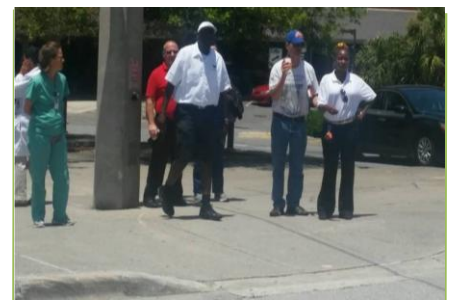


Alachua County Transportation Disadvantaged Service Plan - Annual Update

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
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
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and



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

May 8, 2019

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Chapter I: Development Plan

A. Introduction to The Service Area

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

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.
- 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.

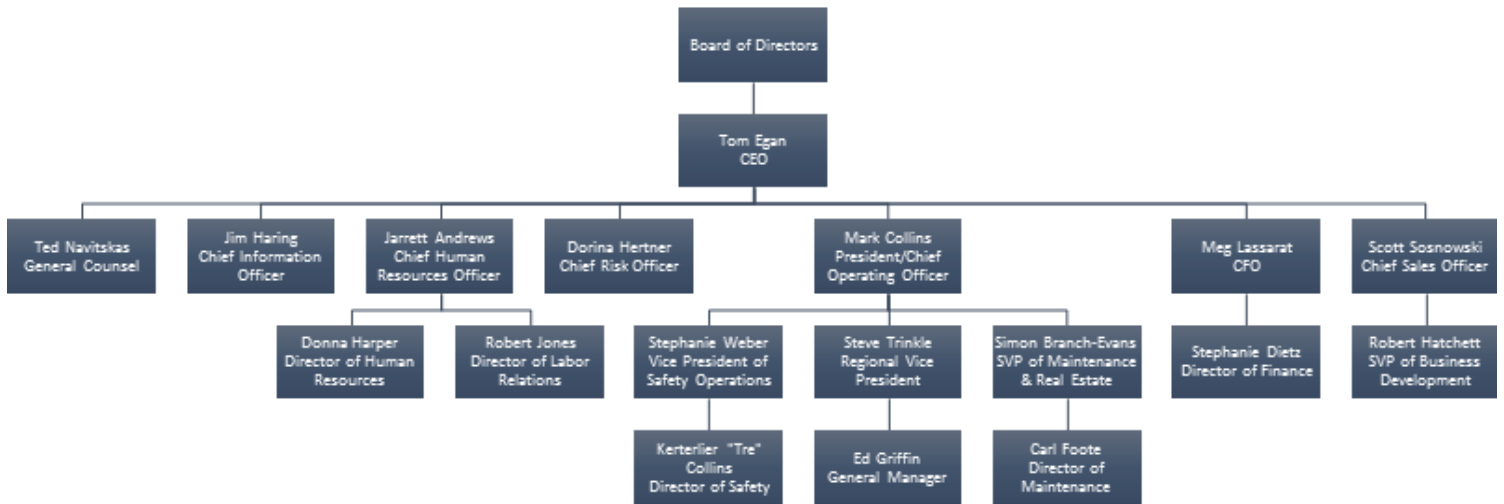
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

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, 2013. The Florida Commission for the Transportation Disadvantaged approved MV Contract Transportation, Inc.'s designation as the Community Transportation Coordinator for Alachua County. MV Contract Transportation, Inc. was selected as the Community Transportation Coordinator through a request for proposals process.

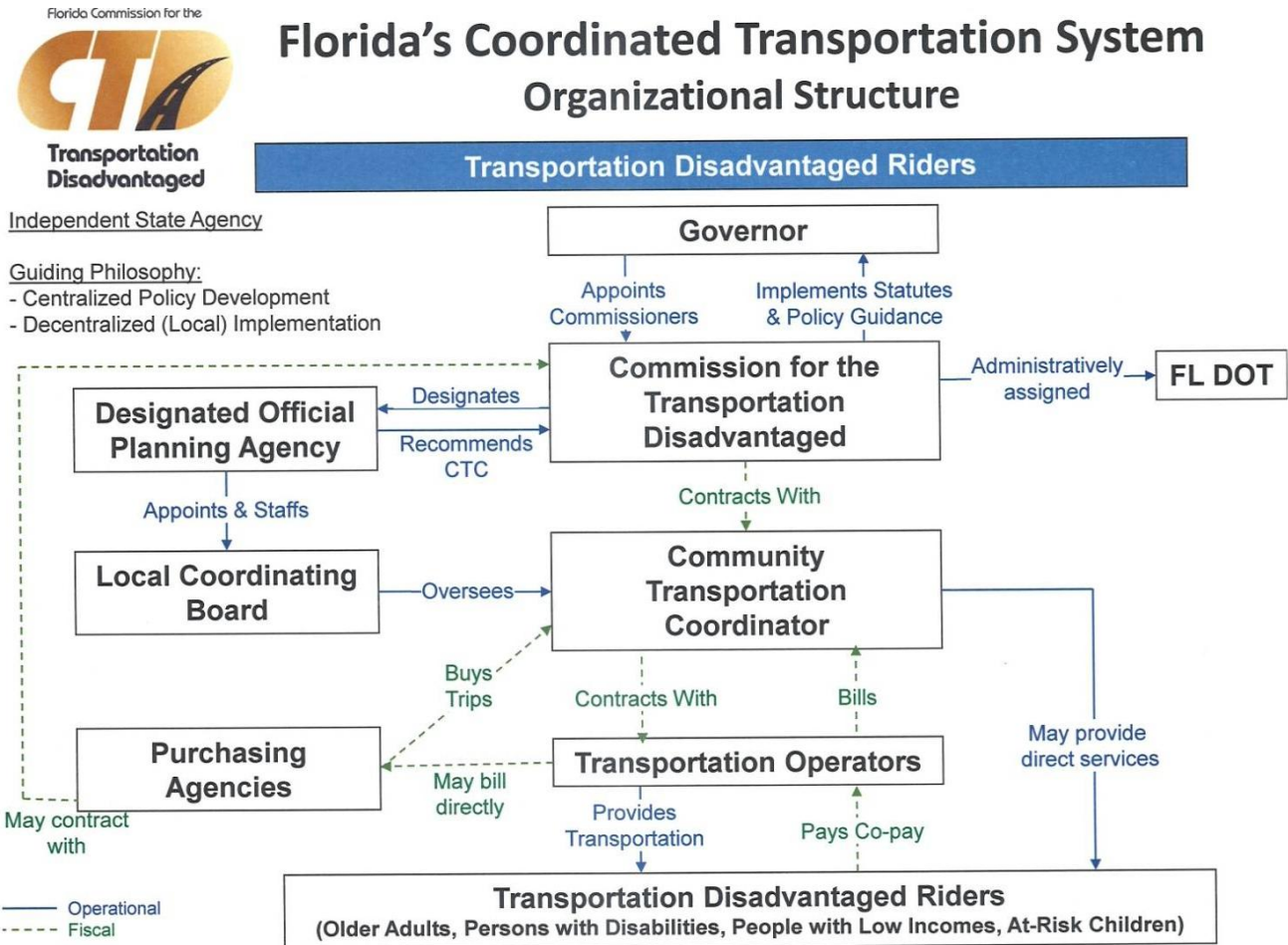
The Florida Commission for the Transportation Disadvantaged requires that the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area conduct the selection process and recommend a Community Transportation Coordinator for Alachua County at the end of each contract period (every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

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



3. Florida's Coordinated Transportation System Organization Chart

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



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan adopted in October 2011 by the North Central Florida Regional Planning Council is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan. Regional Goal 5.6. is to reduce the unmet general trip demand of the north central Florida transportation disadvantaged population.

