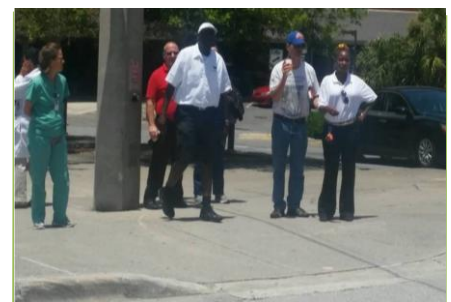


# Alachua County Transportation Disadvantaged Service Plan

July 1, 2017 - June 30, 2018

Alachua County Transportation Disadvantaged  
Coordinating Board



# Alachua County Transportation Disadvantaged Service Plan

Approved by the

Alachua County  
Transportation Disadvantaged Coordinating Board

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



**Adrian Hayes-Santos, Chair**

with Assistance from

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area



2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

and



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

May 24, 2017

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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.

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 Transportation, Inc. is the designated Community Transportation Coordinator for Alachua County.

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

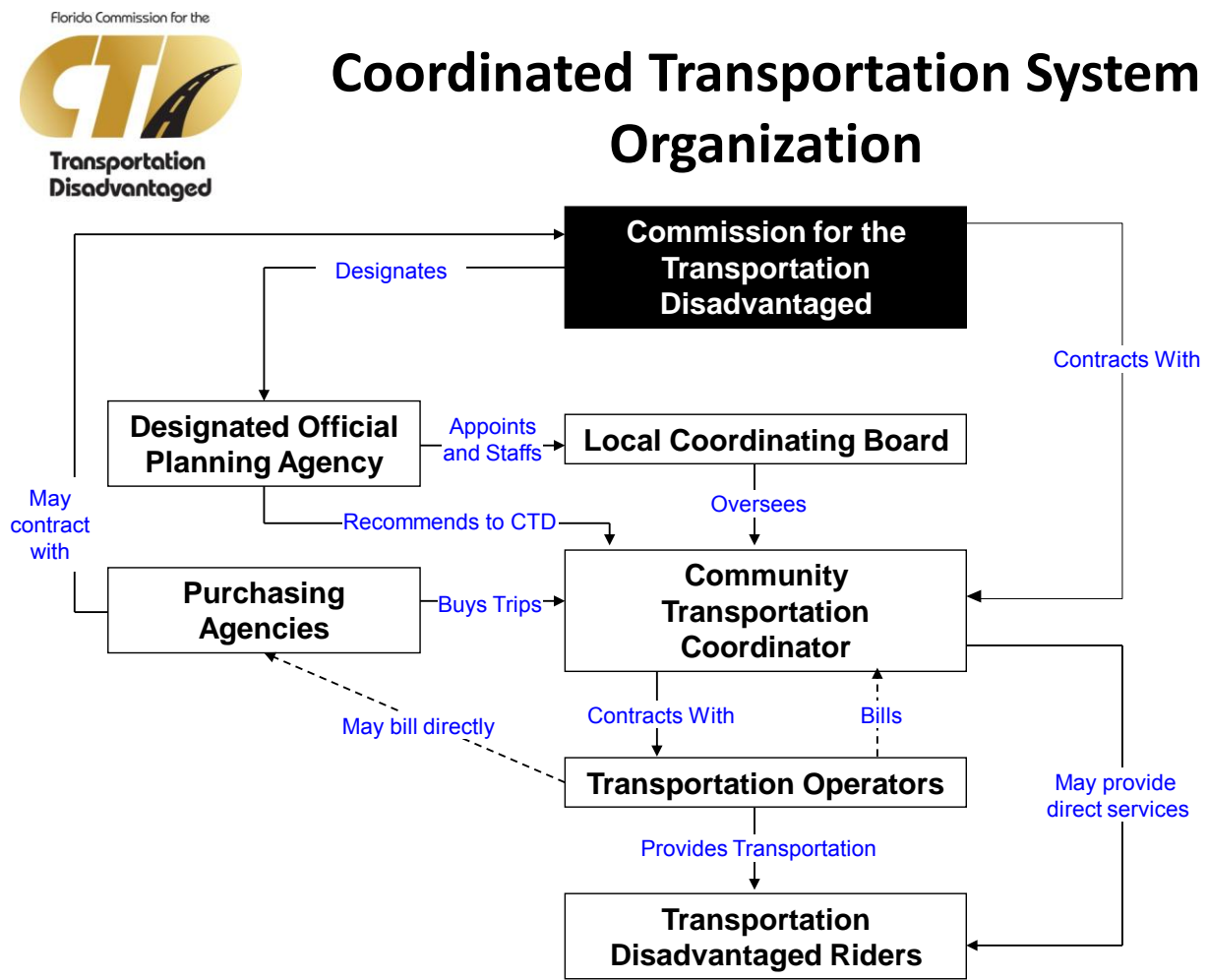
MV Transportation, Inc. was designated the Community Transportation Coordinator for Alachua County by the Florida Commission for the Transportation Disadvantaged July 1, 2013. MV Transportation was selected the Community Transportation Coordinator for Alachua County through a competitive selection process.

