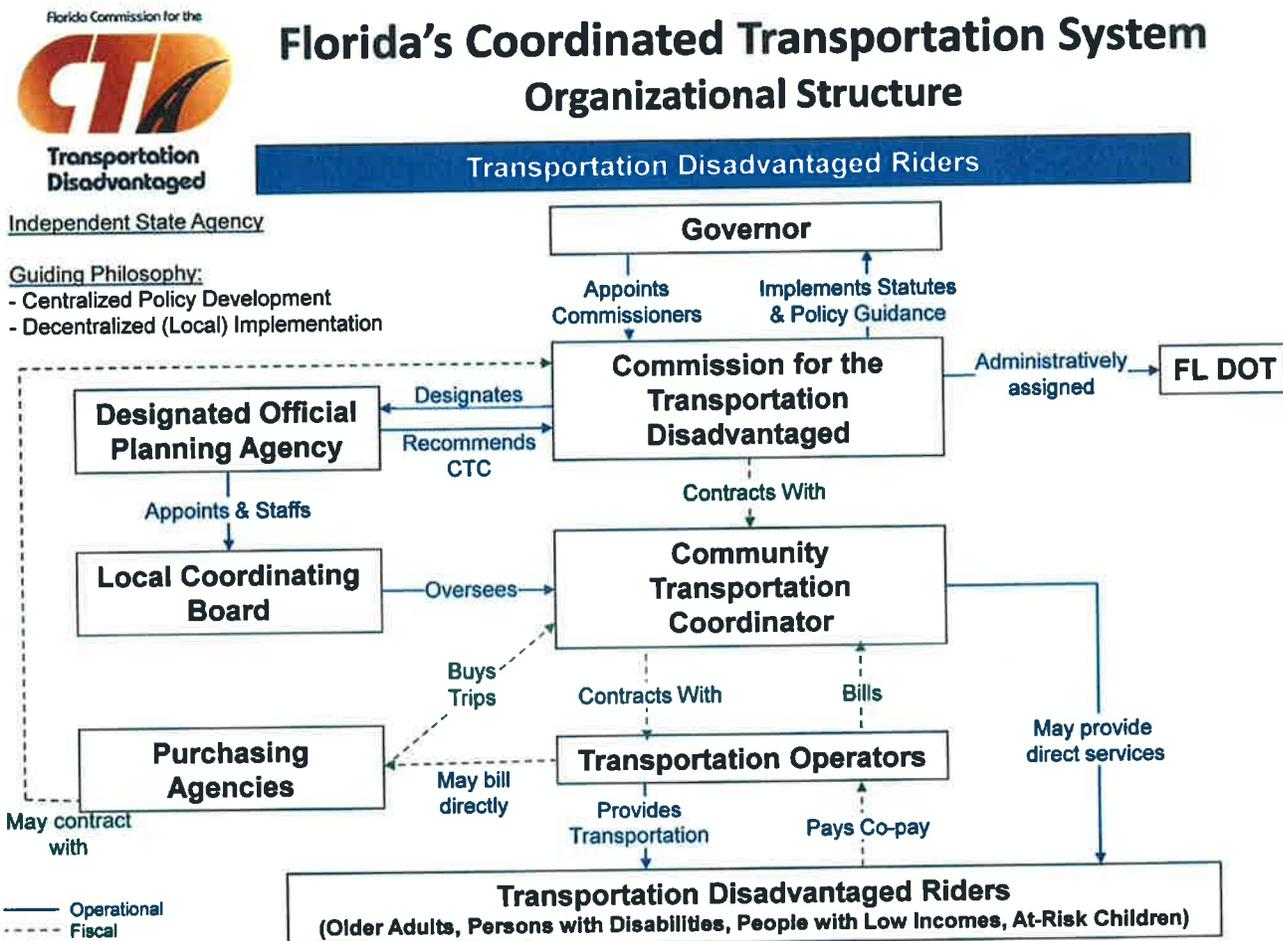
The Florida Commission for the Transportation Disadvantaged requires that the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area conduct the selection process and recommend a Community Transportation Coordinator for Alachua County at the end of each contract period (every 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 Aachua 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: \_\_\_\_\_  
 Charles S. Chestnut IV, 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	6/30/2024
Citizen Advocate	James East	Vacant	6/30/2024
Citizen Advocate/User	Vacant	Vacant	6/30/2024
Children at Risk	Vacant	Vacant	6/30/2022
Florida Association for Community Action	Tiffany McKenzie	Vacant	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	Reeda Harris	Pamela Hagley	No Term
Regional Workforce Development Board	Phyllis Marty	Anna Mendoza	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	Erica Barnard	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
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)	Vacant 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)	Vacant 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.

**b. Future Land Use Element**

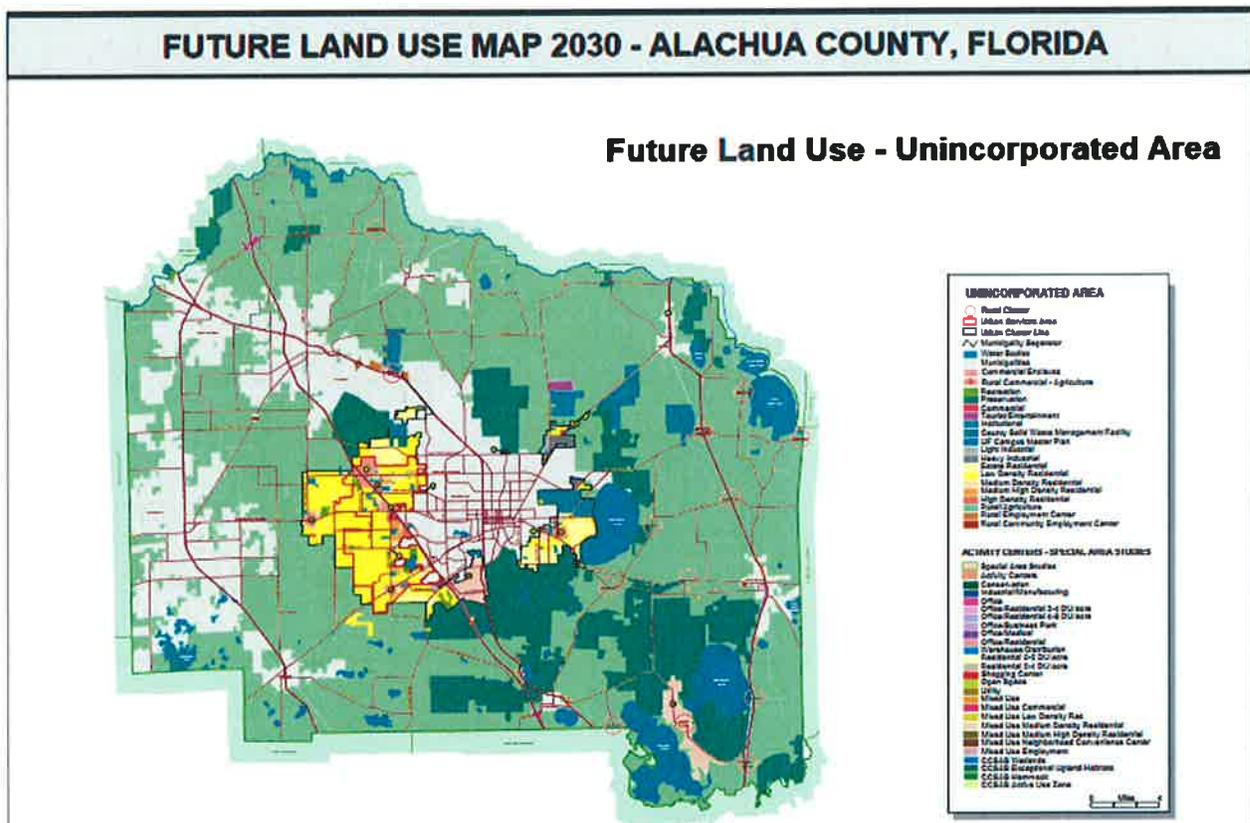
The 2011-2030 Future Land Use Element of the Alachua County Comprehensive Plan establishes policies and standards for the proper distribution and development of varying land uses in the county. Transportation is essential to the development of these land uses as it provides a means of interaction among 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.

