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

November 2, 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, November 9, 2022 at 10:00 a.m. in the John R. "Jack" Durrance Auditorium located in the Alachua County Administration Building 12 S.E. 1st Street, City of Gainesville. The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: Toll free 1.888.585.9008

CONFERENCE CODE: 864 183 272

****Please note that 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).

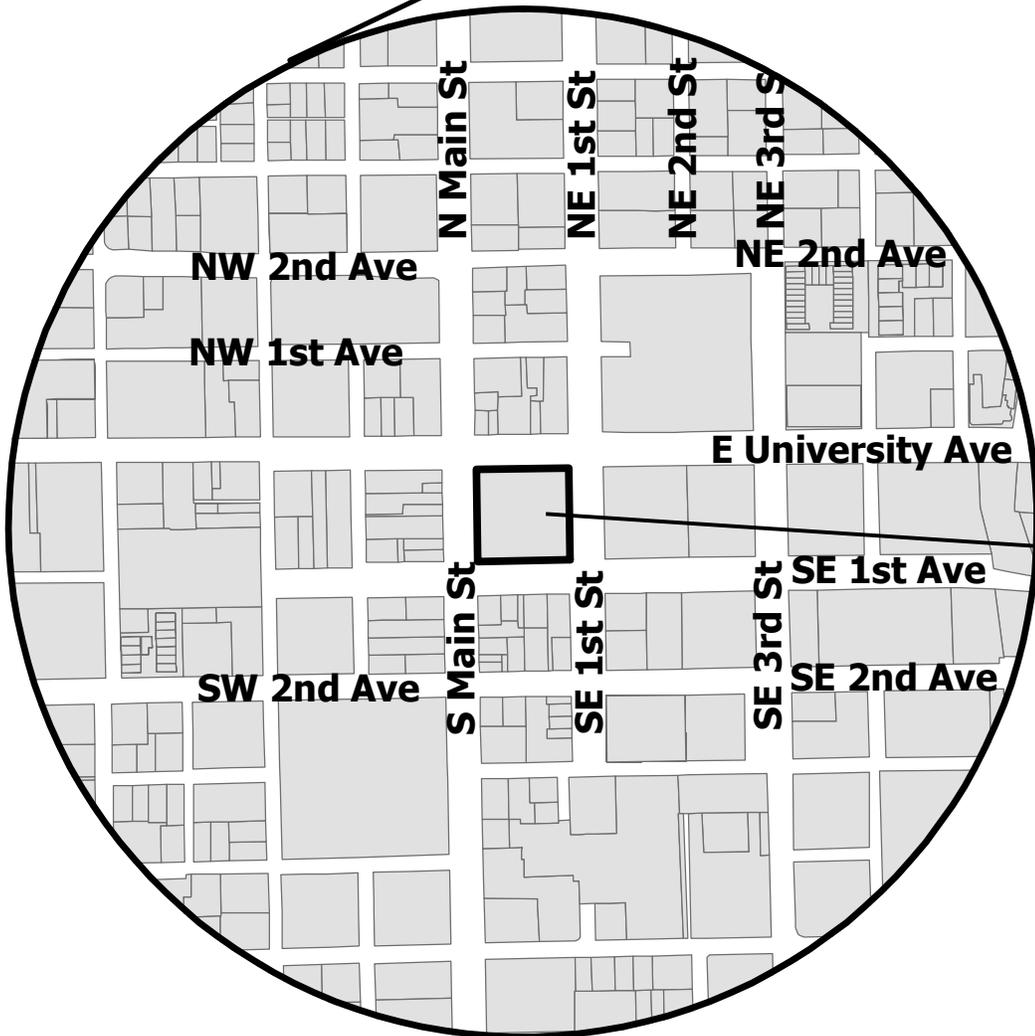
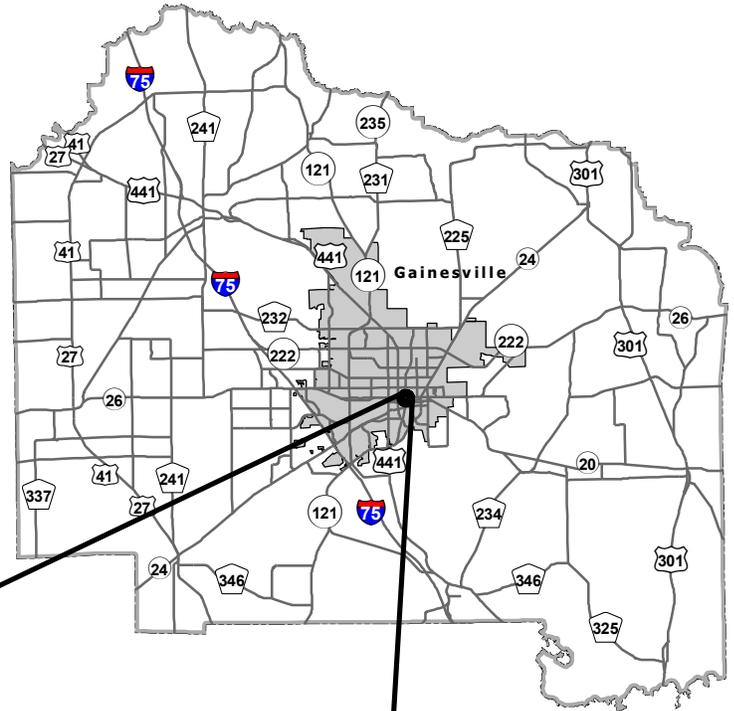
Attachment

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Alachua County Administration Building

12 Southeast 1st Street
Gainesville, FL 32601

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



1 inch = 500 feet

Alachua County
Administration
Building





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**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

John R. "Jack" Durrance Auditorium
Alachua County Admin. Bldg.
12 S.E. 1st Street
Gainesville, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Wednesday
November 9, 2022
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Roll Call

B. Approval of the Meeting Agenda Page 3 ACTION REQUIRED

C. Approval of the September 14, 2022 Minutes Page 7 ACTION REQUIRED

II. NEW BUSINESS

A. 2021/22 Annual Performance Evaluation Page 11 ACTION REQUIRED

The Board needs to approve MV Contract Transportation, Inc.'s 2021/22 annual performance evaluation

**B. MV Contract Transportation, Inc. Page 51 NO ACTION REQUIRED
Operations Reports**

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

III. OTHER BUSINESS

A. Comments

1. Members

2. Citizens

IV. FUTURE MEETING DATES

- A. March 8, 2023 at 10:00 a.m.**
- B. May 10, 2023 at 10:00 a.m.**
- C. September 13, 2023 at 10:00 a.m.**
- D. November 8, 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**

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
Vacant 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)
Vacant 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, 2025)	Vacant Medical Community (Term ending June 30, 2025)
Vacant Children at Risk (Term ending June 30, 2025)	Vacant Children at Risk (Term ending June 30, 2025)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Vacant Private Transportation Industry (Term ending June 30, 2025)	Vacant Private Transportation Industry (Term ending June 30, 2025)

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

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**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
September 14, 2022
10:00 a.m.