The following policies are included in the Strategic Regional Policy Plan to reduce unmet trip demand:

- **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 disabled.
- **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 Plans

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: 4/22/19
 Ken Cornell, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Charles Chestnut, IV		No Term
Elderly	Vacant	Vacant	6/30/2020
Disabled	Vacant	Vacant	6/30/2021
Citizen Advocate	James East	Vacant	6/30/2021
Citizen Advocate/User	Vacant	Vacant	6/30/2021
Children at Risk	Cinton Alford	Vacant	6/30/2019
Florida Association for Community Action	Charles Harris	Tiffany McKenzie	6/30/2020
Public Education	Vacant	Vacant	No Term
Florida Agency for Persons with Disabilities	Vacant	Vacant	No Term
Florida Department of Transportation	Janell Damato	Sandra Collins	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	Dewecee Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Vacant	Vacant	No Term
Veteran Services	Albert Linden, Jr.	Vacant	6/30/2020
Local Mass Transit	Jesus Gomez	Mildred Crawford	No Term
Transportation Industry	Vacant	Vacant	6/30/2019
Local Medical Community	Vacant	Vacant	6/30/2019

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	Sandra Collins Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Vacant Florida Department of Education	Jeffrey Aboumrad Florida Department of Education
Jeff Lee - Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Nick Hauzer Florida Department of Elder Affairs
Dewece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Vacant Florida Agency for Persons with Disabilities	Vacant Florida Agency for Persons with Disabilities
Vacant Regional Workforce Board	Vacant Regional Workforce Board
Charles J. Harris Central Florida Community Action Agency (Term ending June 30, 2020)	Tiffany McKenzie Central Florida Community Action Agency (Term ending June 30, 2020)
Vacant Public Education	Vacant Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2020)	Vacant Veterans (Term ending June 30, 2020)
James East Citizen Advocate Grievance Committee Member (Term ending June 30, 2021)	Vacant Citizen Advocate (Term ending June 30, 2021)
Vacant Citizen Advocate - User (Term ending June 30, 2021)	Vacant Citizen Advocate - User (Term ending June 30, 2021)
Vacant Persons with Disabilities (Term ending June 30, 2021)	Vacant Persons with Disabilities (Term ending June 30, 2021)
Vacant Elderly (Term ending June 30, 2020)	Vacant Elderly (Term ending June 30, 2020)
Vacant Medical Community (Term ending June 30, 2019)	Vacant Medical Community (Term ending June 30, 2019)
Cinton Alford Children at Risk (Term ending June 30, 2019)	Vacant Children at Risk (Term ending June 30, 2019)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Vacant Private Transportation Industry (Term ending June 30, 2019)	Vacant Private Transportation Industry (Term ending June 30, 2019)

B. 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.

Future Land Use Element

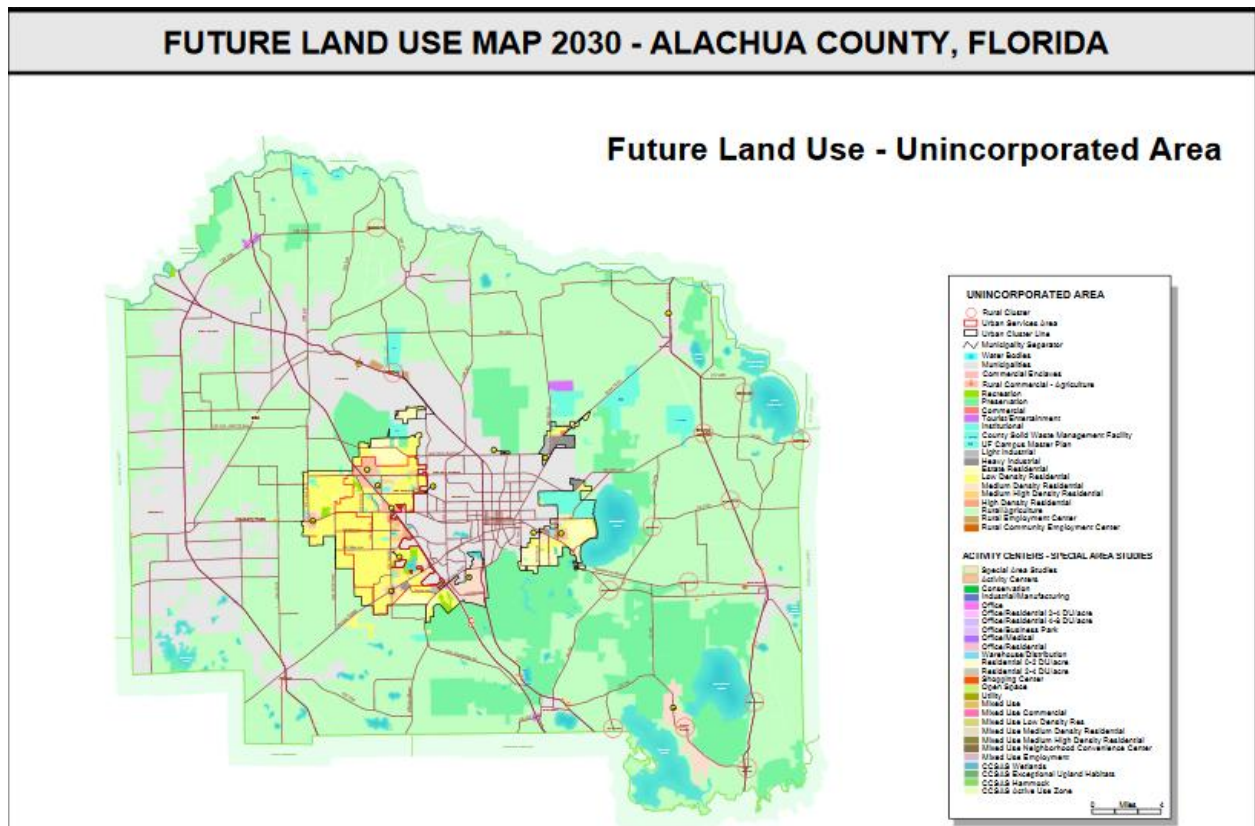
The 2011-2030 Future Land Use Element of the Alachua County Comprehensive Plan establishes policies and standards for the proper distribution and development of varying land uses in the county. Transportation is essential to the development of these land uses as it provides a means of interaction among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

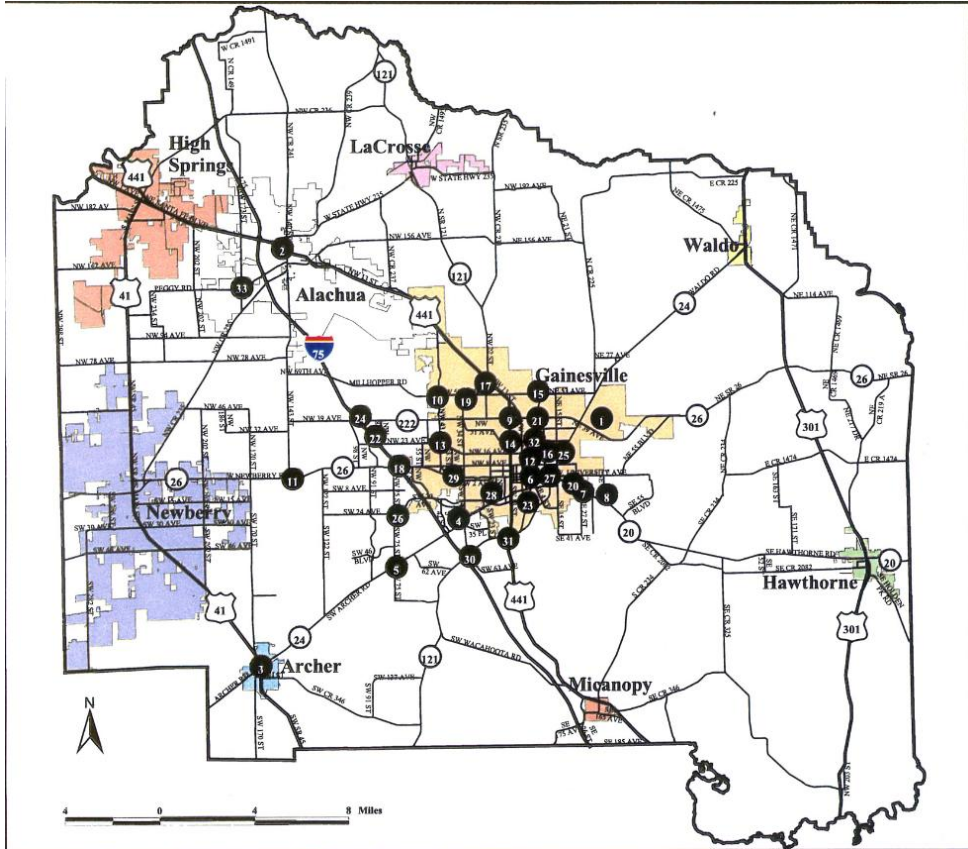
Principle 1 - promote sustainable land development that provides for a balance of economic opportunity, social equity including environmental justice, and protection of the natural environment.

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.