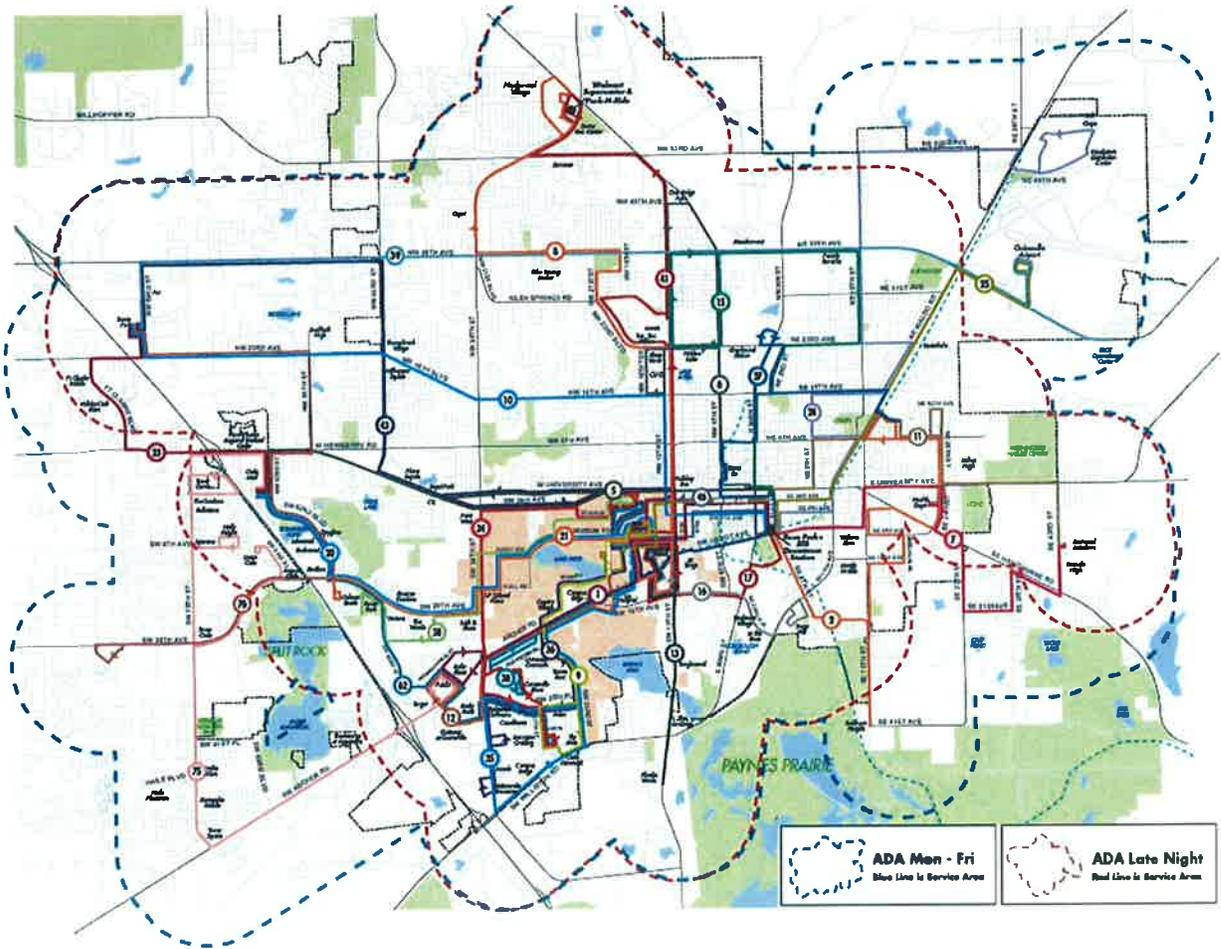
Principle 2 - Base new development upon the provision of necessary services and infrastructure. Focus urban development in a clearly defined area and strengthen the separation of rural and urban uses.

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 278,468. Table 1 shows the population of the cities and towns in Alachua County.

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

AREA	POPULATION COUNT 2020	POPULATION ESTIMATE 2021
Alachua County	278,468	271,588
City of Alachua	10,574	10,756
City of Archer	1,140	1,149
City of Gainesville	141,085	143,835
City of Hawthorne	1,478	1,468
City of High Springs	6,215	6,496
Town of LaCrosse	316	314
Town of Micanopy	648	654
City of Newberry	7,342	7,684
City of Waldo	846	861
Unincorporated Area	108,824	111,390

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

**TABLE 2**  
**POPULATION**  
**ALACHUA COUNTY**

U.S. CENSUS POPULATION 2020	PERSONS PER SQUARE MILE 2021
278,468	325

Source: Florida Legislature Office of Economic and Demographic Research

According to the Bureau of Economic and Business Research, 1,069 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.

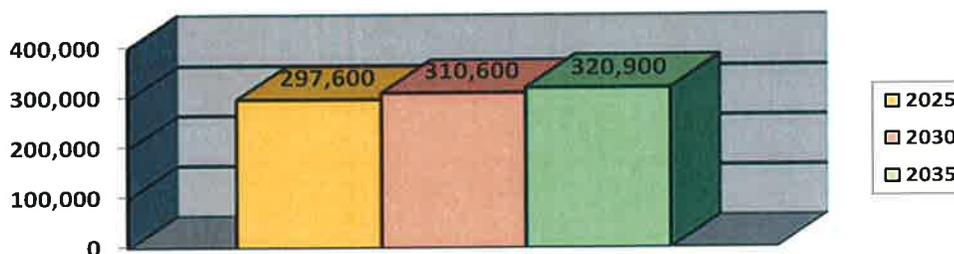
**d. Population Densities**

With approximately 875 square miles of land area, the County population density in 2021 was approximately 325 persons per square mile.

**e. Population Projections**

According to the Bureau of Economic and Business Research, Alachua County will have a total population of 297,600 by the Year 2025. Illustration I shows population projections for 2025, 2030 and 2035.

**ILLUSTRATION I  
Population Projections  
Alachua County**



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 2020 Population
0-4	14,017
5-17	34,085
18-24	59,608
25-54	94,073
55-64	28,734
65-79	31,615
80+	9,456

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 U.S. Department of Labor, Bureau of Labor Statistics, Alachua County's estimated labor force (individuals who are able to work but may not be employed) in 2021 was 142,533. Estimated employment was 138,191. The estimated unemployment rate for Alachua County in 2021 was 3.0 percent.

**i. Income**

According to the Florida Legislature Office of Economic and Demographic Research, Alachua County's median household income in 2020 was \$50,089. 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>2020 PER CAPITAL PERSONAL INCOME</b>	<b>2018 MEDIAN HOUSEHOLD INCOME</b>	<b>2020 PERSONS BELOW POVERTY LEVEL PERCENT</b>
\$49,556	\$50,089	17.2%

Source: Florida Legislature Office of Economic and Demographic Research

**TABLE 5**

**2022 Poverty Guidelines For The 48 Contiguous States  
And The District of Columbia**

<b>Persons In Family/Household</b>	<b>2022 Poverty Guideline</b>
1	\$13,590
2	\$18,310
3	\$23,030
4	\$27,750
5	\$32,470
6	\$37,190
7	\$41,910
8	\$46,630

\* For families/households with more than 8 persons, add \$4,720 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 January 2022 was 53,516. Table 6 shows individuals who received Supplemental Security Income.

**TABLE 6**

**PUBLIC ASSISTANCE: AVERAGE MONTHLY  
CASES BY TYPE OF ASSISTANCE  
ALACHUA COUNTY, 2020**

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	543
Aid to the Blind and Disabled	6,152

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

**j. Housing**

According to Florida Population Studies, the estimated number of households in 2021 in Alachua County was 115,548 and that the average household size was 2.32.