MV Transportation is a private for-profit entity. MV Transportation centrally coordinates rides and provides direct transportation service.

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area was designated the official planning agency for Alachua County in April 1990. The Council was selected through a non-competitive selection process.

## 3. 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: 4/10/17  
Charles Chestnut IV, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Craig Carter		No Term
Elderly	Maurice Levy	Vacant	6/30/2017
Disabled	Christine Louton	Sharon Curtis	6/30/2018
Citizen Advocate	James East	Vacant	6/30/2018
Citizen Advocate/User	Earther Wright	Vacant	6/30/2018
Children at Risk	Trisha Nieves	Vacant	6/30/2019
Florida Association for Community Action	Charles J. Harris	Tiffany McKenzie	6/30/2017
Public Education	James H. Speer, Jr.	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	Vacant	No Term
Florida Department of Education	Jeffrey Aboumrad	Vacant	No Term
Florida Agency for Health Care Administration	Deweese Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Linda Tatum	Vacant	No Term
Veteran Services	Albert Linden, Jr.	Vacant	6/30/2017
Local Mass Transit	Jesus Gomez	Mildred Crawford	No Term
Transportation Industry	Lisa Hogan	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 Adrian Hayes-Santos 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	Vacant Florida Department of Elder Affairs
Deweece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Linda Tatum Regional Workforce Board	Vacant Regional Workforce Board
Charles J. Harris Central Florida Community Action Agency (Term ending June 30, 2017)	Tiffany McKenzie Central Florida Community Action Agency (Term ending June 30, 2017)
James H. Speer, Jr. Public Education	David Dees Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2017)	Vacant Veterans (Term ending June 30, 2017)
James East Citizen Advocate Grievance Committee Member (Term ending June 30, 2018)	Paul Selvy Citizen Advocate (Term ending June 30, 2018)
Earther Wright Citizen Advocate - User Grievance Committee Member (Term ending June 30, 2018)	Vacant Citizen Advocate - User (Term ending June 30, 2018)
Christine Eason Louton Persons with Disabilities Grievance Committee Member (Term ending June 30, 2018)	Sharon Curtis Persons with Disabilities (Term ending June 30, 2018)
Dr. Maurice Levy Elderly (Term ending June 30, 2017)	Vacant Elderly (Term ending June 30, 2017)
Vacant Medical Community (Term ending June 30, 2019)	Vacant Medical Community (Term ending June 30, 2019)
Trisha Nieves 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
Lisa Hogan Private Transportation Industry (Term ending June 30, 2019)	Vacant Private Transportation Industry (Term ending June 30, 2019)

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

## **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.

According to the Evaluation and Appraisal Report on the Alachua County Comprehensive Plan 2001-2020, there is a large amount of publicly owned land in Alachua County because of the presence of the University of Florida and other healthcare and government institutions. Seven of the top ten employers in the County are public institutions, including the top three: University of Florida, Shands Hospital, and the Veterans Affairs Medical Center (Alachua County Property Appraiser, 2008). Alachua County serves as the primary regional employment center, accounting for approximately 65% of all employment in the eleven county North Central Florida Region (State of Florida Agency for Workforce Innovation, Labor Market Statistics, "Quarterly Census of Employment and Wages", Sept. 2008).

### **2. Demographics**

#### **a. Land Use**

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.