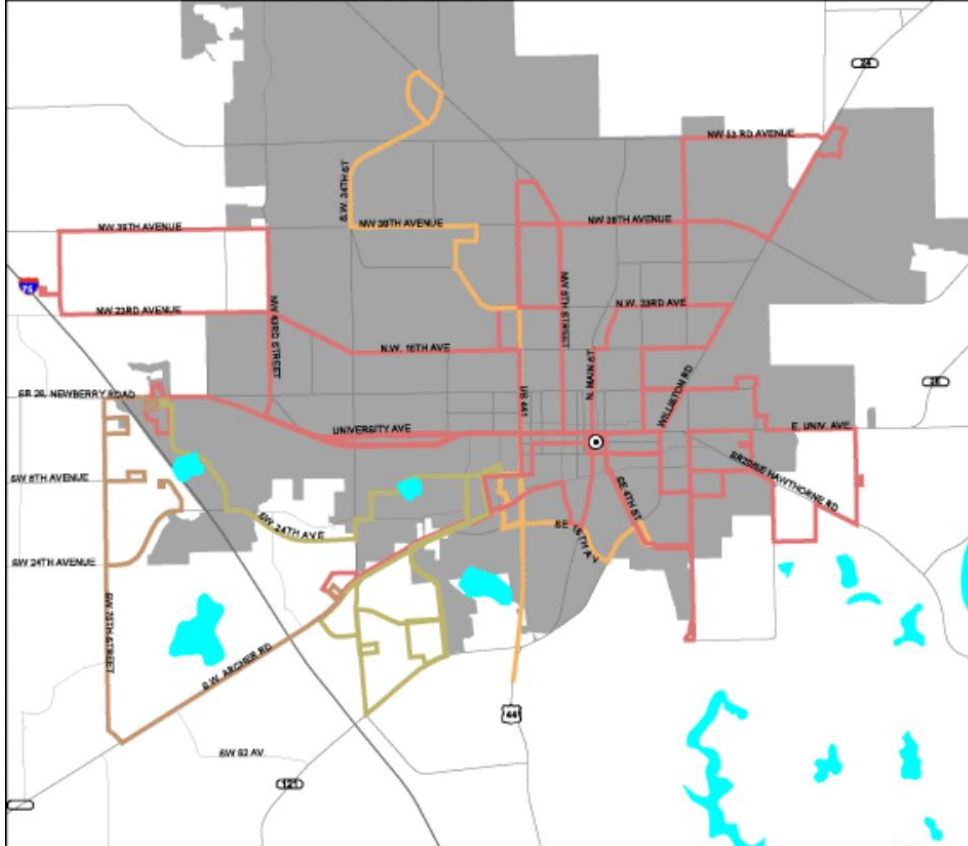
**Transportation Mobility
Element 2000-2020**

**Existing & Projected
Major Trip Generators
and Attractors**

- Legend**
- Major Trip Generators & Attractors
 - 1 Airport
 - 2 Alachua Park-n-ride
 - 3 Archer Park-n-ride
 - 4 Archer Rd / 34th Street Activity Center
 - 5 Archer Rd / Tower Rd Activity Center
 - 6 Downtown Gainesville
 - 7 Eastgate Activity Center
 - 8 East Side Activity Center
 - 9 Exchange Center/NW 13 St@ NW 39th Av
 - 10 Hunter's Crossing Shopping Center
 - 11 Jonesville Activity Center
 - 12 Main St Shopping Center
 - 13 Millhopper Activity Center
 - 14 NW 13th St Activity Center
 - 15 North Main Activity Center
 - 16 Northgate Shopping Center
 - 17 Northwood Village Activity Center
 - 18 Oaks Mall Activity Center
 - 19 Ridgeway Village Activity Center
 - 20 SE Hawthorne Rd @ SE 27th St
 - 21 SR 222(39th Av)@ N Main St
 - 22 Santa Fe C.C. Activity Center
 - 23 South Main St @ SW 16th Av
 - 24 Springhills Activity Center
 - 25 Tacachale (Sunland Center)
 - 26 Tower Rd / SW 24th Ave Activity Center
 - 27 University Av @ Walden Rd
 - 28 University of Florida/Shands/VA Hospital
 - 29 Westgate Regency Shopping Center
 - 30 Williston I-75 Activity Center
 - 31 SW Williston Rd / SW 13th St Activity Center
 - 32 Winn Dixie/Big Lots Shopping Center
 - 33 Alachua West / Dollar General

NOTES:
Sources: City of Gainesville Draft Transportation Element, 01/25/2001, figure 1; MPO for GJA Year 2020 Livable Community Reinvestment Cost Feasible Plan, 12/14/2000; Alachua County Future Land Use Element Activity Centers
DATE PREPARED: 02-20-2002, revised 02-26-2002

PREPARED AT:
Alachua County
Public Works Department
PO Box 1188, Gainesville, FL 32602-1188
(352) 374-5245

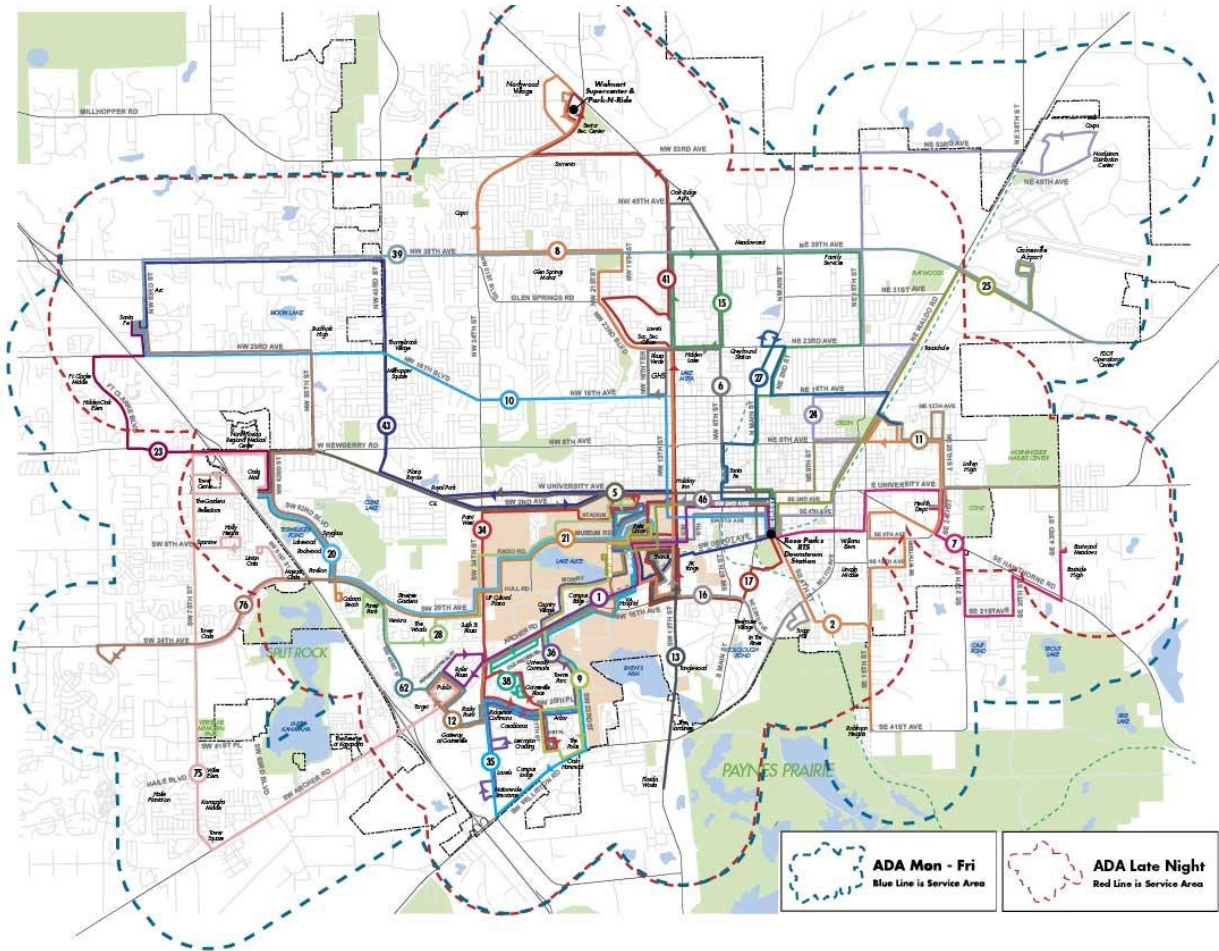


**ALACHUA COUNTY/
CITY OF GAINESVILLE
RTS ROUTES**

- Legend**
- ⊙ RTS Downtown Bus Plaza
 - RTS Routes, classed by Hubs
 - Orange line: Oak's Mall
 - Red line: Shands
 - Yellow line: Downtown Plaza
 - Green line: Reitz Union
 - Blue line: Interstate
 - White line: US Route
 - Grey line: County or State Road
 - Light blue area: Open Water
 - Grey area: City of Gainesville

NOTES:
All route information provided by Gainesville RTS and does not include campus only routes, weekend routes, or "later dates" routes.
Date of Production: 1-17-2002

PREPARED AT:
Alachua County
Department of Growth Management
16 29th Street
Gainesville, FL 32601
(352) 374-4248
http://growth-management.alachua.fl.us/PDR.php



b. Population/Composition

The Bureau of Economic and Business Research estimates Alachua County's total population in 2018 as 263,291. Table 1 shows the population of the cities and towns in Alachua County.