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

**TABLE 8**

**DISTRIBUTION OF HOUSING UNITS  
ALACHUA COUNTY**

HOUSING UNITS 2020	OCCUPIED HOUSING UNITS 2020	HOUSEHOLDS 2020
123,359	112,723	115,548

Source: Florida Legislature Office of Economic and Demographic Research

**k. Health**

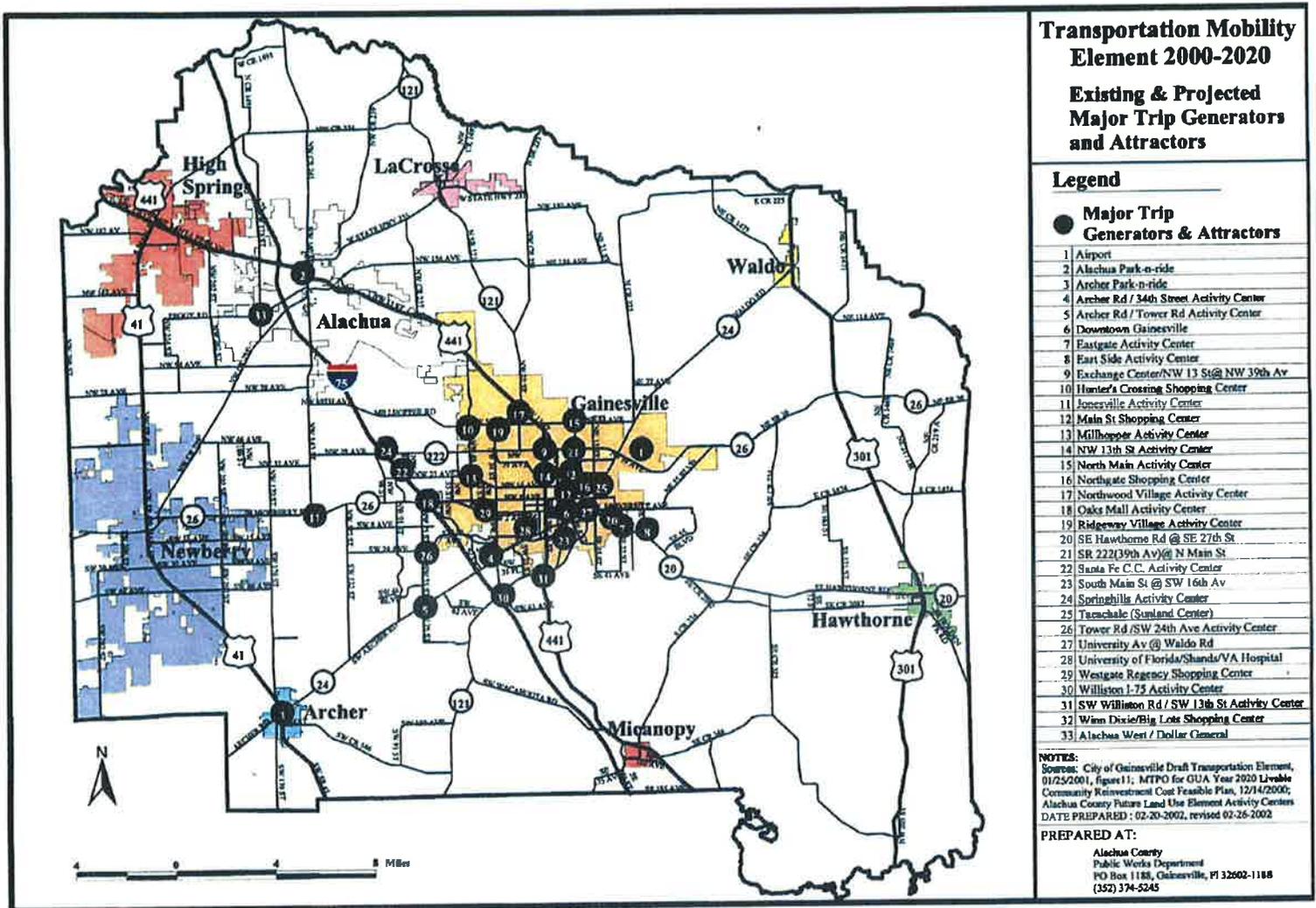
According to the 2019/20 Physician Workforce Annual Report, there were 1,707 physicians of medicine practicing in Alachua County.

**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 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
< 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>
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>Total</b>	<b>29,136</b>		<b>5,853</b>	<b>2.22%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
<b>28.60%</b>	<b>560</b>
<b>11.70%</b>	<b>456</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

Low Income & Not Disabled = C + F			
<i>Assumes</i>	27.2%	xx % without auto access	###
		xx % without transit access	###
50.0%			###
<b>Calculation of Daily Trips</b>			
		Daily Trip Rates	Total
<b>Total Actual Critical TD Population</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
<i>Overlapping Circle Component</i>											
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	35,456
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>282,924</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>283,848</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>											
<i>Disabled</i>	5,853	5,866	5,878	5,890	5,903	5,915	5,928	5,940	5,953	5,965	5,978
<i>Low Income Not Disabled No Auto/Transit</i>	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>											
<i>Severely Disabled</i>	287	287	288	289	289	290	290	291	292	292	293
<i>Low Income - Not Disabled - No Access</i>	67,381	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>67,668</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>00000000</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
Provide seniors free fixed route trips	2021/22	City of Gainesville Alachua County	\$100,000.00	U.S.C. Section 5310 Program
			\$100,000.00	City of Gainesville
Continue providing transportation services to the elderly and disabled citizens in Gainesville.	2022/23	City of Gainesville Alachua County	\$449,000.00	U.S.C. Section 5310 Program
			\$ 53,000.00	Florida Department of Transportation
			\$ 78,000.00	City of Gainesville

#### United States Code Section 5311 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase two (2) replacement vehicles.	2022/23	City of Gainesville Alachua County	\$128,121.00	U.S.C. Section 5311
			\$ 32,031.00	City of Gainesville

**Rural Area Capital Equipment Support Grant**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase vehicle maintenance equipment.	2021/22	Alachua County	\$46,606.15	Rural Area Capital Equipment Support Grant
			\$ 5,178.46	MV Contract Transportation, Inc.

**Trip & Equipment Grant**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2022/23	Alachua County	\$560,807.00	Transportation Disadvantaged Trust Fund Grant
			\$62,311.00	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 and 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
(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.	2022/23
(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

<b>STRATEGIES</b>	<b>IMPLEMENTATION DATE</b>
(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. 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.

## 5. 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.

## 6. 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.

## 7. 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.

## **8. 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**

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## 9. 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.

## 10. 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

## 11. Contracting Process/Criteria

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

## 12. 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.

## **13. Vehicle Inventory**

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

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

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

## **15. Intercounty Services**

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

## **16. 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.

## **17. 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.

## **18. 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.

## 19. 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.

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

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

## **21. 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.

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

Not applicable.

## **23. 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: Achua County Transportation Disadvantaged Coordinating Board Grievance Procedures**

# Grievance Procedures

February 9, 2022

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

February 9, 2022

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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**  
**Grievance Procedures**

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.

**Alachua County Transportation Disadvantaged Coordinating Board**  
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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.

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

## **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 February 2022.



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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>	7/1/2022

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$42.17
* Wheel Chair	Trip	\$72.29
* Stretcher	Trip	\$150.61

**Preliminary Information Worksheet** Version 1.4

**CTC Name:** MV Transportation, Inc.  
**County (Service Area):** Alachua County  
**Contact Person:** Gary Luke  
**Phone #:** 352-375-2784 Ext. 76501

**Check Applicable Characteristic:**

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

Prior Year's ACTUALS from July 1st of 2020 to June 30th of 2021	Current Year's APPROVED Budget, as amended from July 1st of 2021 to June 30th of 2022	Upcoming Year's PROPOSED Budget from July 1st of 2022 to June 30th of 2023	% 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	\$ 77,939	\$ 110,459	\$ 98,359	41.7%	-11.0%	Fare Box: \$70,859TD 10% Local Match plus \$27,500 projected fare box.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ -					
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						
Compl. ADA Services						
County Cash	\$ 85,367	\$ 190,100	\$ 190,100	122.7%	0.0%	
County In-Kind, Contributed Services						
City Cash	\$ 1,256,928	\$ 1,402,905	\$ 1,250,000	11.6%	-10.9%	
City In-kind, Contributed Services						
Other Cash	\$ -					
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 529,057	\$ 569,111	\$ 569,111	7.6%	0.0%	Rural Capital Equipment - Grant to purchase one wheelchair accessible van, total cost of \$76,243.00 minus 10% local match.
Non-Spons. Capital Equipment						
Rural Capital Equipment		\$ 48,607	\$ 68,619		47.2%	
Other TD (specify in explanation)	\$ 13,980	\$ 48,756	\$ -	248.8%	-100.0%	
<b>Bus Pass Program Revenue</b>	\$ -					

**USDOT & FDOT**

49 USC 5307						Other DOT - 5310 grant.
49 USC 5310						
49 USC 5311 (Operating)	\$ 43,232	\$ 50,000	\$ 50,000	15.7%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 10,956	\$ 50,000	\$ 50,000	356.4%	0.0%	
<b>Bus Pass Program Revenue</b>						