VOTING MEMBERS PRESENT IN PERSON

Millie Crawford representing Jesus Gomez, Mass Transit Representative
Reeda Harris, Florida Agency for Health Care Administration Representative
Nick Hauzer representing Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair
Tiffany McKenzie, Central Florida Community Action Agency Representative
Spencer Morton, Persons with Disabilities Representative
John Wisker, Florida Department of Children and Families Representative

VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY

Jeff Aboumrad, Florida Department of Education Representative
Erica Barnard, Local Medical Community Representative
Albert H. Linden, Jr., Veterans Representative
Janell Damato, Florida Department of Transportation Representative
Sheryl Dick-Stanford, Florida Agency for Persons with Disabilities Representative

VOTING MEMBERS ABSENT

Commissioner Charles Chestnut, IV, Chair
Phyllis Marty, Regional Workforce Board Representative
Marie Small, Elderly Representative

OTHERS PRESENT IN PERSON

Judy Hamilton
Gary Luke, General Manager, MV Contract Transportation, Inc.
Marsha Rivera, Accounting Manager, MV Contract Transportation, Inc.

STAFF PRESENT

Lynn Godfrey, Metropolitan Transportation Planning Organization

I. BUSINESS MEETING CALL TO ORDER

Ms. Lynn Godfrey Metropolitan Transportation Planning Organization Senior Planner, stated that Chair Chestnut and Vice-Chair Lee are not present. She asked the Board to elect an Acting Chair.

ACTION: Tiffany McKenzie moved to elect Nick Hauzer as Acting Chair. Spencer Morton seconded; motion passed unanimously.

Acting Chair Hauzer called the meeting to order at 10:03 a.m.

A. Roll Call

The roll was called by Ms. Godfrey, and, a quorum was declared present.

B. Approval of the Meeting Agenda

ACTION: Tiffany McKenzie moved to approve the meeting agenda. Spencer Morton seconded; motion passed unanimously.

C. Approval of the May 11, 2022 Meeting Minutes

ACTION: Millie Crawford moved to approve the May 11, 2022 meeting minutes. Tiffany McKenzie seconded; motion passed unanimously.

II. NEW BUSINESS

A. Bylaws

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She said staff is not recommending any changes to the Bylaws.

ACTION: Spencer Morton moved to approve the Bylaws. Jeff Aboumrad seconded; motion passed unanimously.

B. 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: Millie Crawford moved to approve the Grievance Procedures. Spencer Morton seconded; motion passed unanimously.

C. Elect Vice-Chair

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

D. 2021/22 Annual Operating Report

Ms. Marsha Rivera, MV Contract Transportation, Inc. Accounting Manager, discussed the 2021/22 Annual Operating Report.

The Board reviewed the Annual Operating Report.

E. MV Contract Transportation, Inc. Operations Reports

Mr. Gary Luke, MV Contract Transportation, Inc. General Manager discussed MV Contract Transportation, Inc. activities. He said MV Contract Transportation, Inc. increased driver pay and has been able to increase the number of applicants for driver positions. He said he is hopeful he will be able to hire more drivers and increase service provision.

III. OTHER BUSINESS

A. Members

Millie Crawford stated that the City of Gainesville now requires contracted service providers to pay their employees a living wage. She said this requirement will increase the cost of ADA service provision. Therefore, she said the City of Gainesville may no longer apply for U.S.C. Section 5311 grant funds.

Spencer Morton asked how the loss of U.S.C. Section 5311 Grant funds will affect service.

Mr. Luke stated that, currently, the Transportation Disadvantaged Program Grant funds are sufficient to meet the demand for trips. Therefore, he said the loss of U.S.C. Section 5311 Grant funds may not have an immediate impact on service.

B. Citizens

Judy Hamilton stated that she is hearing from people who reside outside of the ADA service area that they no longer try to schedule rides because of the reduction in service provision.

Mr. Luke said he hopes the increased driver pay will allow MV Contract Transportation, Inc. to provide more service.

IV. FUTURE MEETING DATES

Acting Chair Hauzer stated that the next Board meeting will be held November 9, 2022 at 10:00 a.m. He thanked everyone for attending the meeting.

ADJOURMENT

The meeting adjourned at 11:00 a.m.

Coordinating Board Chair

Date



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

November 2, 2022

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2020/21 Annual Performance Evaluation

RECOMMENDATION

Approve the MV Contract Transportation, Inc.'s 2021/22 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by MV Contract Transportation, Inc. Attached is MV Contract Transportation, Inc.'s draft 2021/22 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

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COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: MV Contract Transportation, Inc.

County: Alachua

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

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

Review period: July 1, 2021 - June 30, 2022

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2021/22 Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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

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
352.955.2200

November 9, 2022

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Cost _____	27
Level of Competition _____	28
Level of Coordination _____	29

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I. FINDINGS AND RECOMMENDATIONS

A. General Information

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

B. Chapter 427, Florida Statutes

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

D. On Site Observation

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

E. Surveys

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

F. Cost

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

G. Level of Competition

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

H. Level of Coordination

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

II. ENTRANCE INTERVIEW

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

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

III. GENERAL INFORMATION

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

7/01/18

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

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

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

Yes (attached)

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

Yes

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

Yes

6. **When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?**

The Helpline number is posted in all vehicles and noted on the Rider Guide. If a solution is not reached to satisfy the complainant, the complainant is referred to the Helpline.

7. **When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?**

Yes

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes

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

Yes

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

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

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

Yes

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

No

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

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

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

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

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

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

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

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

19. **What barriers are there to the coordinated system?**

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

20. **Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?**

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

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

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

22. **How is the Community Transportation Coordinator marketing the voluntary dollar?**

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



Alachua County Community Transportation Coordinator Complaint Policy

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

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

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



Florida's Transportation Disadvantaged Voluntary Dollar Program

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

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

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

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

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

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

Alachua County Community Transportation System



Rider's Guide

Last Update effective September 15, 2020
Accessible formats are available upon request



**Service Coordinated
and provided by
MV Transportation**



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

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

SECTION 1: Dear Rider

MV Transportation is a **door to door service** committed to providing safe and reliable transportation where staff and drivers are helpful, courteous and on time. Reasonable accommodations will be considered on a case by case basis.

SECTION 2: Service Hours and Days

- ADA Paratransit rides are provided Monday - Friday between the hours of 6 am and 8:30 pm (last P/U). Saturday ADA paratransit rides are provided between 6 am and 6:30 pm (last P/U). Sunday ADA Paratransit rides are provided between 9 am and 5 pm (last P/U). ADA paratransit service is provided by RTS after 9:00 PM to 3:00 AM in the late night service area. To determine if your trip is in the late night area contact MV Transportation before 5:00 PM the day before your trip and we will refer to RTS to schedule the trip. The pickup window for this service is 30 minutes.
- TD sponsored service is provided Monday - Friday from 6:00 am to 6:00 pm (last drop-off) and Saturday from 6:00 am to 6:00 pm (last drop-off). There are no TD rides provided on Sunday.