TABLE 1
POPULATION COUNTS AND ESTIMATES
ALACHUA COUNTY

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2018
Alachua County	247,336	263,291
City of Alachua	9,059	10,155
City of Archer	1,118	1,168
City of Gainesville	124,476	131,217
City of Hawthorne	1,417	1,422
City of High Springs	5,350	6,221
Town of LaCrosse	360	390
Town of Micanopy	600	605
City of Newberry	4,950	6,249
City of Waldo	1,015	960
Unincorporated Area	98,991	104,904

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

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

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

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

According to the Bureau of Economic and Business Research, 1,203 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.

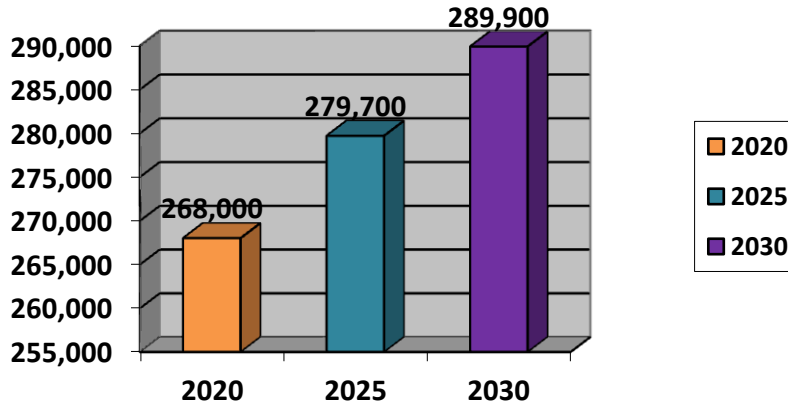
c. Population Densities

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

d. Population Projections

According to the Bureau of Economic and Business Research, Alachua County will have a total population of 268,000 by the Year 2020. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I



e. 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 2017 Population
0-4	13,167
5-9	12,498
10-14	12,080
15-19	23,713
20-24	42,216
25-29	22,055
30-34	17,156
35-39	14,634
40-44	12,762
45-49	12,164
50-54	13,215
55-59	14,370
60-64	14,287
65-69	12,332
70-74	8,830
75-79	5,972
80-84	3,984
85+	4,568

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

f. 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.

g. Employment

According to the Bureau of the Census 2013-2017 American Community Survey, Alachua County's estimated labor force (individuals who are able to work but may not be employed) in 2017 was 223,856. The estimated labor force participation rate was 59.9. The estimated unemployment rate for Alachua County in 2017 was 4.7 percent.

h. Income

According to the 2010 Bureau of the Census, Alachua County's median household income in 2017 was \$45,478. 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**

2017 PER CAPITAL INCOME	2017 MEDIAN HOUSEHOLD INCOME	2017 PERSONS BELOW POVERTY LEVEL PERCENT
\$26,431	\$45,478	21.2%

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

TABLE 5

**2019 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia**

Persons In Family/Household	2019 Poverty Guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430

* For families/households with more than 8 persons, add \$5,230 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 2017 was 42,493. Table 6 shows individuals who received Supplemental Security Income.

TABLE 7

**PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
ALACHUA COUNTY, 2017**

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	512
Aid to the Blind and Disabled	6,030

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

i. Housing

The 2010 Bureau of the Census reported the total number of households in Alachua County was 97,485 and that the average household size was 2.5.

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

TABLE 8

**DISTRIBUTION OF HOUSING UNITS
ALACHUA COUNTY**

HOUSING UNITS 2017	OWNER OCCUPIED HOUSING UNIT RATE 2017	MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS 2017	HOUSEHOLDS 2017
116,963	53.6%	\$167,000	97,485

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

j. Health

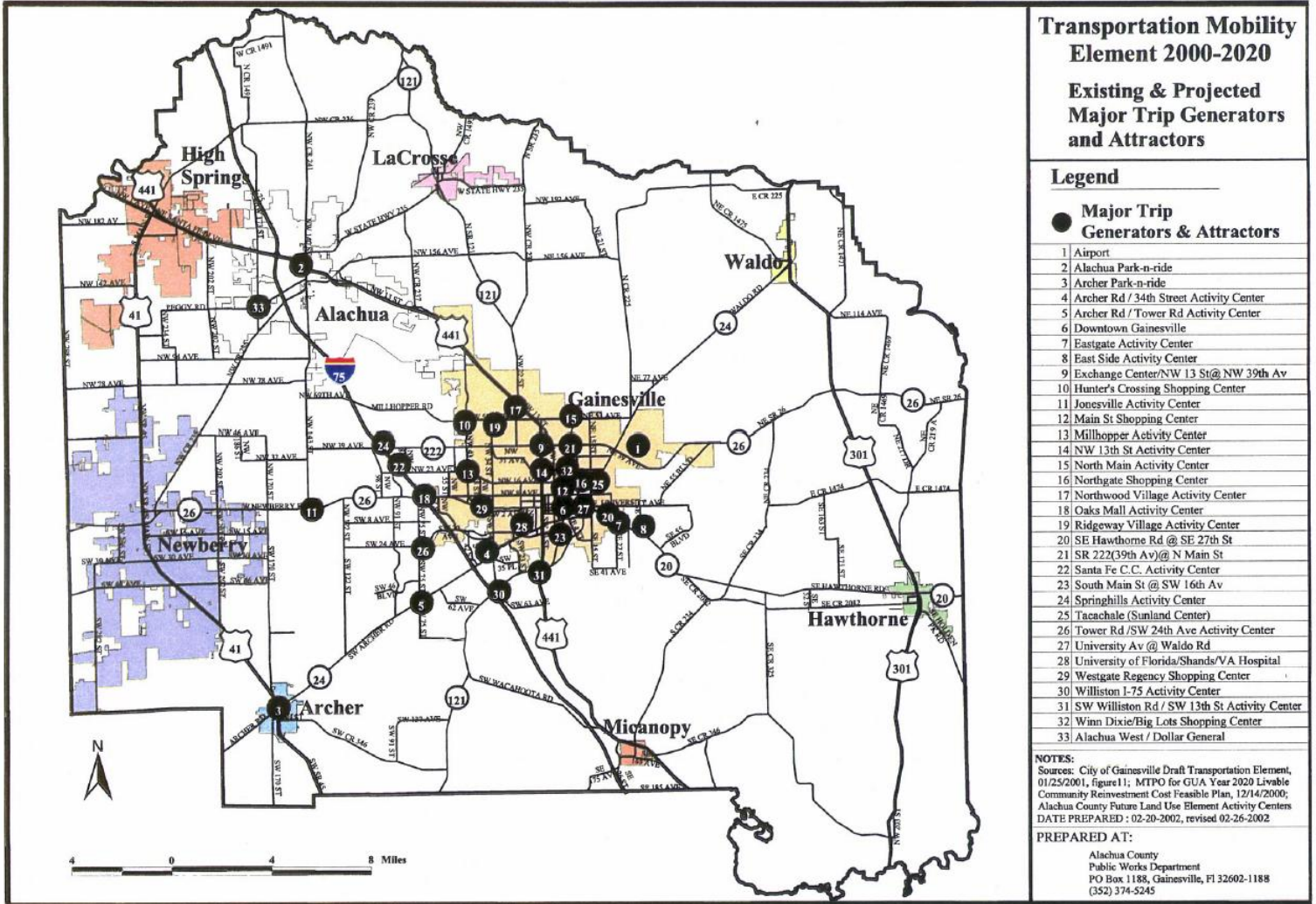
According to the Florida Health 2017 Physician Workforce Annual Report, there were 1,429 physicians of medicine practicing in Alachua County.

k. Transportation

According to the Bureau of the Census 2013-2017 American Community Survey 5-Year Estimates, 4,613 occupied housing units in Alachua County had no vehicle available.

1. 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.