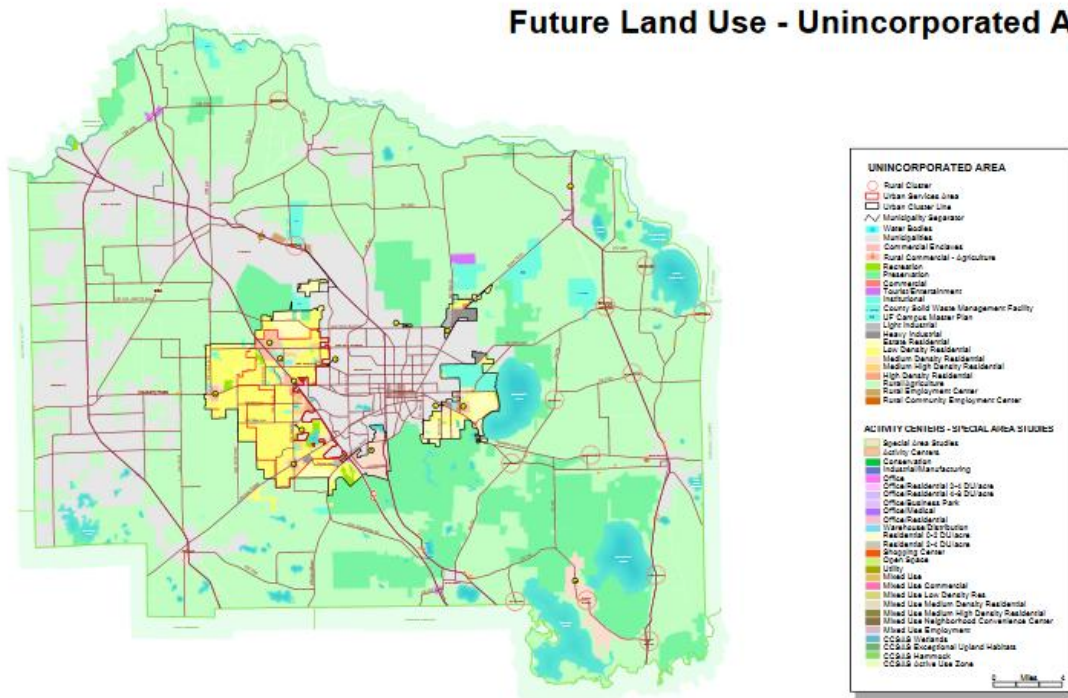
Principle 2 - Base new development upon the provision of necessary services and infrastructure. Focus urban development in a clearly defined area and strengthen the separation of rural and urban uses.