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

DOEA						
Older Americans Act						Elder Care - for purchase at unit price.
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 23,173	\$ 30,000	\$ 30,000	29.5%	0.0%	
<b>Bus Pass Program Revenue</b>						
Other Fed or State						
Santa Fe Upward Bound Program	\$ 1,553	\$ 5,417		248.7%	-100.0%	Alachua County EOC - For emergency related transportation services.
Alachua County EOC	\$ -	\$ 4,500	\$ 4,500		0.0%	
xxx						
<b>Bus Pass Program Revenue</b>						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve						
<b>Balancing Revenue is Short By =</b>						
		None	None			
<b>Total Revenues =</b>	<b>\$2,042,185</b>	<b>\$2,507,855</b>	<b>\$2,310,689</b>	<b>22.8%</b>	<b>-7.9%</b>	
EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)						
<b>Operating Expenditures</b>						
Labor	\$ 1,126,895	\$ 1,348,356	\$ 1,213,239	19.7%	-10.0%	Labor - we have endured a serious decrease in drivers due to COVID-19 & due to the current rate of pay of \$11.00 per hour. New companies are opening in the area and paying up to \$15.00 per hour to drivers, at the current rate of pay we are not competitive, we have been having difficulty retaining drivers long term and applicants have been rejecting the driver's position offer due to the current rate of pay of \$11.00 per hour. We are looking into increase the rate of pay for drivers to \$15.00 per hour in October 2022 to attract more applicants and retain drivers long term. To be able to provide full revenue service, be profitable, retaining drivers and open back up the hours of service, we need to increase the rate of pay per hour for the drivers as soon as possible. In the meantime we are looking into increasing drivers wages to \$13.00 per hour for this interim period until October 2022 arrives. Equipment purchase with Grant Funds - this is for one wheelchair accessible van acquired through the Shirley Conroy grant, were MV pays 100% total cost, then gets reimbursed 90% of the total costs by the TD Commission & the 10% local match is provided by MV.
Fringe Benefits	\$ 31,718	\$ 43,158	\$ 33,980	36.1%	-21.3%	
Services	\$ 104,635	\$ 107,534	\$ 106,447	2.8%	-1.0%	
Materials and Supplies	\$ 303,519	\$ 402,167	\$ 308,748	32.5%	-23.2%	
Utilities	\$ 54,979	\$ 45,446	\$ 55,106	-15.5%	18.6%	
Casualty and Liability	\$ 267,263	\$ 212,433	\$ 235,488	-20.5%	10.9%	
Taxes	\$ 2,646	\$ 4,170	\$ 2,726	57.6%	-34.6%	
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ -	\$ -	\$ -			
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 43,646	\$ 50,727	\$ 45,936	16.2%	-9.4%	
Operating Debt Service - Principal & Interest	\$ 12,729	\$ 14,388	\$ 12,800	13.0%	-11.0%	
Leases and Rentals	\$ 108,329	\$ 113,262	\$ 109,010	4.6%	-3.8%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 99,582	\$ 108,877	\$ 102,554	9.3%	-5.8%	
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds		\$ 51,785	\$ 76,243		47.2%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
<b>PROFIT</b>	<b>\$ (113,756)</b>	<b>\$ 4,551</b>	<b>\$ 8,412</b>	<b>-104.0%</b>	<b>84.8%</b>	
<b>Total Expenditures =</b>	<b>\$2,042,185</b>	<b>\$2,507,854</b>	<b>\$2,310,689</b>	<b>22.8%</b>	<b>-7.9%</b>	

Transportation Disadvantaged Service Plan

	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 Subsidy Revenue 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?
<b>REVENUES (CTC/Operators ONLY)</b>					
<b>Local Non-Govt</b>					
Farebox	\$ 98,359	\$ 70,859	\$ 27,500		
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	\$ 190,100	\$ 190,100	\$ -		
County In-Kind, Contributed Services	\$ -	\$ -	\$ -		
City Cash	\$ 1,250,000	\$ 1,250,000	\$ -		
City In-kind, Contributed Services	\$ -	\$ -	\$ -		
Other Cash	\$ -	\$ -	\$ -		
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
<b>CTD</b>					
Non-Spons. Trip Program	\$ 569,111	\$ 569,111	\$ -		\$ -
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -		\$ -
Rural Capital Equipment	\$ 68,619	\$ -	\$ 68,619		\$ 68,619
Other TD	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
<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	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		

**Balancing Revenue to Prevent Deficit**

Actual or Planned Use of Cash Reserve	\$ -
<hr/>	
<b>Total Revenues =</b>	<b>\$ 2,310,689</b>

**EXPENDITURES (CTC/Operators ONLY)**

<b>Operating Expenditures</b>	
Labor	\$ 1,213,239
Fringe Benefits	\$ 33,980
Services	\$ 106,447
Materials and Supplies	\$ 308,748
Utilities	\$ 55,106
Casualty and Liability	\$ 235,488
Taxes	\$ 2,726
<b>Purchased Transportation:</b>	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 45,936
Operating Debt Service - Principal & Interest	\$ 12,800
Leases and Rentals	\$ 109,010
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 102,554
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ 76,243
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
<hr/>	
<b>PROFIT</b>	<b>\$ 8,412</b>
<hr/>	
<b>Total Expenditures =</b>	<b>\$ 2,310,689</b>
<i>minus EXCLUDED Subsidy Revenue =</i>	<i>\$ 96,119</i>
<b>Budgeted Total Expenditures INCLUDED</b>	<b>\$ 2,214,570</b>
<b>in Rate Base =</b>	<b>\$ 2,214,570</b>
<b>Rate Base Adjustment<sup>1</sup> =</b>	<b>\$ -</b>
<b>Adjusted Expenditures Included in Rate</b>	<b>\$ 2,214,570</b>
<b>Base =</b>	<b>\$ 2,214,570</b>

\$ -	\$ -	
<hr/>		
<b>\$ 2,214,570</b>	<b>\$ 96,119</b>	<b>\$ 68,619</b>

**\$ 27,500**  
 Amount of  
Budgeted  
 Operating Rate  
 Subsidy Revenue

<p style="text-align: center;"><b>PROGRAM-WIDE RATES<sup>1</sup></b></p> <p>Total <u>Projected</u> Passenger Miles = <span style="border: 1px solid black; padding: 2px;">578,570</span></p> <p style="background-color: black; color: white; padding: 2px;"><b>Rate Per Passenger Mile = \$ 3.83</b></p> <p>Total <u>Projected</u> Passenger Trips = <span style="border: 1px solid black; padding: 2px;">50,043</span></p> <p style="background-color: black; color: white; padding: 2px;"><b>Rate Per Passenger Trip = \$ 44.25</b></p>	<p style="text-align: center;"><b>Fiscal Year</b></p> <p style="text-align: center;"><b>2022 - 2023</b></p> <div style="background-color: #d3d3d3; padding: 5px; margin-top: 20px; text-align: center;"> <p style="background-color: black; color: white; padding: 2px;"><b>Avg. Passenger Trip Length 11.6 Miles</b></p> </div>
<div style="background-color: #00a6c9; color: white; padding: 5px; margin-top: 20px; text-align: center;"> <p><b>Rates if No Revenue Funds Were Identified As Subsidy Funds</b></p> </div> <div style="background-color: black; color: white; padding: 2px; margin-top: 5px; text-align: center;"> <p><b>Rate Per Passenger Mile = \$ 3.99</b></p> </div> <div style="background-color: black; color: white; padding: 2px; margin-top: 5px; text-align: center;"> <p><b>Rate Per Passenger Trip = \$ 46.17</b></p> </div>	

**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.

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# **Appendix C: Vehicle Inventory**



Date #####

MV Transportation, Inc.