C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

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

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

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

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

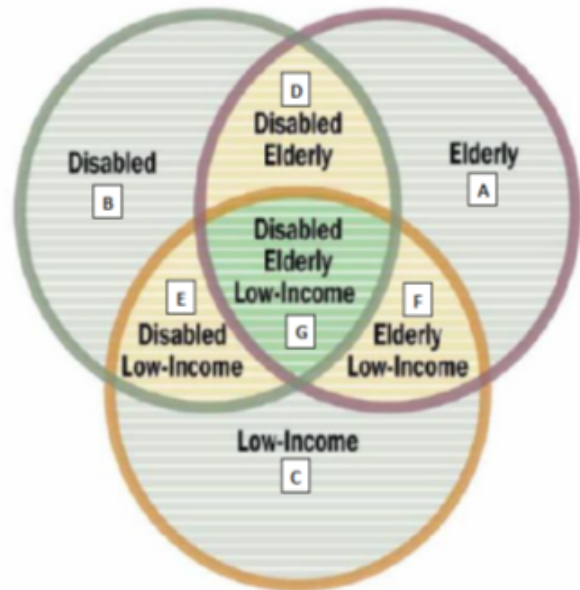
Alachua County

Census Data from 2017

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	13,915	5.5%	2,938	1.2%	118	0.4%	0	0.00%
5-17	33,501	13.2%	5,969	2.4%	1,447	0.6%	125	0.05%
18-34	86,857	34.2%	31,295	12.3%	4,004	1.6%	1,094	0.43%
35-64	83,865	33.0%	10,997	4.3%	10,405	4.1%	3,292	1.30%
Total Non Elderly	218,138	85.9%	51,199	20.2%	15,974	6.3%	4,511	1.78%
65-74	21,656	8.5%	2,203	0.9%	5,640	2.2%	908	0.36%
75+	14,056	5.5%	2,038	0.8%	7,184	2.8%	1,366	0.54%
Total Elderly	35,712	14.1%	4,241	1.7%	12,824	5.1%	2,274	0.90%
Total	253,850	100%	55,440	21.8%	28,798	11.3%	6,785	2.67%

<i>Double Counts Calculations</i>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	4,511
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	11,463
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,274
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	10,550
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	1,967
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	20,921
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	46,688
Total - Non-Duplicated		98,374

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	98,374	38.8%



CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Alachua County

Census Data from: **2017**

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	118	4.20%	5	0
5-17	1,447	4.20%	61	0.18%
18-34	4,004	6.30%	252	0.29%
35-64	10,405	13.84%	1,440	1.72%
Total Non Elderly	15,974		1,758	0.81%
65-74	5,640	27.12%	1,530	7.06%
75+	7,184	46.55%	3,344	23.79%
Total Elderly	12,824		4,874	13.65%
Total	28,798		6,632	2.61%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	503
11.70%	570
	1,073

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	1,255	503	1,758
<i>Elderly</i>	4,303	570	4,874
TOTAL	5,559	1,073	6,632

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

Low Income & Not Disabled = C + F			
<u>Assumes</u>		####	
27.2%	xx % without auto access	####	
		####	
50.0%	xx % without transit access	6,617	
			Calculation of Daily Trips
			Daily Trip Rates Per Person
			Total Daily Trips
	Total Actual Critical TD Population		
	<i>Severely Disabled</i> 6,632	0.049	325
	<i>Low Income ND</i> ###	1.899	12,566
	Totals ####		12,891

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

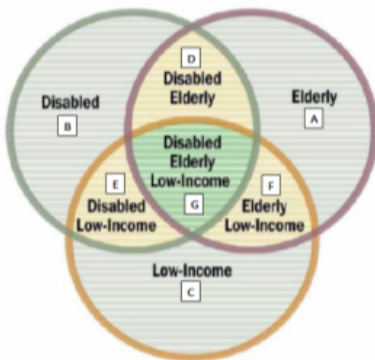
2. Paratransit Service Demand Estimation

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	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/ low income	4,511	4,519	4,528	4,537	4,545	4,554	4,562	4,571	4,579	4,588	4,597
B - Estimate non-elderly/ disabled/not low income	11,463	11,485	11,506	11,528	11,550	11,571	11,593	11,615	11,637	11,659	11,681
G - Estimate elderly/disabled/low income	2,274	2,278	2,283	2,287	2,291	2,295	2,300	2,304	2,308	2,313	2,317
D - Estimate elderly/ disabled/not low income	10,550	10,570	10,590	10,610	10,630	10,650	10,670	10,690	10,710	10,730	10,750
F - Estimate elderly/non-disabled/low income	1,967	1,971	1,974	1,978	1,982	1,986	1,989	1,993	1,997	2,001	2,004
A - Estimate elderly/non-disabled/not low income	20,921	20,960	21,000	21,039	21,079	21,119	21,159	21,198	21,238	21,278	21,318
C - Estimate low income/not elderly/not disabled	46,688	46,776	46,864	46,952	47,041	47,129	47,218	47,307	47,396	47,485	47,575
TOTAL GENERAL TD POPULATION	98,374	98,559	98,745	98,931	99,117	99,304	99,491	99,678	99,866	100,054	100,242
TOTAL POPULATION	253,850	254,328	254,807	255,287	255,768	256,249	256,732	257,215	257,700	258,185	258,671



Alachua County

Critical Need TD Population Forecast	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
Total Critical TD Population											
<i>Disabled</i>	6,632	6,644	6,657	6,669	6,682	6,694	6,707	6,720	6,732	6,745	6,758
<i>Low Income Not Disabled No Auto/Transit</i>	6,617	6,630	6,642	6,655	6,667	6,680	6,692	6,705	6,717	6,730	6,743
Total Critical Need TD Population	13,249	13,274	13,299	13,324	13,349	13,374	13,399	13,424	13,450	13,475	13,500
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	325	326	326	327	327	328	329	329	330	331	331
<i>Low Income - Not Disabled - No Access</i>	12,566	12,589	12,613	12,637	12,661	12,685	12,708	12,732	12,756	12,780	12,804
Total Daily Trips Critical Need TD Population	12,891	13,109	13,330	13,555	13,785	14,029	14,277	14,530	14,787	15,048	15,285
Annual Trips	4,705,139	4,784,656	4,865,516	4,947,743	5,031,360	5,120,415	5,211,047	5,303,282	5,397,150	5,492,680	5,578,915

3. Barriers to Coordination

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

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

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

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

4. Needs Assessment

United States Code Section 5310 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase one replacement vehicle.	2019/20	City of Gainesville Alachua County	\$ 60,527.00 \$ 7,565.90 \$ 7,565.90	U.S.C. Section 5310 Program Florida Department of Transportation City of Gainesville
Provide demand response trips for elderly and disabled residents residing in the Gainesville urban area.	2019/20	City of Gainesville Alachua County	\$25,000.00 \$25,000.00	U.S.C. Section 5310 Program City of Gainesville
Purchase one minivan and one sedan.	2018/19	Alachua County Bradford County Columbia County Dixie County Gilchrist County Levy County Union County	\$62,570.00 \$7,822.00 \$7,822.00	U.S.C. Section 5310 Program Florida Department of Transportation Florida Center for the Blind

United States Code Section 5311 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase demand response trips	2019/20	City of Gainesville Alachua County	\$25,000.00 \$25,000.00	U.S.C. Section 5311 City of Gainesville

Rural Area Capital Equipment Support Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase two replacement vehicles	2019/20	Alachua County	\$80,623.80 \$8,958.20	Rural Area Capital Equipment Support Grant MV Contract Transportation, Inc.

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2019/20	Alachua County	\$656,407.00 \$72,934.00	Transportation Disadvantaged Trust Fund Grant MV Contract Transportation, Inc.

Transportation Disadvantaged Program - Mobility Enhancement Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Partner with the City of Gainesville through its Grace Marketplace (homeless shelter) to provide reduced fare bus passes for the homeless clients they serve.	2018/19	City of Gainesville	\$49,815.00 \$5,535.00	Transportation Disadvantaged Program Mobility Enhancement Grant Funds City of Gainesville

Innovation and Service Development Grant

<u>APPLICANT</u>	<u>PROJECT</u>	<u>PROJECT YEAR</u>	<u>AREAS AFFECTED BY PROJECT</u>	<u>ESTIMATED PROJECT COST</u>	<u>PROJECT FUNDING</u>
MV Contract Transportation, Inc.	Provide two shuttle routes (High Springs/Alachua and Archer/Newberry) to Santa Fe College Northwest Campus.	2019/20	Alachua County	\$43,428.00 \$ 4,825.40	Florida Commission for the Transportation Disadvantaged MV Contract Transportation, Inc.

5. Goals, Objectives and Strategies

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

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

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

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

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

GOAL II: Identify unmet transportation needs in Alachua County.

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

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

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

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

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

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

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

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

GOAL IV: Develop creative ways to provide additional trips.

OBJECTIVE: Identify additional funding opportunities to provide transportation.

Strategy: Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.

GOAL V: Ensure demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.

OBJECTIVE: The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.

Strategy a: The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.

Strategy b): The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.

GOAL VI: Annually evaluate the Community Transportation Coordinator's performance based on specific criteria.

OBJECTIVE: The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.

GOAL VII: Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.

OBJECTIVE: The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.

Strategy a: The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.

Strategy b: The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.

GOAL VIII: **Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**

OBJECTIVE: The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.