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

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

SECTION 3: Reservations

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

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

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

Emergency Service

During evacuations for hurricanes, MV is contracted with the Alachua County Emergency Operations Center (EOC) to transport individuals to special needs shelters. You must be on the Special Needs Registry to access this service. Contact the Alachua County EOC at 352-264-6530 to get registered.

SECTION 11: Passenger Property

Passenger property that can be carried by the passenger and/or personal care attendant in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Drivers may assist passengers with up to two (2) bags of personal property not to exceed 25 lbs. in total upon request. MV drivers are not personally or financially responsible for damaged or broken property.

Shopping Carts

Only one (1) folding shopping cart per client will be allowed on the vehicle. The driver is responsible for the handling and stowing of the shopping cart. Personal property will not exceed 25 pounds in total.

SECTION 12: Rules

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

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

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

SECTION 6: No-Show

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

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

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

SECTION 7: Will Call Policy

If you will not be ready to go home at the time you scheduled your return trip, you may be made a "will call". If this happens, please call our office at (352) 375-2784 Option 3 as soon as possible. A dispatcher or customer service agent will assist you with your trip. This will allow us to make arrangements to have you picked up at a later time. As a courtesy, if you are made a "will-call", we will send a vehicle to your last known location at the time you indicate you are ready to return. This could take up to two (2) hours. Remember, last drop-off is at 6:00 pm.

SECTION 8: Fares

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

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

Prepaid tickets can be purchased by calling (352) 375-2784 option 7. Any other sponsoring agencies that chose to charge a co-pay to their clients may do so.

SECTION 9: Compliments and Concerns

- To convey a compliment or service concern, please call (352) 375-2784 Option 4.
- It is important that you let us know how you feel about the service we are providing. If you have any complaints, compliments or concerns, please call our office immediately. You may speak to the Operations Manager, General Manager or Safety Manager at any time. You have the right to expect a response from our staff in a timely manner.
- To report a SAFETY concern, please call (352) 375-2784 Option 6.
- You may contact the CTD Helpline for further assistance with concerns and compliments at (800) 983-2435.

SECTION 10: Types of Service

ADA-Transportation

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

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



We Provide Freedom™

Dear Transportation Disadvantaged Program Applicant:

Florida's Transportation Disadvantaged Program was established with the passage of Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves or to purchase transportation due to a physical or mental disability, income status, or age. MV Transportation, the designated Community Transportation Coordinator for Alachua County, is responsible for determining whether individuals are eligible for TD Program assistance. Effective July 1, 2012 the following new criteria will be used to determine whether you qualify for TD Program services:

Unable to transport themselves: Individual is not sponsored by any agency for their transportation and is unable to use the fixed route bus system due to a physical or mental disability defined by the ADA (*Medical Verification Form required*); or

Unable to purchase transportation: Individual applicant income meets maximum of 150% of the current Federal Poverty Guidelines (*Proof of Income required*).

Unable to obtain transportation: Individual does not have an operational vehicle in the household; or the ability to operate a vehicle; or the ability to find transportation from other sources.

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

Sincerely,

Gary Luke, General Manager

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



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

APPLICATION FOR TRANSPORTATION DISADVANTAGED TRUST FUND SERVICES

MV Transportation is the Community Transportation Coordinator (CTC) for Alachua County. The information contained in this application will only be used by MV to determine your eligibility for Transportation Disadvantaged Trust Fund (TD) services. TD eligibility is determined by a documented disability that prevents you from using or accessing fixed-route bus services, an income based test and documentation that you cannot purchase or secure transportation through other means. Income tests are based on Federal Poverty Levels and a tiered system. Guidelines are available upon request. Eligibility for this program must be renewed annually. 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: _____
9. Do you use the fixed route bus system? _____ YES _____ NO (If YES) how many times per week? _____ Per month? _____

The Standard of Excellence Since 1976

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

The Standard of Excellence Since 1976

Applicant Name _____

Medical Verification - To be completed by a licensed professional

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

What is the applicant's disability? _____

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

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

Applicants Release:

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

Applicant Signature _____ Date _____

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

Signing for Applicant _____ Relationship _____ Date _____

MV TRANSPORTATION, INC.
P 352.375.2784 F 352-378-6117

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

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

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Hours of Service:**

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

2. **Call Intake Hours:**

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

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

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

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

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

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

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

14 days

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

No agreement with the local Regional Workforce Board.

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

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

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

Yes

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

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

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

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

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

V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

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

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

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

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

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

Yes

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

\$500,000/\$500,000

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

Not applicable, no subcontracted operators/coordination contractors.

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

No

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

1/5/2022

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

Not applicable, no subcontracted operators.

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

Yes

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

1/4/2022

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

Out-of-Service Area trips	MV Contract Transportation, Inc. may require medical provider verification for any out of county transportation.
CPR/1st Aid	MV Contract Transportation, Inc. does not require drivers to be trained in CPR. MV Contract Transportation, Inc. requires that all vehicles be equipped with biohazard kits as required by State and Federal regulations.
Driver Criminal Background Screening	MV Contract Transportation, Inc. conducts motor vehicle registration checks on drivers every six months.
Passenger Property	MV Contract Transportation, Inc. allows passengers to have personal property that they can place on their lap or stow under the seat. Passengers must be able to independently carry all items brought on the vehicle.
Advance reservation requirements	MV Contract Transportation, Inc. requires trips to be scheduled by 5:00 p.m. the day before service is requested.
Pick-up Window	Passengers shall be picked up 30 minutes before or 30 minutes after their scheduled pick-up time.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Preventable Accidents	No more than 1.4/100,000 miles	Yes
Roadcalls	No more than 7 roadcalls/100,000 miles during the evaluation period.	Yes
Complaints	No more than 3/1,000 trips.	Yes
Call-Hold Time	Not applicable	Yes

County: Alachua
 CTC: MV Transportation, Inc.
 Contact: Gary Luke
 3713 SW 42nd Ave Ste 3
 Gainesville, FL 32608
 352-375-2784
 Email: gary.luke@mvtransit.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,069



<u>Trips By Type of Service</u>	2020	2021	2022	<u>Vehicle Data</u>	2020	2021	2022
Fixed Route (FR)	0	0	0	Vehicle Miles	829,367	649,904	672,172
Deviated FR	0	0	0	Roadcalls	16	15	27
Complementary ADA	43,458	36,670	36,110	Accidents	4	5	7
Paratransit	19,503	14,218	15,738	Vehicles	38	39	35
TNC	0	0	0	Drivers	27	17	21
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	62,961	50,888	51,848				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	33,787	32,205	31,272	Expenses	\$2,523,599	\$2,155,941	\$2,206,470
Employment	8,544	6,465	8,026	Revenues	\$2,413,721	\$2,042,185	\$2,041,718
Ed/Train/DayCare	1,573	374	973	Commendations	76	59	79
Nutritional	2,937	2,562	1,974	Complaints	52	10	8
Life-Sustaining/Other	16,120	9,282	9,603	Passenger No-Shows	4,349	2,668	1,946
TOTAL TRIPS	62,961	50,888	51,848	Unmet Trip Requests	7	4	282
Passenger Trips By Revenue Source				Performance Measures			
CTD	14,110	10,868	10,705	Accidents per 100,000 Miles	0.48	0.77	1.04
AHCA	459	0	0	Miles between Roadcalls	51,835	43,327	24,895
APD	0	0	0	Avg. Trips per Passenger	37.37	44.29	48.50
DOEA	844	547	826	Cost per Trip	\$40.08	\$42.37	\$42.56
DOE	0	0	0	Cost per Paratransit Trip	\$40.08	\$42.37	\$42.56
Other	47,548	39,473	40,317	Cost per Total Mile	\$3.04	\$3.32	\$3.28
TOTAL TRIPS	62,961	50,888	51,848	Cost per Paratransit Mile	\$3.04	\$3.32	\$3.28
Trips by Provider Type							
CTC	62,961	50,888	51,848				
Transportation Operator	0	0	0				
Coordination Contractor	0	0	0				
TOTAL TRIPS	62,961	50,888	51,848				