Vehicle Inventory

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Number of Seats or Lift (if applicable)	Other Equipment	Use	Age Mile / Yr	Current Mileage	Funding Source	Number of Title Holders	Acquire Date	Out	Federal Funding	Location	Condition	Expected Date of Expiration	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2012	Ford	E450	Champion	1FDFE4F54GDB04660		3720	Lift 12 & 2	Tablet			246,406		MY				Gainzavilla		2020			INACTIVE
2019	Ford	E450	Champion	1FDFE4F5SKDC39644	20,033	4474	Lift 10 & 2	Tablet			104,298		RTS				Gainzavilla		2024			ACTIVE
2010	Ford	Turtle Tap	Turtle Tap	1FDFE3FL4ADA25709		70	Lift 8 & 2	Tablet			231,442		MY				Gainzavilla		2020			INACTIVE
2010	Ford	Turtle Tap	Turtle Tap	1FDFE3FL2ADA25708		73	Lift 8 & 2	Tablet			219,834		MY				Gainzavilla		2020			ACTIVE
2016	Ford	E-450	Gleval	1FDFE4F54GDC25964	91,274	4063	Lift 12 & 2	Tablet			189,731	5339	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC25971	91,274	4067	Lift 12 & 2	Tablet			247,923	5339	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC25945	91,275	4066	Lift 12 & 2	Tablet			227,213	5339	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC25973	91,274	4065	Lift 12 & 2	Tablet			207,876	5339	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC25972	91,277	4064	Lift 12 & 2	Tablet			209,484	5339	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC25967	91,271	4063	Lift 12 & 2	Tablet			207,673	5339	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC25962	91,272	4062	Lift 12 & 2	Tablet			217,793	5339	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC03264	91,244	4033	Lift 12 & 2	Tablet			260,345	5310	RTS				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC03268	91,245	4040	Lift 12 & 2	Tablet			248,346	5310	RTS				Gainzavilla		2022			ACTIVE
2015	Ford	3500	Champion	1GB3G2B8F1137115		3391	Lift 8 & 2	Tablet			177,942	5317	RTS				Gainzavilla		2020			INACTIVE
2015	Ford	E-450	GLAVAL	1FDFE4F5FDA34960		3722	Lift 12 & 2	Tablet			201,732		MY				Gainzavilla		2022			INACTIVE
2015	Ford	E-450	GLAVAL	1FDFE4F5FDA34961		3723	Lift 12 & 2	Tablet			249,709		MY				Gainzavilla		2022			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC03264	91,246	4041	Lift 12 & 2	Tablet			240,135	5310	RTS				Gainzavilla		2021			ACTIVE
2016	Ford	E-450	GlevalBw	1FDFE4F54GDC03274	91,247	4042	Lift 12 & 2	Tablet			291,381	5310	RTS				Gainzavilla		2021			ACTIVE
2015	CHEVY	3500	Champion	1GB3G2B8F1135222		3390	Lift 8 & 2	Tablet			120,420	5317	RTS				Gainzavilla		2021			INACTIVE
2019	Ford	E350	Braun	1FDFE4F54KDC09180		4339	Lift 10 & 2	Tablet			143,125		RTS				Gainzavilla		2025			ACTIVE
2017	Ford	E450	Gleval	1FDFE4F58HDC01284	91,284	4153	Lift 12 & 2	Tablet			235,745	5339	RTS				Gainzavilla		2023			ACTIVE
2011	Ford	FOCUS	SEDAN	1FADP3F27DL278072		1505	Car 4	Tablet			103,942		MY				Gainzavilla		2020			INACTIVE
2017	CHEVY	3500	Gleval	1FDFE4F56HDC56440	70,219	4273	Lift 12 & 2	Tablet			170,419		RTS				Gainzavilla		2023			ACTIVE
2018	Ford	E-450	Gleval	1FDFE4F54GDC03264		3724	Lift 12 & 2	Tablet			164,622		MY				Gainzavilla		2023			ACTIVE
2012	Ford	FUSSION	SEDAN	3FAHP0GA50R118715		333	none 4	Tablet			297,304		MY				Gainzavilla		2020			INACTIVE
2012	Ford	FUSSION	SEDAN	3FAHP0GA50R102473		333	none 4	Tablet			287,022		MY				Gainzavilla		2020			INACTIVE
2012	Ford	HV-1	SUV	5Z3MF1A63CM101548		81	Ramp 4-tufc				204,635		MY				Gainzavilla		2021			INACTIVE
2012	Ford	HV-1	SUV	5Z3MF1A63CM101609		82	Ramp 4-tufc				139,810		MY				Gainzavilla		2021			INACTIVE
2012	Dodge	Caravan	Van	2C7WDGBG2KR555643		3725	Ramp 6-1W/C	Tablet			73,019		MY				Gainzavilla		2025			ACTIVE
2012	Dodge	Caravan	Van	2C7WDGBG6KR555647		3726	Ramp 6-1W/C	Tablet			58,580		MY				Gainzavilla		2025			ACTIVE
2019	Dodge	Caravan	Van	2C7WDGBG6KR756453		3726	Ramp 6-1W/C	Tablet			32,815		MY				Gainzavilla		2025			ACTIVE
2019	Dodge	Caravan	Van	2C7WDGBG6KR745199		3729	Ramp 6-1W/C	Tablet			30,570		MY				Gainzavilla		2025			ACTIVE
2019	Ford	E-450	Champion	1FDFE4F57KDC075402		4573	Lift 12 & 2	Tablet			34,514		RTS				Gainzavilla		2025			ACTIVE
2020	Ford	E-450	Champion	1FDFE4F7MDC041716		4682	Lift 12 & 2	Tablet			1,846		RTS				Gainzavilla		2026			INACTIVE
2021	Ford	Transit350	Collins	1FDES6PG1MKA80257		4683	Lift 7&2	Tablet			1,675		MY				Gainzavilla					INACTIVE
2021	Ford	Transit350	Collins	1FDES6PG3MKA80258		4684	Lift 7&2	Tablet			1,648		MY				Gainzavilla					INACTIVE

# 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): 2022  
Certification Year: (Previous): 2021  
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: *Gary Luke* Date: 1-5-22  
(Individual Responsible for Assurance of Compliance)

Name: Gary Luke Title: General Manager

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

Name: MV 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

725-030-10  
TRANSIT  
1201

DATE Jan 4, 2022

Section 5311 Subrecipient Information:  
AGENCY NAME: Regional Transit System  
ADDRESS: PO Box 490, #5/Gvl FL 32627-0490  
PHONE: 352-393-7860

FDOT District Office Information:  
NAME: Doreen Joyner-Howard, AICP  
ADDRESS: 2198 Edison Avenue, Jacksonville, FL  
PHONE: 904-360-5650

I, Jesus M. Gomez, Transit Director  
(Name) (Title)

hereby certify that Gainesville Regional Transit System and its applicable  
(Name of Subrecipient)  
contractor(s) (listing attached hereto) for MV Contract Transportation, Inc.  
(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.

Jesus Gomez  
Jesus Gomez (Jan 4, 2022 09:17 EST)  
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

---

# 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



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

May 4, 2022

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

T:\Lynn\TD2022\Alachua\Memos\opsreportsmay.doc





**We provide freedom.**

Alachua County Local Coordinating Board  
March 2022

MV Transportation  
Community Transportation Coordinator

## Katherine McClary Award

- **Viktor Kyrychenko**
- **Driver of the 1st Quarter**
- 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. And he's a rookie!



## Trip Volume

**2021 YTD (Jan to Mar):  
13,279 Completed Trips**

**2022 YTD (Jan to Mar):  
12,397 Completed Trips  
(6.64%) decrease**

January 2021 – 3,899	January 2022 – 3,999 (2.56% Increase)
February 2021 – 3,892	February 2022- 3,852 (-1.03% Decrease)
March 2021 – 4,311	March 2022 – 4,546 (5.45% Increase)



## Operating Statistics

- Consistent On Time Performance – 90% Goal
- January - 97.58%
- February – 98.26%
- March – 98.27%
  - Accidents – Outline in previous slides
  - Call Hold Times – Well under standard
  - Road Calls - Well under standard
- Valid Complaints – Well under standard of 3/1000 trips
- January –0/3999
- February – 3/3852
- March – 0/4546



## The Hiring Dilemma

Hiring and retaining drivers seems to have gotten even more difficult. We currently have 16 full time drivers and 3 part time drivers. We should be at 25 full time drivers. We are constantly advertising, interviewing and processing applicants. Then we need to train these drivers. By the time we complete the entire process we are keeping about 75% completing training. Less than 20% complete the first 90 days in revenue service. We just keep trying and trying. Many find higher paying jobs and leave or don't even complete the applicant process.



It's mostly about the money.



## Wage Initiatives

### *Wage Adjustment*

***MV Starting Wage - \$11.00***

***\$1,000.00 Sign on Bonus***  
***Increased pay for BTW's***

***Rate Calculation Model – Effective 07/01/2022***



## Gainesville Wage Adjustment

- For over the past two years we have struggle to attract, hire & retain drivers, in great part due to the current rate of pay of \$11.00 per hour.
- MV tried different strategies to resolve this issue but after further in depth consideration, it was decided that the best option will be to terminate by convenience the contract with the City of Gainesville (ADA).
- The City of Gainesville (ADA) contract is currently out for bid – MV Transportation is working on the proposal to re-bid and win the contract.
- The new City of Gainesville (ADA) contract will start effective October 1<sup>st</sup>, 2022 and along with it MV will provide a considerable increase in the rate of pay per hour for drivers & staff.
- The new rate of pay for drivers will allow us to be competitive and to attract & retain drivers in the long term.



## TD Evening Service

~~Curtailed TD Service : September 1, 2020  
 Changed hours: Last Pickup Window: 8:00 – 5:30 PM  
 Proposed Change Effective: Monday, December 6th  
 Change Last Pickups: M-F 8:00 – 8:30 PM, Sat. 6:00 – 6:30 PM~~

~~Telephone Announcements 1 Week Before Implementation  
 Subsequent TSP amendment next meeting~~

**This service never got off the ground, again because of the driver shortage**





## January Safety Focus

- Left Turns
- Pedestrians

## • February Safety Focus

- Right Turns and Pedestrians
- ADA Sensitivity and Mobility Securement

## • March Safety Focus

- Intersections & Pedestrians
- Fatigue Management



## Preventable Vehicle Accident Outline

2022 1<sup>st</sup> Quarter

2 preventable

No injuries in accident

Both very minor



## 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, 3-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.

**3 AROUND**

Proper securement of a passenger includes proper safety straps and properly fastened and properly adjusted seat belts. Make sure the belt is fastened and the wheelchairs are completely across the platform and the shoulder belt is set properly over the shoulders.