Strategy: The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.

GOAL IX: **Provide quality service.**

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

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

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

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

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

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

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

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

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

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

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
<p>(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.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing</p>
<p>(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.</p>	<p>(1) Quarterly (2) Quarterly</p>
<p>(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.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing</p>
<p>(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing</p>
<p>(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.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing</p>
<p>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.</p>	<p>2019/20</p>
<p>(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.</p>	<p>(1) Ongoing (2) Annually (3) Quarterly</p>
<p>(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.</p>	<p>(1) Ongoing (2) Ongoing</p>

<p>(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.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing</p>
<p>The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

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 8:30 p.m. Saturdays 6:00 a.m. -6:30 p.m. Excluding holidays (see below).

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

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

d. **Holidays**

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

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

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

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

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

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

2. **Travel Times**

Gainesville City Limits - maximum ride time one hour.

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

3. Dialysis Scheduled Routes

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

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

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

4. Mobility Enhancement Grant Bus Pass Program

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

5. Accessing Services

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

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

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

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

6. No-Show Policy

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

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

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

7. Passenger Safety

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

8. Bariatric Transportation

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

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

9. Transportation Disadvantaged Program Eligibility

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

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

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

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

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

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

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

EXHIBIT A



3713 SW 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 ____ NOIf No, please explain: _____

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

The Standard of Excellence Since 1976

10. Transportation Disadvantaged Trust Fund Trip Priorities

In ranking order:

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

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

11. Passenger Fares

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

ADA Paratransit Service: \$3.00 per trip

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

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

12. Contracting Process/Criteria

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

13. Fixed Route Utilization

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

14. **Vehicle Inventory**

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

15. **System Safety Program Plan Certification**

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

16. **Intercounty Services**

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

17. **Emergency Preparedness And Response**

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

18. **Educational Efforts/Marketing**

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

19. **Acceptable Alternatives**

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

20. Service Standards

a. Drug And Alcohol Policy

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

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

b. Transport Of Escorts And Dependent Children

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

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

c. Use, Responsibility And Cost Of Child Restraint Devices

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

Local Policy: The provision of federally approved child restraint devices is the sole responsibility of the parent/guardian/caregiver of the child/infant being transported. MV Contract Transportation, Inc. will not provide these devices.

d. Passenger Property

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

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

e. **Vehicle Transfer Points**

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

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

f. **Local Toll Free Phone Number**

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

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

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

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

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

h. **Vehicle Cleanliness**

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

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

i. Billing Requirements

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

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

j. Passenger/Trip Database

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

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

k. Adequate Seating

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

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

l. Driver Identification

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

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

m. Passenger Assistance

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

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

n. Smoking, Eating, And Drinking

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

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

o. Passenger No-Shows

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

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

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

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

No-Show definition:

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

p. Two-Way Communications

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

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

q. Air Conditioning/Heating

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

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

r. First Aid

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

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

s. Cardiopulmonary Resuscitation

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

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

t. Driver Criminal Background Screening

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

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

u. Fixed Route Transit Utilization

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

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

v. Pick-Up Window

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

Local Policies:

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

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

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

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

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

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

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

w. **On-Time Performance**

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

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

x. **Advance Reservation Requirement**

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

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

y. **Safety**

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

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

z. Reliability

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

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

aa. Call Hold Time

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

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

bb. Quality of Service

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

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

cc. Safety Belt Usage

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

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

21. Local Grievance Procedure/Process

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

22. Client Code Of Conduct

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

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

a. Verbal Abuse

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

b. Physical Abuse

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

c. **Substance Abuse**

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

d. **Penalties**

Verbal Abuse

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

Physical Abuse

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

e. **Appeals**

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

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

and

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

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

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

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

23. Community Transportation Coordinator Monitoring Procedures Of Operators

Not applicable.

24. Cost/Revenue Allocation And Rate Structure Justification

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

Chapter III: Quality Assurance

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

A. Community Transportation Coordinator Evaluation Process

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

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Appendix A: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

Grievance Procedures

September 12, 2018

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
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
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September 12, 2018

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Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

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

G. Meetings

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

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

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

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

H. Administration

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

I. Duties

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

J. Procedures

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

should demonstrate or establish their concerns as clearly as possible.

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

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

- (11) Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Grievant and other interested parties.
- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge if the grievant cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

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

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

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

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

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

L. Suspension Reconsideration

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

M. Prohibition Against Retaliation

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

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 12th day of September 2018.



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

Community Transportation Coordinator (CTC)	MV Transportation, Inc.
Service Rate Effective Date	7/1/2019

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$37.14
* Wheel Chair	Trip	\$63.67
* Stretcher	Trip	\$132.66
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
-	Pass	
Innovation and Service Development Routes	Trip	2 passengers \$39.69
Innovation and Service Development Routes	Trip	3 passengers \$26.46
Innovation and Service Development Routes	Trip	4 passengers \$19.85
Innovation and Service Development Routes	Trip	5 passengers \$15.88
Additional Service Transportation Mode	Enter Unit of Measure.	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit

Preliminary Information Worksheet

Version 1.4

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

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Transportation, Inc.
County: Alachua County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2017 to June 30th of 2018	Current Year's APPROVED Budget, as amended from July 1st of 2018 to June 30th of 2019	Upcoming Year's PROPOSED Budget from July 1st of 2019 to June 30th of 2020	% 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
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	\$ 122,652	\$ 120,500	\$ 128,622	-1.8%	6.7%	Fare Box - \$73,222 TD 10% Local Match plus \$55,400 projected fare box. Other: \$8,100 is the profit that will be made on the bus passes: \$675 monthly profit X 12 months = \$8,100.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 8,088	\$ 8,100	\$ 8,100	0.1%	0.0%	
Bus Pass Program Revenue						
Local Government						
District School Board						Other Cash - This is the 10% match paid by the City of Gainesville for the Grace Marketplace Bus Pass Program.
Compl. ADA Services						
County Cash	\$ 186,092	\$ 197,895	\$ 191,027	6.3%	-3.5%	
County In-Kind, Contributed Services						
City Cash	\$ 1,497,605	\$ 1,460,300	\$ 2,102,805	-2.5%	-44.0%	
City In-kind, Contributed Services						
Other Cash	\$ 5,572	\$ 6,150	\$ 6,150	10.4%	0.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 666,543	\$ 666,564	\$ 666,564	0.0%	0.0%	Rural Capital Equipment - Two ADA compliant minivans (addition to fleet). We were awarded two minivans last year before the grant was rescinded. Pass Program Revenue - Grace Marketplace Buss Pass Program - 90% paid by the CTD.
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 64,288	\$ 83,695	\$ 84,600	30.2%	1.1%	
Other TD (specify in explanation)						
Bus Pass Program Revenue	\$ 47,565	\$ 55,350	\$ 55,350	16.4%	0.0%	
USDOT & FDOT						
49 USC 5307						Other DOT - 5310 grant, only have 50K for the year.
49 USC 5310						
49 USC 5311 (Operating)	\$ 26,432	\$ 50,000	\$ 50,000	89.2%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 114,626	\$ 60,000	\$ 50,000	-47.7%	-16.7%	
Bus Pass Program Revenue						
AHCA						
Medicaid						MTM contract.
Other AHCA (specify in explanation)	\$ 24,236	\$ 54,000	\$ 32,456	122.8%	-39.9%	
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis /Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DCH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						Elder Care - for purchase at unit price.
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 16,335	\$ 22,500	\$ 23,200	37.7%	3.1%	
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Transportation, Inc.
County: Alachua County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2017 to June 30th of 2018	Current Year's APPROVED Budget, as amended from July 1st of 2018 to June 30th of 2019	Upcoming Year's PROPOSED Budget from July 1st of 2019 to June 30th of 2020	% 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
1	2	3	4	5	6	7

APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ						
(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State						
Santa Fe Upward Bound Program	\$ 9,647	\$ 10,788	\$ 10,950	11.8%	1.5%	Santa Fe Upward Bound Program = \$6,611
Alachua County EOC	\$ 4,708	\$ 4,500	\$ 4,500	-4.4%	0.0%	Santa Fe College Achievement Program = \$4,339
xxx						Alachua County EOC (Emergency Management) - For emergency related transportation services.
Bus Pass Program Revenue						

Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None				
Total Revenues =	\$2,794,389	\$2,800,342	\$3,414,324	0.2%	21.9%	