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 42nd
Ave, Suite 3, Gainesville, FL 32608

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

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

Blue Ink Signature: *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 42nd Ave, Suite 3, Gainesville, FL 32608

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE

725-030-10
TRANSIT
12/01

for a
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Parts 40, 655)
To
Florida Department of Transportation

Jan 4, 2022

DATE _____

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)

VI ON-SITE OBSERVATION OF THE SYSTEM

1. **Date of Observation:**
An on-site observation was not conducted due to COVID-19 safety concerns. _____
2. **Location:**

3. **Number of Passengers picked up/dropped off:**
Ambulatory: _____
Non-Ambulatory: _____
4. **Was the driver on time?**

5. **Did the driver provide passenger assistance?**

6. **Was the driver wearing identification?**

7. **Did the driver ensure the passengers were properly secured?**

8. **Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?**

9. **Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commodations?**

10. **Did the vehicle have working heat and air conditioning?**

11. **Did the vehicle have two-way communications in good working order?**

12. **If used, was the lift in good working order?**

13. **Was there safe and appropriate seating for all passengers?**

14. **Did the driver properly use the lift and secure the passenger?**

VII PASSENGER SURVEYS

How often do your ride?

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

Have you been denied transportation services?

Yes 0

No 10

What is your trip purpose?

Medical	Education/Training	Employment	Other
9	0	0	1

Do you have concerns with your service?

Yes 0

No 10

What types of concerns do you have?

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

VII PURCHASING AGENCY SURVEYS

PURCHASING AGENCY SURVEY

Purchasing Agency: Alachua County/Foster Grandparent Program

Representative of Purchasing Agency: Trelany Pennington

County: Alachua

- 1) **Does your agency purchase transportation services from MV Contract Transportation, Inc.?**
 - Yes
 - No

- 2) **What is the primary purpose for purchasing transportation service for your clients?**
 - Medical
 - Employment
 - Education/Training/Day Care
 - Nutritional
 - Life Sustaining/Other

- 3) **On average, how often do your clients use MV Contract Transportation, Inc.'s transportation services?**
 - 7 Days/Week
 - 1-2 Times/Week
 - 3-5 Times/Week
 - 1-3 Times/Month
 - Less than 1 Time/Month

- 4) **Have you had any problems with MV Contract Transportation, Inc.'s service?**
 - Yes
 - No If no, skip to question 6

- 5) **If you have had problems with MV Contract Transportation, Inc.'s service, please identify the types of problems:**
 - Advance notice requirement
 - Cost
 - Service area limits
 - Pick up times not convenient
 - Vehicle condition
 - Lack of passenger assistance
 - Accessibility concerns
 - Complaints about drivers
 - Complaints about timeliness
 - Length of wait for reservations
 - Other _____

- 6) **Overall, are you satisfied with the transportation services provided by MV Contract Transportation, Inc.?**
 - Yes
 - No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency: City of Gainesville, Regional Transit System
Representative of Purchasing Agency: Mildred Crawford, ADA Coordinator
County: Alachua

1) Does your agency purchase transportation from MV Contract Transportation, Inc.?

- Yes
 No

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

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

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

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

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

- Yes
 No If no, skip to question 6

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

- Advance notice requirement
 Cost
 Service area limits
 Pick up times not convenient
 Vehicle condition
 Lack of passenger assistance
 Accessibility concerns
 Complaints about drivers
 Complaints about timeliness
 Length of wait for reservations
 Other Trip denials due to lack of Drivers. RTS cancelled the contract so it could be rebid in order to increase driver pay.

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

- Yes MV has done everything they could to hire more staff. Hopefully the pay increase will alleviate the problem of hiring drivers.
 No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency: Florida Commission for the Transportation Disadvantaged
Representative of Purchasing Agency: Dan Zeruto, Project Manager - Area 3
County: Alachua

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

- Yes
 No

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

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

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

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

4) Have you had any problems with MV Contract Transportation, Inc.'s service?

- Yes
 No If no, skip to question 6

5) If you have had problems with MV Contract Transportation, Inc.'s service, please identify the types of problems:

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

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

- Yes
 No If no, why? _____

VIII COST



CTC Expense Sources

County: Alachua
Fiscal Year: 07/01/2021 - 06/30/2022

CTC Status: Submitted
CTD Status: Under Review

CTC Organization: MV Transportation, Inc.

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 1,109,928	\$ 0	\$ 1,109,928	\$ 1,126,895	\$ 0	\$ 1,126,895
Fringe Benefits	\$ 44,797	\$ 0	\$ 44,797	\$ 31,718	\$ 0	\$ 31,718
Services	\$ 79,498	\$ 0	\$ 79,498	\$ 104,635	\$ 0	\$ 104,635
Materials & Supplies Consumed	\$ 224,414	\$ 0	\$ 224,414	\$ 303,519	\$ 0	\$ 303,519
Utilities	\$ 48,587	\$ 0	\$ 48,587	\$ 54,979	\$ 0	\$ 54,979
Casualty & Liability	\$ 222,759	\$ 0	\$ 222,759	\$ 267,263	\$ 0	\$ 267,263
Taxes	\$ 1,368	\$ 0	\$ 1,368	\$ 2,646	\$ 0	\$ 2,646
Miscellaneous	\$ 27,619	\$ 0	\$ 27,619	\$ 12,363	\$ 0	\$ 12,363
Interest	\$ 10,782	\$ 0	\$ 10,782	\$ 12,729	\$ 0	\$ 12,729
Leases & Rentals	\$ 110,119	\$ 0	\$ 110,119	\$ 108,329	\$ 0	\$ 108,329
Capital Purchases	\$ 232,162	\$ 0	\$ 232,162	\$ 31,283	\$ 0	\$ 31,283
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 94,437	\$ 0	\$ 94,437	\$ 99,582	\$ 0	\$ 99,582
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 2,206,470	\$ 0	\$ 2,206,470	\$ 2,155,941	\$ 0	\$ 2,155,941

IX LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	1	0
Private For-Profit	8	1
Government	1	1
Public Transit Agency	0	0
Total	10	2