We have a quarterly training/retraining on  
Wheelchair securement



## SAFETY INITIATIVES Wheelchair Securement

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



*No wheelchair incidents this year!*



# Operator Excellence Training



## Operator Excellence Training

This program that began in November 2021 has proven to be very beneficial to Trainees and MV Transit

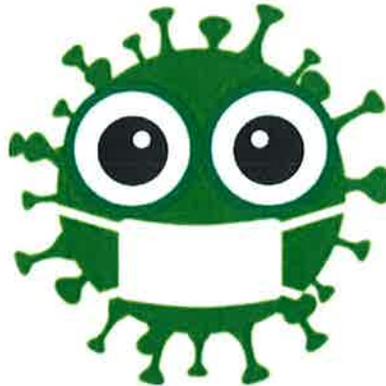


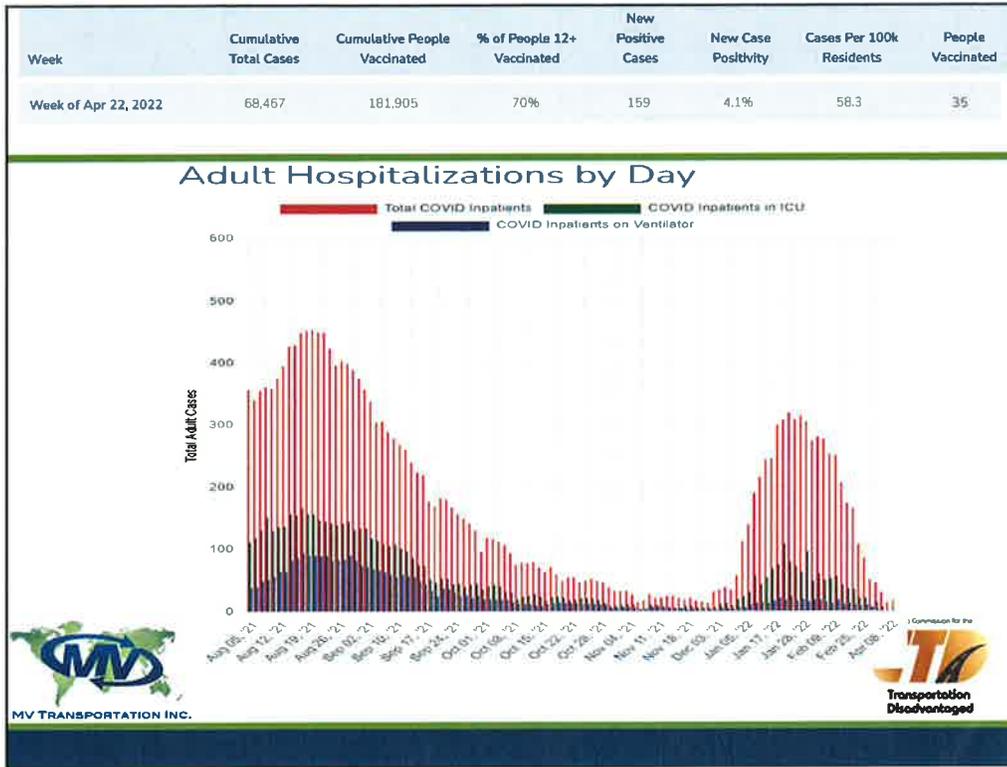
**MV is prepared to be a resource to the EOC**



## Safety Initiatives Covid – CDC Guideline

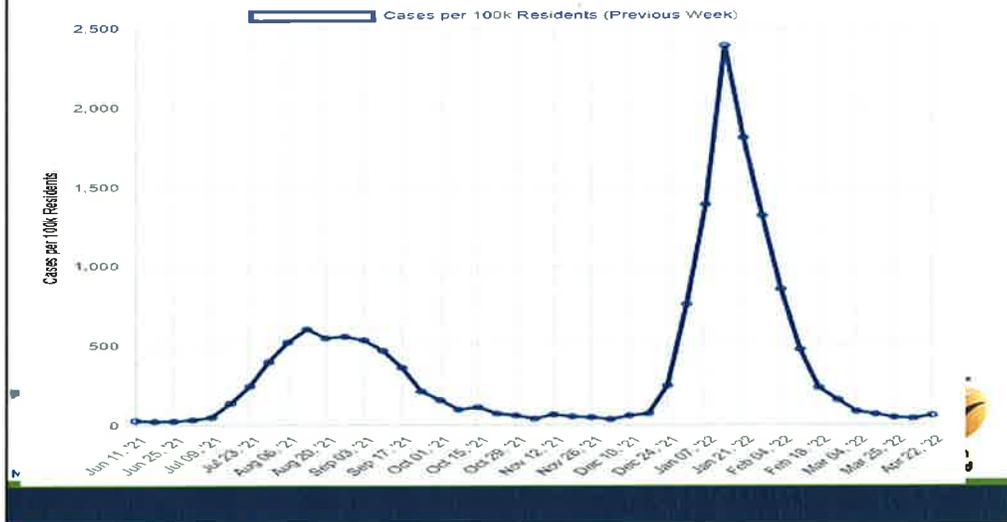
We sanitize the facility and the buses on a daily basis





**Clients are no longer required to wear mask when riding with MV Transit, however drivers are required under MV Transit directive**

### Cases per 100k Residents (Previous Week)

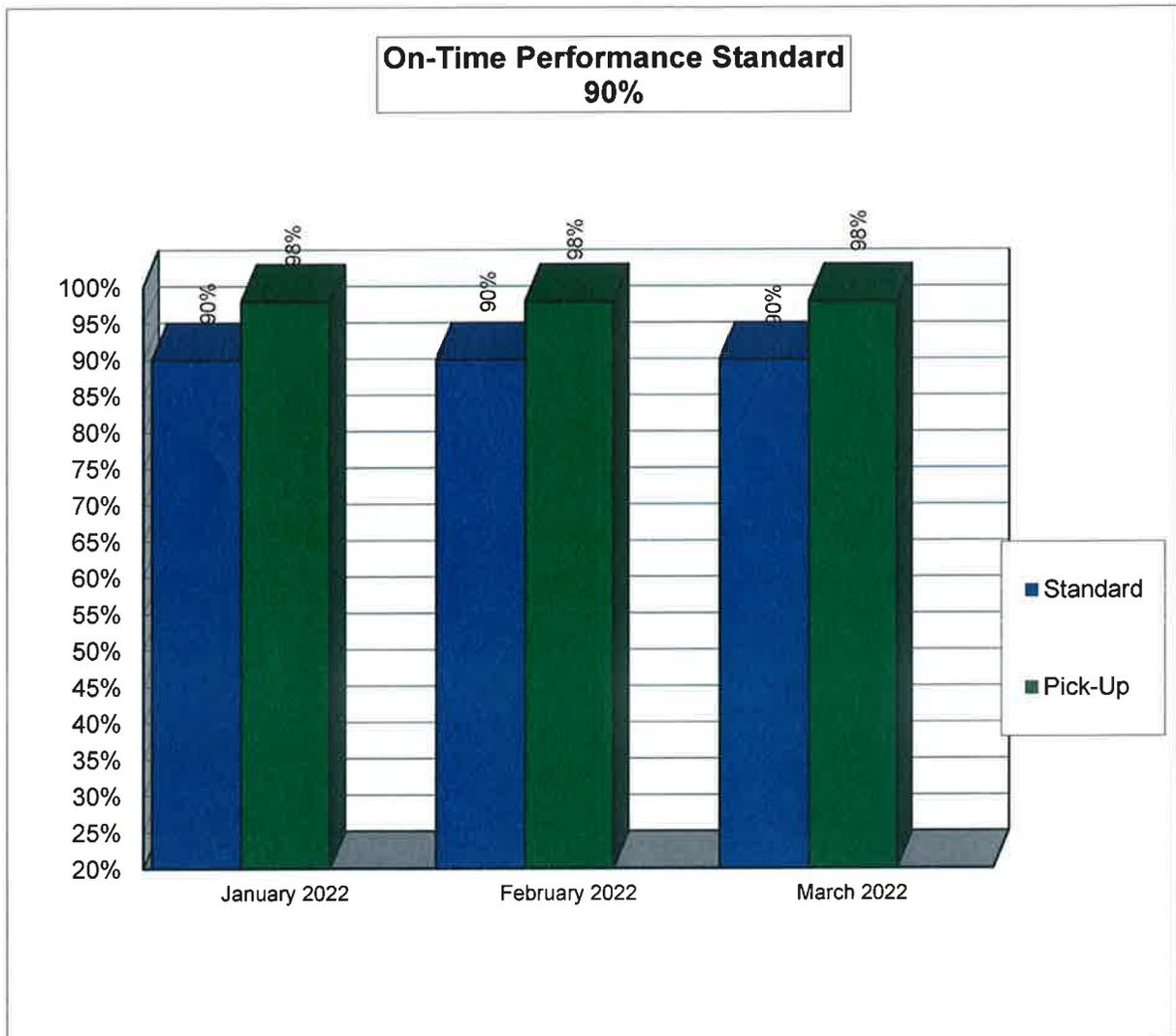


A collage of images showing people using mobility services, with the MVA logo and the text "We provide freedom." The collage is shaped like a large, upward-pointing arrow. It features various scenes: a person in a wheelchair being assisted, a person in a wheelchair being loaded onto a vehicle, a person in a wheelchair being pushed, and a person in a wheelchair being assisted by a caregiver. The MVA logo is prominently displayed in the upper right corner of the collage. Below the collage, the text "We provide freedom." is written in a bold, sans-serif font. In the bottom right corner of the collage area, there is a small copyright notice: "© 2018 MVA Transportation, Inc. All rights reserved."

**We provide freedom.**

© 2018 MVA Transportation, Inc. All rights reserved.