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

Operating Expenditures						
Labor	\$ 1,435,686	\$ 1,495,012	\$ 1,770,556	4.1%	18.4%	Labor - projected rate increase of \$1.50 for all drivers, staff and maintenance personnel - only 33% of the total costs for the rate increase was included.
Fringe Benefits	\$ 38,886	\$ 28,167	\$ 39,764	-27.6%	41.2%	Fringe Benefits costs will increase, more drivers and staff are enrolling in Medical insurance with the company.
Services	\$ 128,720	\$ 109,490	\$ 137,813	-14.9%	25.9%	Services - projected increase due to new telephone system, IT Capital (Installation of cables, hardware and software for new phone system), MobilEye Hardware installation in all vans. For the new expenses projected, only 33% of the total costs was included.
Materials and Supplies	\$ 409,769	\$ 467,492	\$ 495,314	14.1%	6.0%	Materials and Supplies - projected increase for purchase of 20 drivecams, MobilEye for 20 vans, new digital radios, and other large equipment. Again, for these new projected expenses, only 33% of the total costs was included.
Utilities	\$ 65,564	\$ 58,195	\$ 69,831	-11.2%	20.0%	Purchased Transportation - this is for the purchase of bus passes for the Grace Marketplace Bus Pass Program. Leases and Rentals - this includes the leasehold improvements that will be made to the building during the FY 2019. Equip.
Casualty and Liability	\$ 273,131	\$ 187,655	\$ 279,581	-31.3%	49.0%	Purchases with Grant Funds - Two ADA compliant minivans that were awarded last year before the grant was rescinded.
Taxes	\$ 4,942	\$ 4,135	\$ 6,046	-16.3%	46.2%	
Purchased Transportation						
Purchased Bus Pass Expenses	\$ 47,565	\$ 55,350	\$ 55,350	16.4%	0.0%	
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 11,782	\$ 12,418	\$ 18,706	5.4%	50.6%	
Operating Debt Service - Principal & Interest	\$ 21,924	\$ 24,232	\$ 27,419	10.5%	13.2%	
Leases and Rentals	\$ 113,558	\$ 127,663	\$ 161,385	12.4%	26.4%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 126,806	\$ 125,877	\$ 159,511	-0.7%	26.7%	
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 76,577	\$ 92,994	\$ 94,000	21.4%	1.1%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
PROFIT	\$ 39,479	\$ 11,662	\$ 99,048	-70.5%	749.3%	
	\$0					
Total Expenditures =	\$2,794,389	\$2,800,342	\$3,414,324	0.2%	21.9%	

Worksheet for Program-wide Rates

CTC: MV Transportation Version 1.4
County: Alachua County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES		Fiscal Year
Total <u>Projected</u> Passenger Miles =	939,756	2019 - 2020
Rate Per Passenger Mile = \$	3.40	
Total <u>Projected</u> Passenger Trips =	79,845	
Rate Per Passenger Trip = \$	40.00	Avg. Passenger Trip Length = 11.8 Miles
Rates If No Revenue Funds Were Identified As Subsidy Funds		
Rate Per Passenger Mile = \$	3.57	
Rate Per Passenger Trip = \$	42.07	

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

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.

Worksheet for Multiple Service Rates

CTC: **MV Transportati** Version 1.4
County: **Alachua County**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Effective Rate for **Contracted Services**:
per **Passenger Mile** =
per **Passenger Trip** =

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: MV Transportati Version 1.4
County: Alachua County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
 per passenger mile?.....
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... **Do NOT Complete Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate 0.00** to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2019 - 2020				
		Ambul	Wheel Chair	Stretcher	Group	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	939,756 =	822,369	117,233	154	Leave Blank	0
Rate per Passenger Mile =		\$3.12	\$5.35	\$11.14	\$0.00	\$0.00
					per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	79,845 =	71,268	8,570	7	Leave Blank	
Rate per Passenger Trip =		\$37.14	\$63.67	\$132.66	\$0.00	\$0.00
					per passenger	per group
Combination Trip and Mile Rate						
		Ambul	Wheel Chair	Stretcher	Group	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	Leave Blank	#VALUE!
Rate per Passenger Mile for Balance =		\$3.12	\$5.35	\$11.14	\$0.00	\$0.00
					per passenger	per group

Combined Trip Rate Must be Less than Regular Trip Rate

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	Group
Rate per Passenger Mile =		\$3.28	\$5.62	\$11.72	\$0.00	\$0.00
					per passenger	per group
Rate per Passenger Trip =		\$39.06	\$66.97	\$139.62	\$0.00	\$0.00
					per passenger	per group
Program These Rates Into Your Medicaid Encounter Data						

Appendix C: Vehicle Inventory

Form C-3: Current Vehicle and Transportation Equipment Inventory Form

Name of Applicant: Regional Transit System

9-Jan-18

Vehicle Inventory

Applicants MUST attach the District Two, Vehicle Inventory List in the format below. Use an asterisk to highlight the vehicle(s) you would like to replace.



Date of Inventory 1/9/18

Agency Name
Vehicle Inventory

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Ramp or Lift (specify)	# of Seats and WIC Positions	Other Equipment	Use	Average Miles/Yr	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	% Federal funding	Location	Condition	Expected Date of Retirement	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2011	Gothen	ZF	D	1FD0EAF58CDA02721	9237	3716	Lift	82	Tablet	Paratransit	34,708	242,956	5311	FDOT	1/23/2012	\$ 62,474	100%	MV	Running	1/23/2017			Active
2014	Champion	Cruiser	D	1G85G2B62E120192	70207	3884	Lift	82	Tablet	Paratransit	52,482	209,927	5317	FDOT	11/27/2013	\$ 62,264	80%	MV	Running	11/27/2016			Active
2014	Champion	Cruiser	D	1G85G2B62E119754	91279	3948	Lift	82	Tablet	Paratransit	47,447	189,786	5317	FDOT	8/13/2014	\$ 62,074	80%	MV	Running	8/13/2019			Active
2015	Champion	Cruiser	D	1G85G2B62E119799	91227	3962	Lift	82	Tablet	Paratransit	52,434	157,301	5310	FDOT	8/13/2014	\$ 62,074	80%	MV	Running	8/13/2019			Active
2015	Ford	Glaval	D	1FD0EAF57G0C03266	91244	4039	Lift	122	Tablet	Paratransit	36,306	117,919	5310	FDOT	9/1/2015	\$ 67,103	80%	MV	Running	9/1/2020			Active
2015	Champion	Cruiser	D	1G85G2B62E113522	70226	3990	Lift	82	Tablet	Paratransit	34,829	104,488	5339	FDOT	3/15/2015	\$ 62,064	100%	MV	Running	3/15/2020			Active
2015	Champion	Cruiser	D	1G85G2B62E113715	70227	3981	Lift	82	Tablet	Paratransit	42,078	126,235	5339	FDOT	3/15/2015	\$ 62,064	100%	MV	Running	3/15/2020			Active
2015	Champion	Cruiser	D	1G85G2B62E1136571	70228	3992	Lift	82	Tablet	Paratransit	51,367	154,100	5339	FDOT	3/15/2015	\$ 62,094	100%	MV	Running	3/15/2020			Active
2015	Champion	Cruiser	D	1G85G2B62E1135112	70229	3993	Lift	82	Tablet	Paratransit	37,022	111,067	5339	FDOT	3/15/2015	\$ 62,094	100%	MV	Running	3/15/2020			Active
2016	Ford	Glaval	D	1FD0EAF58G0C03288	91245	4040	Lift	122	Tablet	Paratransit	56,308	112,616	5310	FDOT	9/1/2015	\$ 67,103	80%	MV	Running	9/1/2020			Active
2016	Ford	Glaval	D	1FD0EAF58G0C03264	91246	4041	Lift	122	Tablet	Paratransit	56,551	113,101	5310	FDOT	9/1/2015	\$ 67,103	80%	MV	Running	9/1/2020			Active
2016	Ford	Glaval	D	1FD0EAF58G0C03274	91247	4042	Lift	122	Tablet	Paratransit	60,413	120,825	5310	FDOT	9/1/2015	\$ 67,103	80%	MV	Running	9/1/2020			Active
2016	Ford	E-450	D	1FD0EAF58G0C25962	91242	4062	Lift	1122	Tablet	Paratransit	33,138	66,276	5339	FDOT	4/13/2016	\$ 67,103	100%	MV	Running	4/13/2021			Active
2016	Ford	Glaval	D	1FD0EAF58G0C25987	91271	4063	Lift	122	Tablet	Paratransit	33,288	66,536	5339	FDOT	3/2/2016	\$ 67,103	100%	MV	Running	3/2/2021			Active
2016	Ford	Glaval	D	1FD0EAF58G0C25972	91277	4064	Lift	122	Tablet	Paratransit	38,274	76,548	5339	FDOT	3/2/2016	\$ 67,103	100%	MV	Running	3/2/2021			Active
2016	Ford	Glaval	D	1FD0EAF58G0C25973	91276	4065	Lift	122	Tablet	Paratransit	34,392	68,783	5339	FDOT	3/2/2016	\$ 67,103	100%	MV	Running	3/2/2021			Active
2016	Ford	Glaval	D	1FD0EAF58G0C25985	91275	4066	Lift	122	Tablet	Paratransit	35,206	70,412	5339	FDOT	3/2/2016	\$ 67,103	100%	MV	Running	3/2/2021			Active
2016	Ford	Glaval	D	1FD0EAF58G0C25971	91274	4067	Lift	122	Tablet	Paratransit	41,020	82,039	5339	FDOT	3/2/2016	\$ 67,103	100%	MV	Running	3/2/2021			Active
2016	Ford	Glaval	D	1FD0EAF58G0C25964	91278	4069	Lift	122	Tablet	Paratransit	43,420	86,840	5339	FDOT	3/2/2016	\$ 67,103	100%	MV	Running	3/2/2021			Active
2017	Ford	Glaval	D	1FD0EAF58H0C01284	91286	4159	Lift	122	Tablet	Paratransit	55,654	55,654	5310	FDOT	9/19/2016	\$ 71,019	80%	MV	Running	9/19/2021			Active
2016	MDVT	MM-1	E	57MM02C96GM00520	91286	4207	Ramp	32	Computer	Demand Response	2,204	4,408	5310	FDOT	5/23/2017	\$ 47,488	80%	RTS	Running	5/23/2022			Active
2003	FORD	E-350	Braun	1FTS334L131B72939		300	Lift	8 & 2	Tablet	Response Unit		307,905	Private	MV			0%	Gainesville	TBD				INACTIVE
2003	Ford	E350	Braun	1FTS334L53HAG7675		214	Lift	7 & 2	Tablet	Response Unit		288,781	Private	MV			0%	Gainesville	TBD				INACTIVE
2008	Ford	Crown Vic	Ford	2FAFP72V78X143263		110	N/A	5	Tablet	Response Unit		151,851	Private	MV			0%	Gainesville	TBD				INACTIVE
2010	Ford	E-350	Turtle top	1FDEE3FL4ADA25709		70	Lift	8 & 2	Tablet	Demand Response		179,779	Private	MV			0%	Gainesville	Running	TBD			ACTIVE
2010	Ford	E-459	Turtle top	1FDEE3FL2ADA25708		73	Lift	8 & 2	Tablet	Demand Response		181,321	Private	MV			0%	Gainesville	Running	TBD			ACTIVE
2010	Chevy	3500	Champion	1GSG31K091174115		80,230	3217	Lift	8 & 2	Demand Response	41,228	288,556	JARRA	Alachua			100%	Gainesville	Running	2017			ACTIVE
2010	Chevy	3500	Champion	1GSG31K491171525		80,229	3215	Lift	8 & 2	Demand Response	38,531	255,081	JARRA	Alachua			100%	Gainesville	Running	2017			ACTIVE