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

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

Yes _____

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

	Low bid
	Requests for qualifications
	Negotiation only

√	Requests for proposals
	Requests for interested parties

X LEVEL OF COORDINATION

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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November 2, 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:

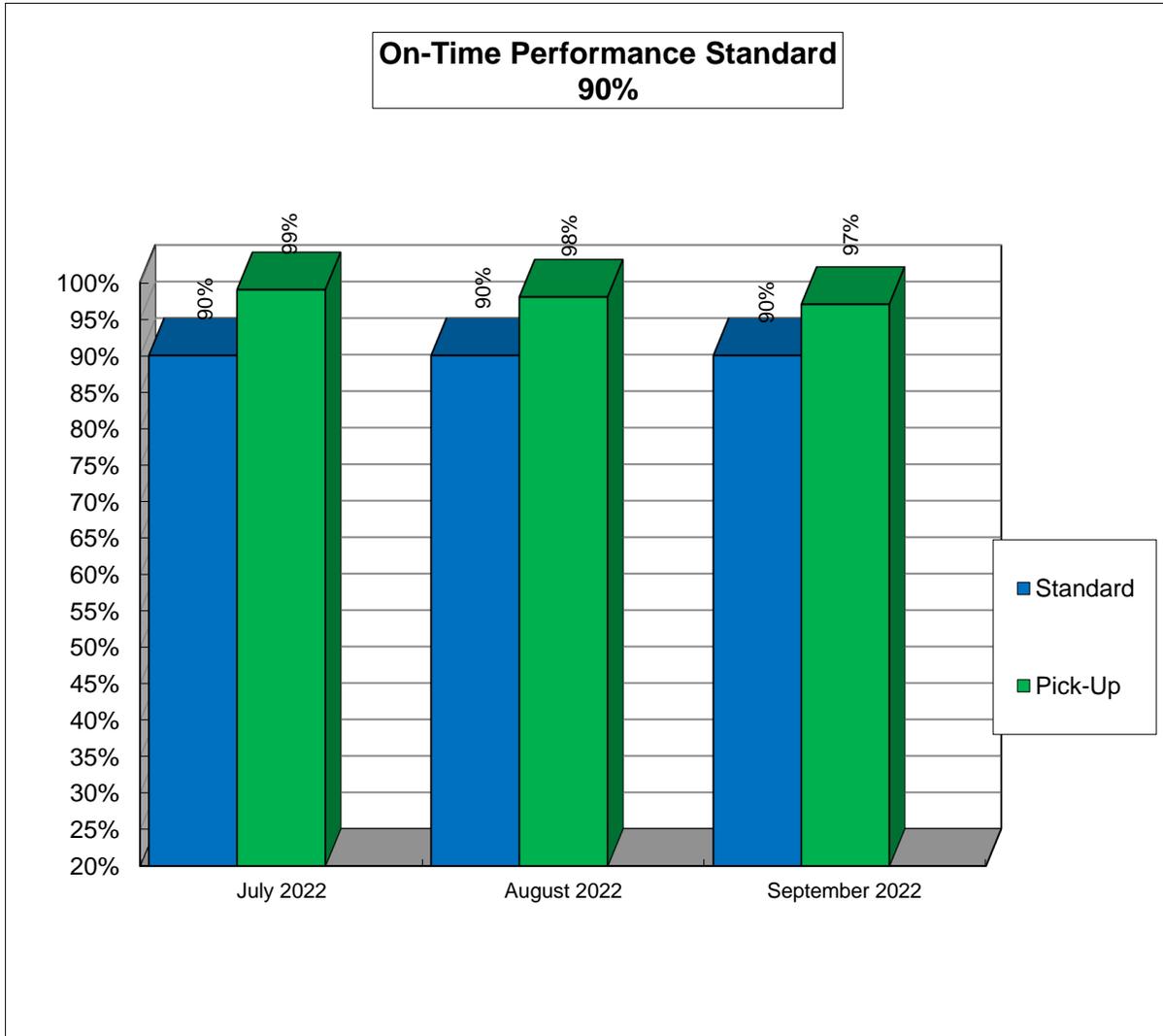
1. Alachua County Transportation Disadvantaged Service Plan Standards Report:
 - On-time performance
 - Complaints
 - Call hold time
 - Accidents
 - Roadcalls
2. MV Contract Transportation, Inc. Operations Report;
3. Transportation Disadvantaged Program Status Report; and
4. Unmet Transportation Needs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

Attachments

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**TRANSPORTATION DISADVANTAGED SERVICE PLAN
STANDARDS OF PERFORMANCE
ALACHUA COUNTY
JULY 2022 - SEPTEMBER 2022**