TRANSPORTATION DISADVANTAGED SERVICE PLAN  
STANDARDS OF PERFORMANCE  
ALACHUA COUNTY  
January 2022 - March 2022

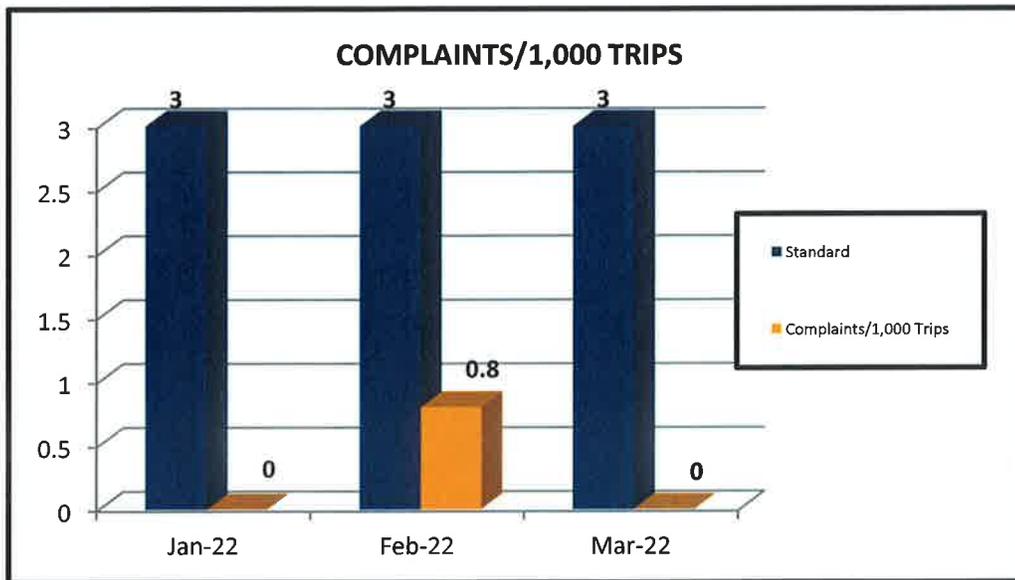


Source: MV Contract Transportatio, Inc. On-Time Analysis

# TRANSPORTATION DISADVANTAGED SERVICE PLAN STANDARDS

## ALACHUA COUNTY, JANUARY 2022 - MARCH 2022

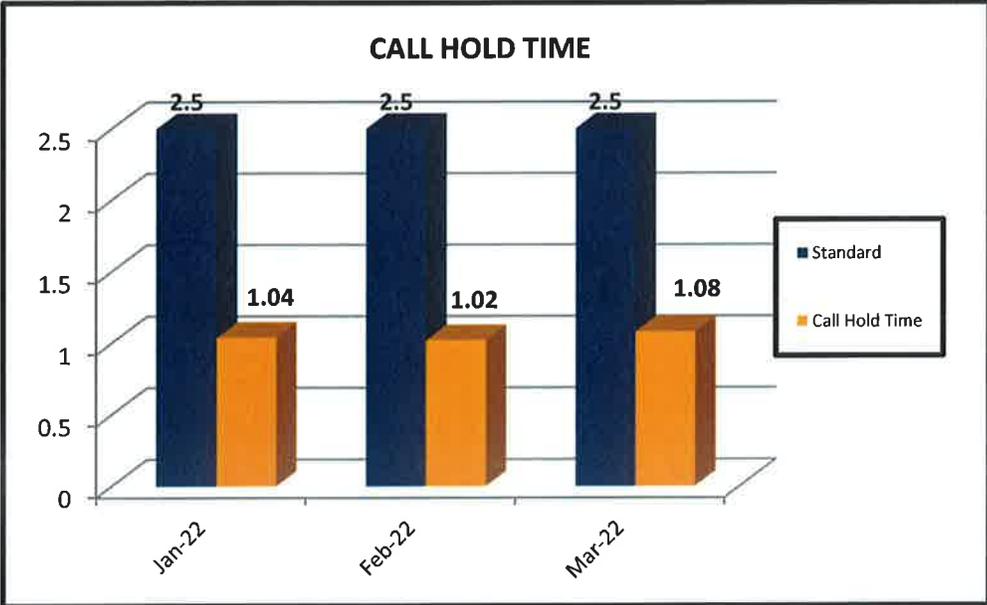
MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
Jan-22	3	0
Feb-22	3	0.8
Mar-22	3	0



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY, JANUARY 2022 - MARCH 2022**

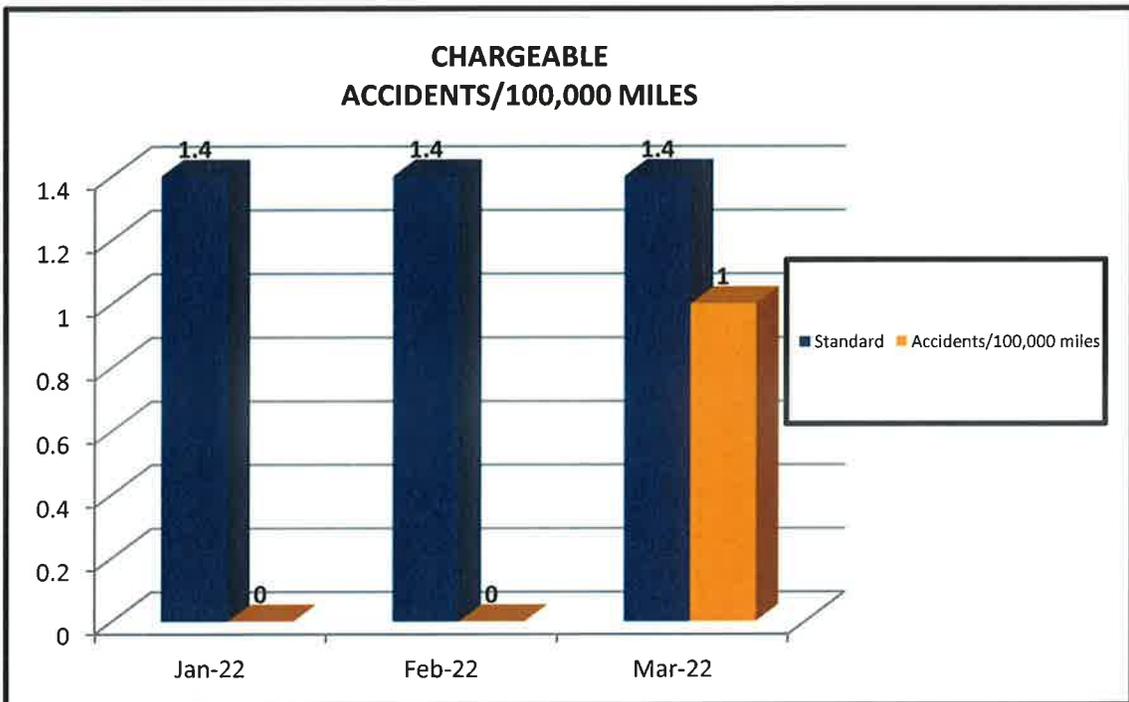
MONTH	STANDARD	CALL HOLD TIME
Jan-22	2.5	1.04
Feb-22	2.5	1.02
Mar-22	2.5	1.08



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY JANUARY 2022 - MARCH 2022**

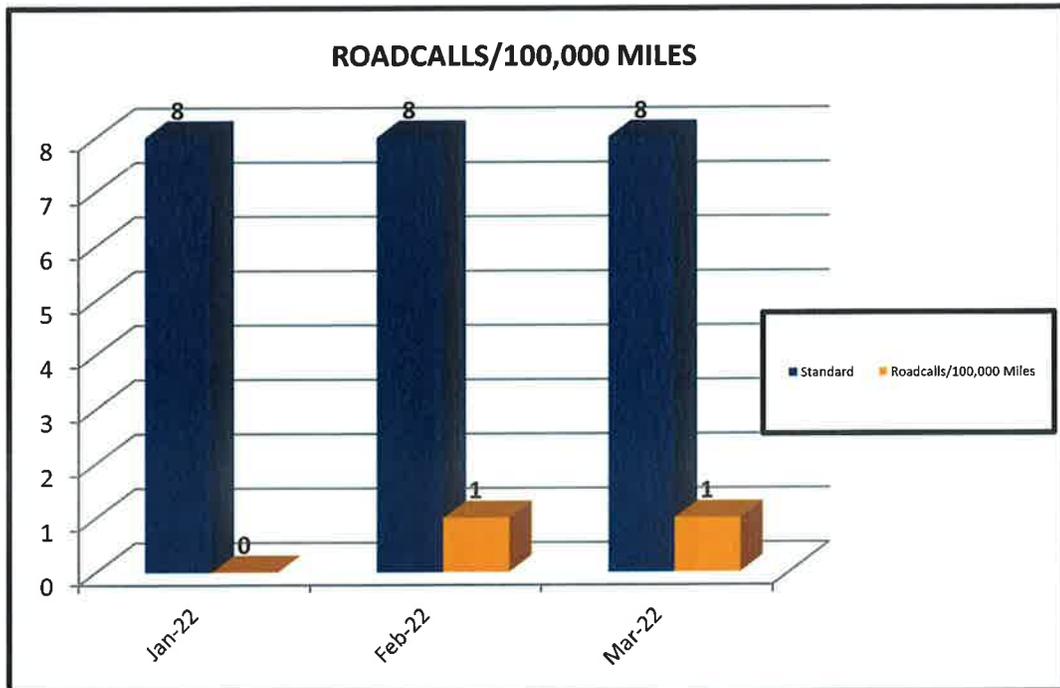
MONTH	STANDARD	CHARGEABLE ACCIDENTS/100,000 MILES
Jan-22	1.4	0
Feb-22	1.4	0
Mar-22	1.4	1