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Ramp or Lift (Specify)	# of Seats and WIC Positions	Other Equipment	Use	Average Miles/Yr	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	% Federal Funding	Location	Condition	Expected Date of Retirement	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2012	Ford	E450	Ford	1FDFE4FS9DDA92974		3721	Lift	12 & 2	Tablet	Upland Response		173,959	Private	NAV			0%	Gainesville	Running	2017			ACTIVE
2012	Ford	E450	Champion	1FDFE4FS6CDB04680		3720	Lift	12 & 2	Tablet	Upland Response		178,706	Private	NAV			0%	Gainesville	Running	2017			ACTIVE
2013	Ford	Fusion	Sedan	1FADP9F2DLZ78072		1505	N/A	4	Tablet	Response Upland		70660	Private	NAV			0%	Gainesville	Running	TBD			ACTIVE
2014	Ford	Braun	Cosheen	1FDFE4FS1EDA917316		3770	Lift	12 & 2	Tablet	Response Upland		118,494	Private	NAV			0%	Gainesville	Running	2016			ACTIVE
2015	FORD	E-450	GLAVAL	1FDFE4FS1FDA349680		3722	Lift	12 & 2	Tablet	Response Upland		72042	Private	NAV			0%	Gainesville	Running	2020			ACTIVE
2015	FORD	E-450	GLAVAL	1FDFE4FS3FDA34961		3723	Lift	12 & 2	Tablet	Response Upland		79,775	Private	NAV			0%	Gainesville	Running	2020			ACTIVE
2000	Gillig	Phantom	40' Transit Bus	156GD2115Y1071313		4	Lift	43 & 2	Fare box, cameras, Fare box,	Fixed Route		847,100	FTA	RTS				Gainesville		2012			ACTIVE
2000	Gillig	Phantom	35' Transit Bus	156GD211XY1071328		19	Lift	32 & 2	cameras, Fare box,	Fixed Route		657,646	FTA	RTS				Gainesville		2012			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211511071341		102	Lift	32 & 2	cameras, Fare box,	Fixed Route		673,039	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211011071344		105	Lift	32 & 2	cameras, Fare box,	Fixed Route		697,774	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211211071992		107	Lift	32 & 2	cameras, Fare box,	Fixed Route		641,607	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GD211411071346		108	Lift	32 & 2	cameras, Fare box,	Fixed Route		681,196	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211811071348		110	Lift	32 & 2	cameras, Fare box,	Fixed Route		695,329	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211X11071349		111	Lift	32 & 2	cameras, Fare box,	Fixed Route		704,642	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211311071354		116	Lift	32 & 2	cameras, Fare box,	Fixed Route		722,413	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211211071355		117	Lift	32 & 2	cameras, Fare box,	Fixed Route		678,716	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	35' Transit Bus	156GB211011071358		120	Lift	32 & 2	cameras, Fare box,	Fixed Route		667,917	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL421R835267		502	Lift	44 & 2	cameras, Fare box,	Fixed Route		488,083	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL441R835268		503	Lift	44 & 2	cameras, Fare box,	Fixed Route		479,755	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL441R835271		505	Lift	44 & 2	cameras, Fare box,	Fixed Route		488,915	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL461R835272		507	Lift	44 & 2	cameras, Fare box,	Fixed Route		469,946	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL481R835273		508	Lift	44 & 2	cameras, Fare box,	Fixed Route		465,413	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL411R835275		510	Lift	44 & 2	cameras, Fare box,	Fixed Route		461,796	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL431R835276		511	Lift	44 & 2	cameras, Fare box,	Fixed Route		463,375	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL451R835277		512	Lift	44 & 2	cameras, Fare box,	Fixed Route		467,711	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL471R835278		513	Lift	44 & 2	cameras, Fare box,	Fixed Route		484,754	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL491R835279		514	Lift	44 & 2	cameras, Fare box,	Fixed Route		490,876	FTA	RTS				Gainesville		2013			ACTIVE
2001	Nova	82DN	40' Transit Bus	4RKENTL451R835280		515	Lift	44 & 2	cameras, Fare box,	Fixed Route		472,504	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD031611089440		540	Lift	43 & 2	cameras, Fare box,	Fixed Route		673,411	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD031X11089442		541	Lift	43 & 2	cameras, Fare box,	Fixed Route		654,555	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD031X11089444		542	Lift	43 & 2	cameras, Fare box,	Fixed Route		632,254	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD03111089445		543	Lift	43 & 2	cameras, Fare box,	Fixed Route		584,956	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD031311089446		544	Lift	43 & 2	cameras, Fare box,	Fixed Route		574,829	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD031511089447		545	Lift	43 & 2	cameras, Fare box,	Fixed Route		581,557	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD031711089448		546	Lift	43 & 2	cameras, Fare box,	Fixed Route		609,157	FTA	RTS				Gainesville		2013			ACTIVE
2001	Gillig	Phantom	40' Transit Bus	15GGCD031311110910		547	Lift	43 & 2	cameras, Fare box,	Fixed Route		644,126	FTA	RTS				Gainesville		2013			ACTIVE

Page 2 of 2

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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): 2019

Certification Year: (Previous): 2018

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

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

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

Blue Ink Signature:  Date: 01-04-2019
(Individual Responsible for Assurance of Compliance)

Name: Edward I Griffin Title: General Manager

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

Name: MV Contract Transportation

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

Name of Qualified Mechanic who Performed Annual Inspections: Allen Brooks,
Maintenance Manager, ASE Certified Technician

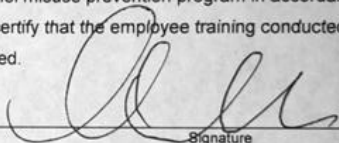
STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE
for a
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Parts 40, 655)
To
Florida Department of Transportation

725-035-18
TRANSIT
1201

DATE 1/9/2019

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

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


Signature

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

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

System Safety Program Plan (SSPP)

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**

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