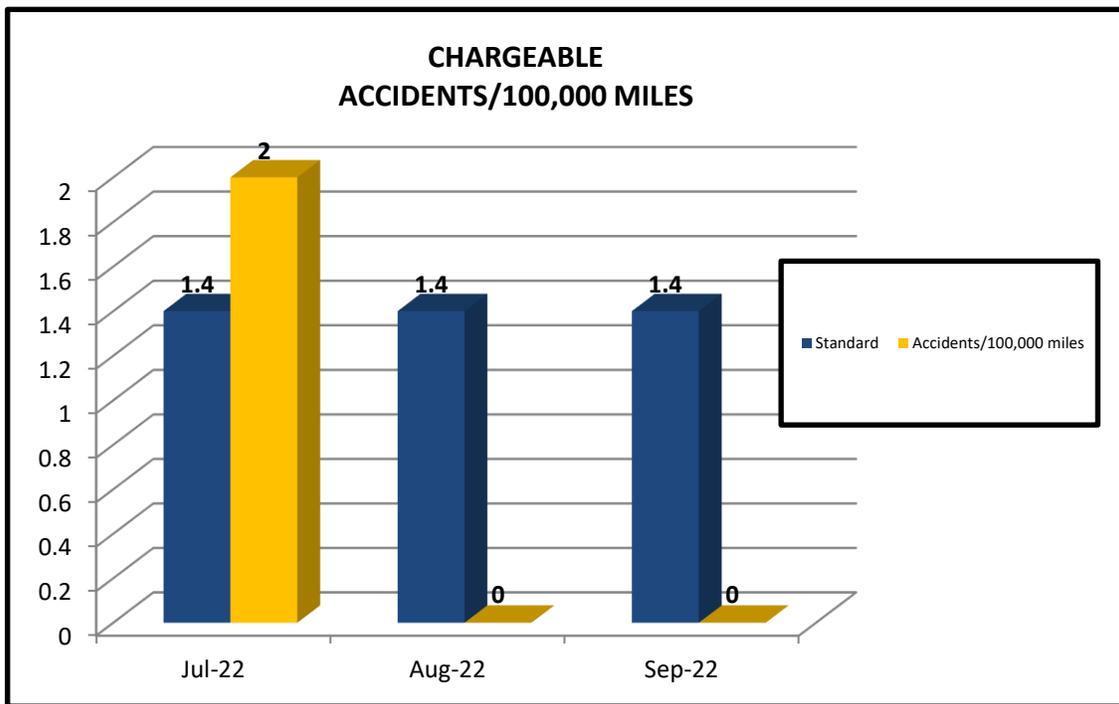


Source: MV Contract Transportatio, Inc. On-Time Analysis

TRANSPORTATION DISADVANTAGED SERVICE PLAN STANDARDS

ALACHUA COUNTY JULY 2022 - SEPTEMBER 2022

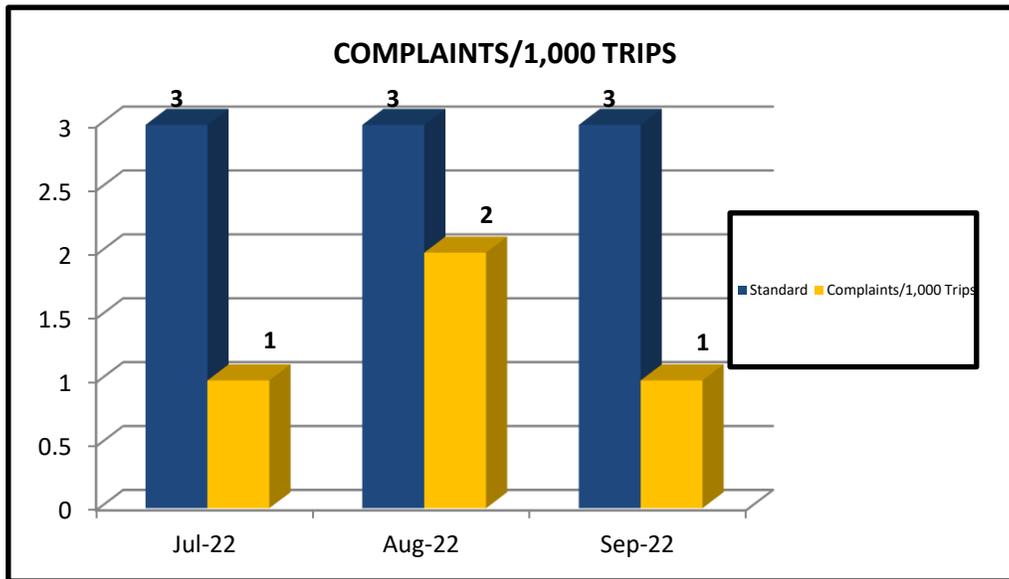
MONTH	STANDARD	CHARGEABLE ACCIDENTS/100,000 MILES
Jul-22	1.4	2
Aug-22	1.4	0
Sep-22	1.4	0



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN STANDARDS
ALACHUA COUNTY, JULY 2022 - SEPTEMBER 2022**

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
Jul-22	3	1
Aug-22	3	2
Sep-22	3	1

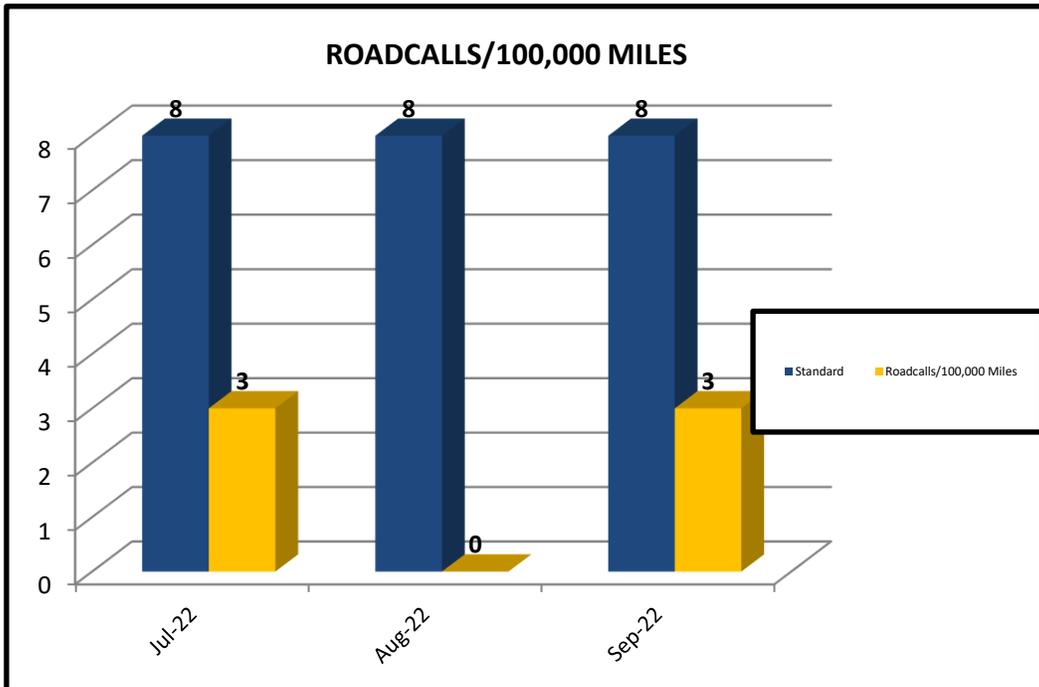


Source: MV Contract Transportation, Inc. Operations Report

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**TRANSPORTATION DISADVANTAGED
SERVICE PLAN STANDARDS
ALACHUA COUNTY, JULY 2022 - SEPTEMBER 2022**

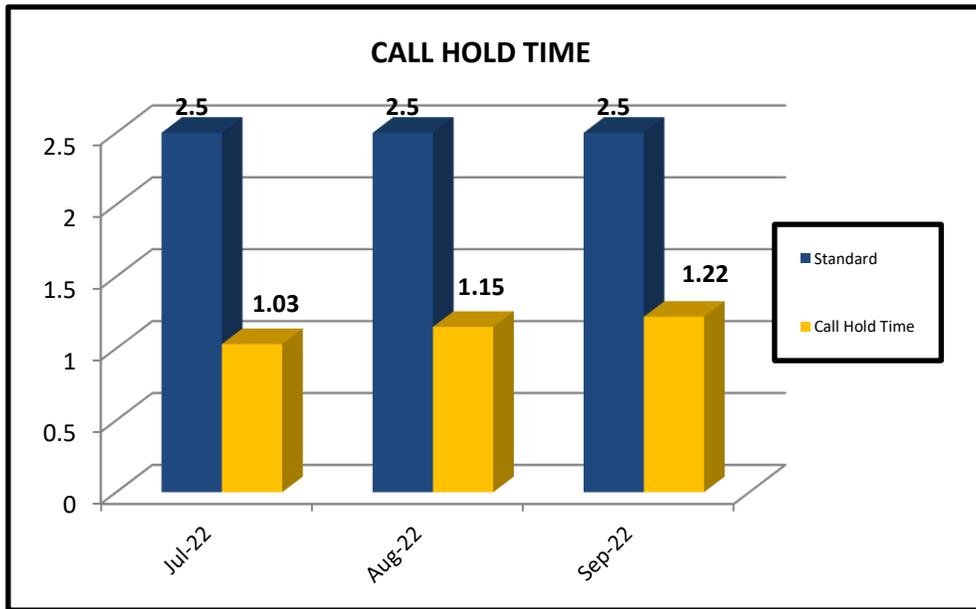
MONTH	STANDARD	ROADCALLS/100,000 MILES
Jul-22	8	3
Aug-22	8	0
Sep-22	8	3