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED  
SERVICE PLAN STANDARDS  
ALACHUA COUNTY, JANUARY 2022 - MARCH 2022**

MONTH	STANDARD	ROADCALLS/100,000 MILES
Jan-22	8	0
Feb-22	8	1
Mar-22	8	1



Source: MV Contract Transportation, Inc. Operations Report

<b>2021-2022 OPERATING DATA</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>
<b>Total No Trips Invoiced</b>	4,206	4,510	4,548	4,580	4,633	4,695	3,999	3,852	4,546			
Florida Managed Medical Care Program (Medicaid)	0	0	0	0	0	0	0	0	0			
Transportation Disadvantaged Program	995	911	853	895	950	957	818	784	948			
City of Gainesville ADA Service	2,970	3,229	3,337	3,206	3,195	3,270	2,696	2,635	3,127			
Florida Department of Transportation 5311	86	117	94	158	83	86	106	110	49			
Florida Department of Transportation 5310	31	35	20	22	44	29	33	18	37			
Alachua County	90	139	137	161	265	262	249	251	330			
ElderCare of Alachua County, Inc.	34	79	107	138	96	91	97	54	55			
<b>Total Vehicle Miles</b>	54,973	56,417	57,573	60,625	60,853	61,279	52,497	49,628	56,819			
<b>Total Vehicle Hours</b>	3,301	3,403	3,443	3,574	3,601	3,695	3,112	2,999	3,660			
<b>Average Miles per Trip</b>	13	13	13	13	13	13	13	13	13			
<b>Number of Passenger No Shows</b>	157	153	176	183	161	224	154	106	192			
<b>Number Trips Denied</b>	0	0	0	0	1	0	92	28	40			
<b>Chargeable Accidents</b>	1	0	1	0	2	0	0	0	1			
<b>RoadCalls</b>	2	4	4	3	0	4	0	1	1			
<b>Complaints</b>	1/4,206 trips	0/4,510 trips	0/4,548 trips	1/4,580 trips	1/4,633 trips	0/4,695 trips	0/3,999 trips	3/3,852 trips	0/4,546 trips			
<b>Commendations</b>	9	6	7	6	13	5	5	6	6			
<b>Telephone Calls</b>	5,275	5,115	5,087	4,837	5,183	5,054	4,529	3,721	4,057			
<b>Average Call On-Hold Time</b>	1.23	1.21	1.15	1.1	1.12	0.5	1.04	1.02	1.08			

<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	26	10	25	19	25	16	15	21			
TD Applications Denied	1	0	0	0	1	0	0	1	0			
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											
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	37	35	34	34	38	37	33	33	35			
Total Number of TD Trips Provided during the Month	995	911	853	895	950	957	818	784	948			
TD Trip Priorities Used (Yes or No)	No											
Number of Dialysis Saturday Trips Provided	48	35	38	58	55	49	67	67	69			
Number of Other Saturday Trips Provided	35	29	27	60	39	36	19	21	25			
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0	0	0	0	0	0			

**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	\$4,464.77	\$44,647.65	\$1,946.07	\$42,128.95	\$482,183.47	911	\$49.01
Sep-21	-	\$47,419.00	\$4,741.90	\$4,145.77	\$41,457.67	\$3,156.79	\$40,468.69	\$441,714.78	853	\$48.60
Oct-21	-	\$47,419.00	\$4,741.90	\$4,168.12	\$41,681.20	\$3,056.20	\$40,569.28	\$401,145.50	895	\$46.57
Nov-21	-	\$47,419.00	\$4,741.90	\$4,475.07	\$44,750.70	\$1,908.97	\$42,184.60	\$358,960.90	950	\$47.11
Dec-21	-	\$47,419.00	\$4,741.90	\$4,629.42	\$46,294.18	\$1,353.32	\$43,018.08	\$315,942.82	957	\$48.37
Jan-22	-	\$47,419.00	\$4,741.90	\$4,028.16	\$40,281.59	\$0.00	\$36,253.43	\$279,689.39	818	\$49.24
Feb-22	-	\$47,419.00	\$4,741.90	\$3,937.52	\$39,375.19	\$0.00	\$35,437.67	\$244,251.72	784	\$50.22
Mar-22	-	\$47,419.00	\$4,741.90	\$4,679.34	\$46,793.44	\$0.00	\$42,114.10	\$202,137.62	948	\$49.36
Apr-22	-	\$47,419.00	\$4,741.90				\$0.00	\$202,137.62		#DIV/0!
May-22	-	\$47,419.00	\$4,741.90				\$0.00	\$202,137.62		#DIV/0!
Jun-22	-	\$47,419.00	\$4,741.90				\$0.00	\$202,137.62		#DIV/0!
<b>TOTAL</b>	-	<b>\$569,111.00</b>	<b>\$56,911.10</b>	<b>\$39,430.69</b>	<b>\$394,306.86</b>	<b>\$12,097.21</b>	<b>\$366,973.38</b>	<b>\$202,137.62</b>	<b>8,111</b>	<b>\$48.61</b>

**ALACHUA COUNTY  
UNMET TRANSPORTATION NEEDS  
JANUARY\_2022**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Couldn't accommodate trips due to Covid-19/Driver Shortage.	92
TD Application was denied due to not meeting the income criteria. Applicant's income exceeded the limit.	0
Out of County Trip Request - Applicant lives outside Alachua County (Levy County).	0
Other	0
<b>TOTALS</b>	<b>92</b>

**ALACHUA COUNTY  
UNMET TRANSPORTATION NEEDS  
FEBRUARY\_2022**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Couldn't accommodate trips due to Covid-19/Driver Shortage.	28
TD Application was denied due to not meeting the income criteria. Applicant's income exceeded the limit.	0
Out of County Trip Request - Applicant lives outside Alachua County (Williston).	1
Other	0
<b>TOTALS</b>	<b>29</b>

**ALACHUA COUNTY  
UNMET TRANSPORTATION NEEDS  
MARCH\_2022**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Couldn't accommodate trips due to Covid-19/Driver Shortage.	40
TD Application was denied due to not meeting the income criteria. Applicant's income exceeded the limit.	0
Out of County Trip Request - Applicant lives outside Alachua County (Williston).	0
Other	0
<b>TOTALS</b>	<b>40</b>

**ATTENDANCE RECORD**

**ALACHUA COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

<b>MEMBER/ORGANIZATION</b>	<b>NAME</b>	<b>5/12/21</b>	<b>9/1/21</b>	<b>11/10/21</b>	<b>2/9/22</b>
Chair	Commissioner Charles Chestnut, IV	P	P	P	A
Florida Department of Transportation	Janell Damato	P	P	P	P
Alternate Member	Christina Nalsen	P	A	P	A
Florida Department of Children and Families	John Wisker	P	P	A	P
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Reeda Harris		p	P	P
Alternate Member	Pamela Hagley		A	A	A
Florida Department of Education	Jeff Aboumrad	P	P	P	P
Alternate Member	Vacant				
Florida Department of Elder Affairs	Jeff Lee	A	A	A	P
Alternate Member	Nick Hauzer	P	A	A	A
Florida Agency for Persons with Disabilities	Sheryl Dick- Stanford	A	A	A	P
Alternate Member	Silvia Bamburg	A	A	A	A
Public Education	Vacant				
Alternate Member	Vacant				
Citizen Advocate	James East	P	A	P	P
Alternate Member	Vacant				
Citizen Advocate-User	Vacant				
Alternate Member	Vacant				
Elderly	Marie Small	A	A	A	A
Alternate Member	Vacant				
Veterans	Albert H. Linden, Jr.	P	P	P	P
Alternate Member	Vacant				
Persons with Disabilities	Spencer Morton				
Alternate Member	Vacant				
Central Florida Community Action Agency	Tiffany McKenzie	P	P	P	P
Alternate Member	Caroline W. Ruff-Looney				
Children at Risk	Vacant				
Alternate Member	Vacant				
Mass Transit	Jesus Gomez	A	A	A	A
Alternate Member	Mildred Crawford	P	P	P	P
Regional Workforce Board	Phyllis Marty		P	A	A
Alternate Member	Anna Mendoza		P	P	P
Local Medical Community	Erica Barnard		P	P	A
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."

1