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN STANDARDS
ALACHUA COUNTY, JULY 2022 - SEPTEMBER 2022**

MONTH	STANDARD	CALL HOLD TIME
Jul-22	2.5	1.03
Aug-22	2.5	1.15
Sep-22	2.5	1.22



Source: MV Contract Transportation, Inc. Operations Report

2022-2023 OPERATING DATA	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Total No Trips Invoiced	3,612	4,278	3,817									
Florida Managed Medical Care Program (Medicaid)	0	0	0									
Transportation Disadvantaged Program	713	997	765									
City of Gainesville ADA Service	2,533	2,787	2,473									
Florida Department of Transportation 5311	89	97	96									
Florida Department of Transportation 5310	46	45	89									
Alachua County	206	302	357									
ElderCare of Alachua County, Inc.	25	50	37									
Total Vehicle Miles	48,534	57,340	48,574									
Total Vehicle Hours	2,876	3,248	2,941									
Average Miles per Trip	13	13	13									
Number of Passenger No Shows	155	176	196									
Number Trips Denied	20	27	12									
Chargeable Accidents	2	1	0									
RoadCalls	3	0	3									
Complaints	1/3,612 trips	2/4,278 trips	1/3,817									
Commendations	4	6	5									
Telephone Calls	3,399	3,964	3,672									
Average Call On-Hold Time	1.03	1.15	1.22									

**TRANSPORTATION DISADVANTAGED PROGRAM
2022/2023 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
22-Jul	\$560,808.00	\$46,745.00	\$4,674.50	\$3,527.80	\$35,277.97	\$0.00	\$31,750.17	\$529,057.83	713	\$49.48
22-Aug	-	\$46,733.00	\$4,673.30	\$5,189.27	\$51,892.73	\$0.00	\$46,703.46	\$482,354.37	997	\$52.05
22-Sep	-	\$46,733.00	\$4,673.30	\$4,078.40	\$40,784.01	\$0.00	\$36,705.61	\$445,648.76	765	\$53.31
22-Oct	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
22-Nov	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
22-Dec	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
23-Jan	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
23-Feb	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
23-Mar	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
23-Apr	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
23-May	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
23-Jun	-	\$46,733.00	\$4,673.30			\$0.00	\$0.00	\$445,648.76		#DIV/0!
TOTAL	-	\$560,808.00	\$56,080.80	\$12,795.47	\$127,954.71	\$0.00	\$115,159.24	\$445,648.76	2,475	\$51.70

TD PROGRAM STATUS REPORT	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
TD Applications Approved	12	18	20									
TD Applications Denied	0	0	0									
Bus Pass Applications Received	0	0	0									
Number of Bus Passes sponsored by the TDTF	0	0	0									
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A									
Number of TD Trips that can be Provided Daily	54	54	54									
Average Number of TD Trips Performed Daily	29	37	31									
Total Number of TD Trips Provided during the Month	713	997	765									
TD Trip Priorities Used (Yes or No)	No	No	No									
Number of Dialysis Saturday Trips Provided	45	77	66									
Number of Other Saturday Trips Provided	23	10	12									
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0									



We provide freedom.

**Alachua County Local Coordinating Board
3rd Quarter 2022**

**MV Transportation
Community Transportation Coordinator**

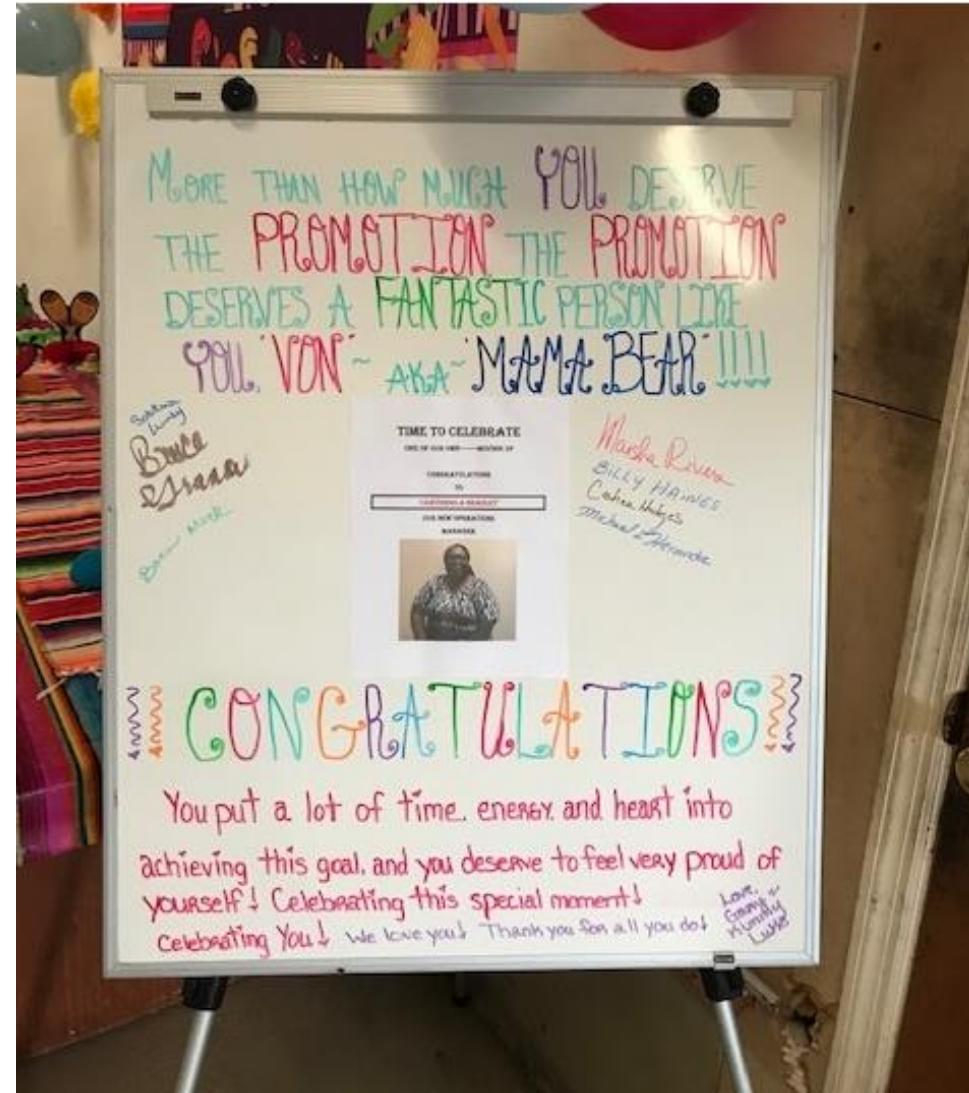
Katherine McClary Award

- **Clisby Miles**
- **3rd Quarter 2022**
- **Above and Beyond**
- The Katherine McClary Award Program is a program that recognizes MVT vehicle operators throughout North America, who continually demonstrate a commitment to safety and for providing the standard of excellence MVT delivers to our clients.



Congratulations to Carvondella (VON) Bradley

- Von has moved to Operations Manager.
- Von has many years experience in the operations department and has proven her dedication to clients and drivers



October 2022 will be remembered as the month of Audits

- We were audited by RTS for the triannual FDOT inspection.
- The CTD came next with a full audit.
- Final we spent two days being audited by our Regional Director of Safety.
- We passed all three audits. We were told by our Safety Director that we scored the highest of all divisions at the time of our audit.
- This was accomplished by TEAMWORK.



Alachua County EOC



Alachua County Emergency Management

@AlachuaCoEM · Government Organization

MV participated with relocating special needs citizens for Hurricane IAN



Staffing

Since our new contract and drivers starting at a better hiring scale, we are seeing not only more applicants, but the quality of the applicant has greatly increased.

Finally, A light at the end of the tunnel.

Our method to increase applicants and new hires was right on the money.

Currently, we have a sufficient amount of drivers and staff to operate as we should.

We have added two dispatchers and currently have 20 drivers in revenue service, four in cadet training and two in the classroom.



Driver Wheelchair Securement Training

Our continued quarterly refresher training on wheelchair load/unloading and securement has paid great dividends. No wheelchair incidents since **March 5th, 2021**

Company requirements are that we retrain on wheelchairs twice a year, we do it quarterly.



Trip Volume

2021 Calendar Year: Completed Trips

2022 Calendar Year: Completed Trips

July 2021 4206	July 2022 3612 (14.12% decline)
August 2021 4510	August 2022 4278 (5.14% decline)
September 2021 4548	September 2022 38176 (16.07% decline)

Operating Statistics

- **Consistent On Time Performance – 90% Goal**
- **July – 98.64%**
- **August – 98.24%**
- **September – 96.91%**
 - **Accidents – Outline in previous slide**
 - **Call Hold Times – Well under standard**
 - **Road Calls - Well under standard**
- **Valid Complaints – Well under standard of 3/1000 trips**
- **July – 1/3612**
- **August – 2/4278**
- **September – 1/3817**



OCTOBER SURPRISES

October has historically been the riskiest month of the year according to DriveCam statistics. We are up against a number of factors, including back-to-school, reduced daylight hours and the start of a change of season that will bring adverse weather conditions, daylight savings, Fall sun glare, and so on. We have seen heightened pedestrian activity and need to continue to double-down on our fundamental techniques, including seeing 360, getting the big picture, rock n roll, using mirrors, reducing speed and making complete stops.

According to Drive Cam, October 18th is the single day that carries the most unsafe behaviors and is the riskiest day of the year. Your proactiveness will help to mitigate the risk of experiencing that uptick on Drive Cam this year. What do you plan to do to reduce your risky behaviors this month?





Preventable Vehicle Accident Outline

2022 3rd Quarter

1 preventable

No injuries

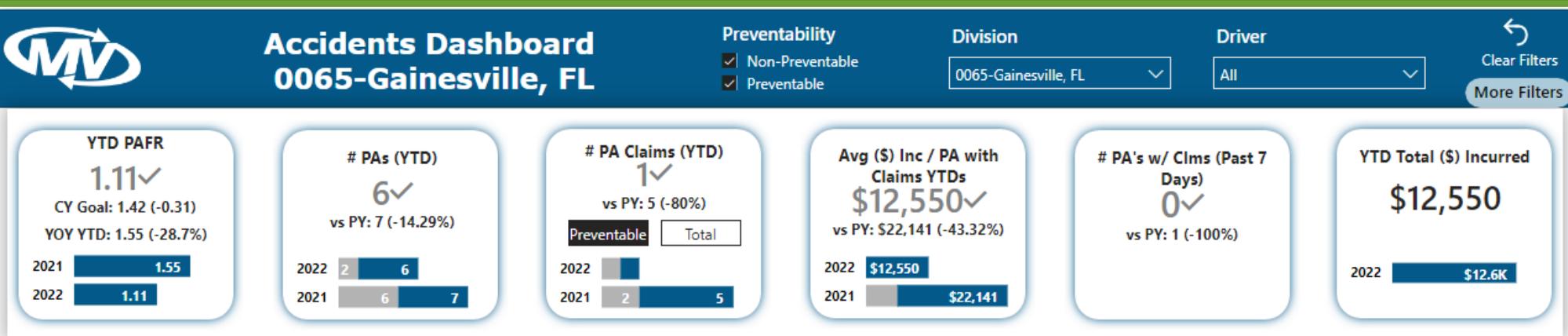
A very minor backing accident

Last accident of any kind was

August 8, 2022



PAFR



Preventable Accident Frequency Rate

IFR

Grouping	Employee Injuries				IFR				YOY IFR	IFR Goal
	2019	2020	2021	2022	2019	2020	2021	2022	2022	2022
Collision / Struck By Object	1		1		2.46		3.47		-100.0%	2.89
Slip / Fall	2				4.91					0.0
Handling Passenger		1		1		3.26		3.9		0.0
Maintenance / Inspection	1	1			2.46	3.26				0.0
Ergonomics			1				3.47		-100.0%	2.89
General Workplace Safety	1				2.46					0.0
Total	5	2	2	1	12.29	6.52	6.94	3.9	-43.8%	5.78

Incident **F**requency **R**ate



JULY SAFETY FOCUS

Customer Service & ADA Sensitivity

AUGUST SAFETY FOCUS

- **Following Distance**
- **Pre-Trip Inspections**

• SEPTEMBER SAFETY FOCUS

- **Pedestrian Safety**

We somehow find the time to have some fun for the drivers and staff



This was Taco Tuesday. We served Tacos and all the fixings to drivers and staff

Halloween Safety Blitz



We had a great time with this one



Transportation Disadvantaged

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ATTENDANCE RECORD

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	11/10/21	2/9/22	5/11/22	9/12/22
Chair	Commissioner Charles Chestnut, IV	P	A	A	A
Florida Department of Transportation	Janell Damato	P	P	P	P
Alternate Member	Christina Nalsen	P	A	A	A
Florida Department of Children and Families	John Wisker	A	P	P	P
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Reeda Harris	P	P	P	P
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	Jeff Aboumrad	P	P	P	P
Alternate Member	Vacant				
Florida Department of Elder Affairs	Jeff Lee	A	P	P	A
Alternate Member	Nick Hauzer	A	A	A	P
Florida Agency for Persons with Disabilities	Sheryl Dick- Stanford	A	P	P	P
Alternate Member	Silvia Bamburg	A	A	A	A
Public Education	Vacant				
Alternate Member	Vacant				
Citizen Advocate	Vacant				
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			P	P
Alternate Member	Vacant				
Central Florida Community Action Agency	Tiffany McKenzie	P	P	P	P
Alternate Member	Caroline W. Ruff-Looney			P	A
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	A	A	P	A
Alternate Member	Anna Mendoza	P	P	A	A
Local Medical Community	Erica Barnard	P	A	P	P
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."

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