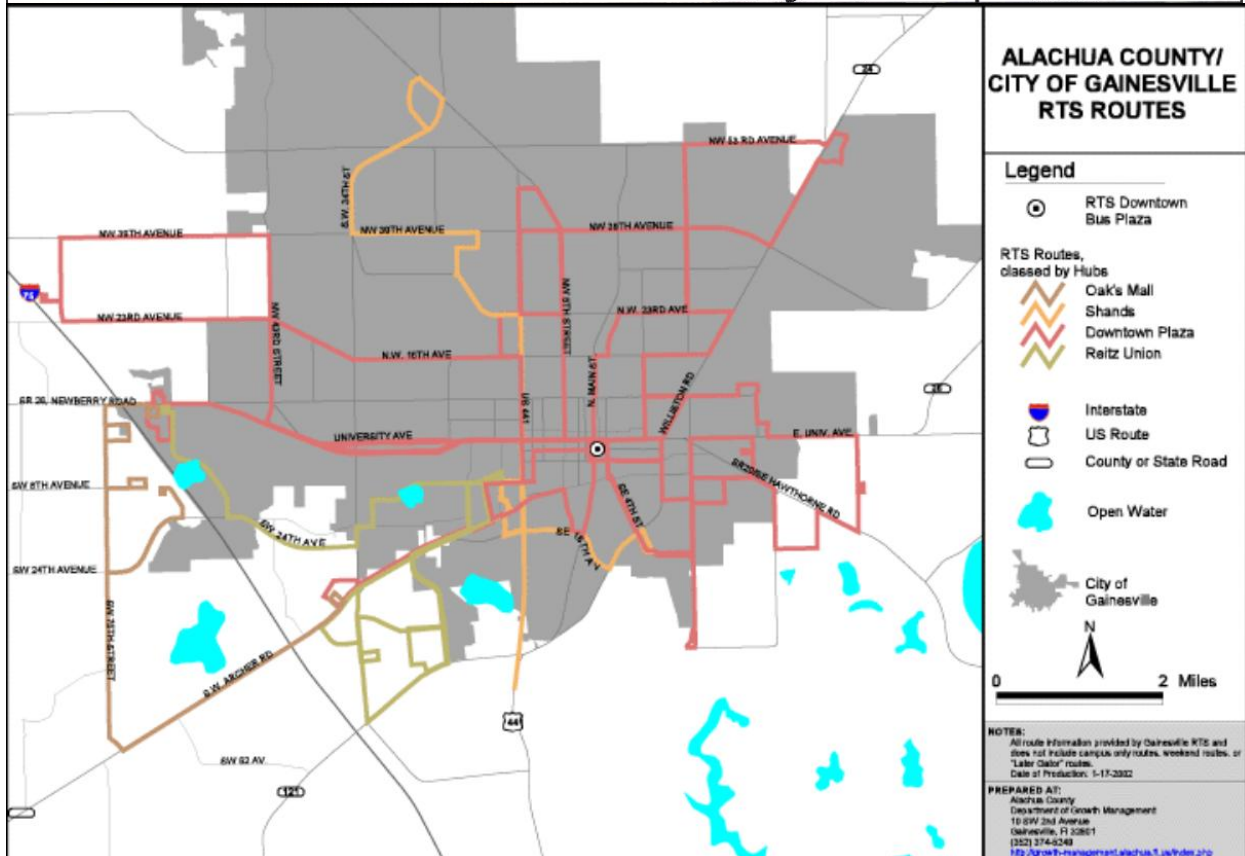
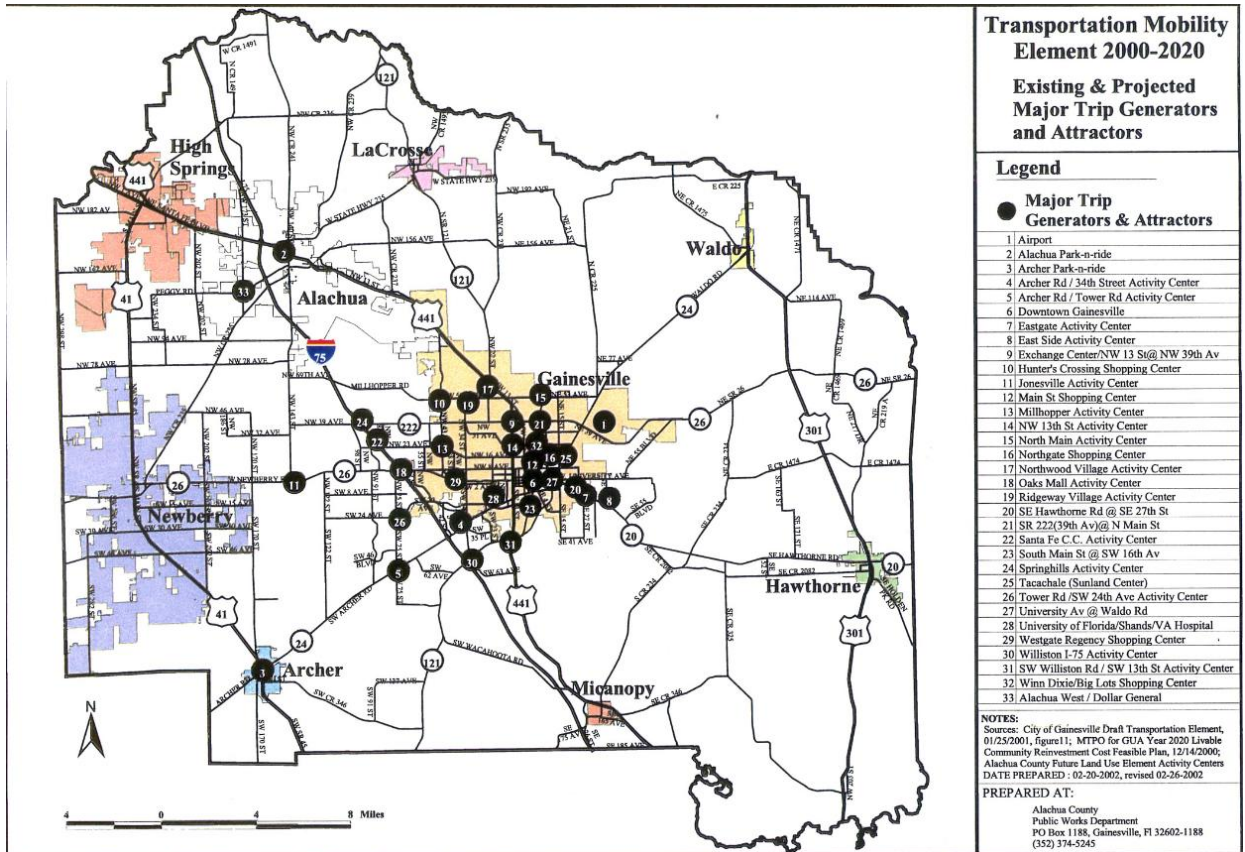
Principle 3 - Recognize residential neighborhoods as a collective asset for all residents of the County.

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

## FUTURE LAND USE MAP 2030 - ALACHUA COUNTY, FLORIDA

### Future Land Use - Unincorporated Area









## b. Population/Composition

The Bureau of Economic and Business Research estimates Alachua County's total population in 2015 as 250,730. Table 1 shows the population of the cities and towns in Alachua County.

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

<b>AREA</b>	<b>POPULATION COUNT 2010</b>	<b>POPULATION ESTIMATE 2016</b>
Alachua County	247,336	257,062
City of Alachua	9,059	9,892
City of Archer	1,118	1,158
City of Gainesville	124,476	128,612
City of Hawthorne	1,417	1,425
City of High Springs	5,350	5,813
Town of LaCrosse	360	379
Town of Micanopy	600	600
City of Newberry	4,950	5,946
City of Waldo	1,015	939
Unincorporated Area	98,991	102,298

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

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

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

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

According to the Bureau of Economic and Business Research, 1,296 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.

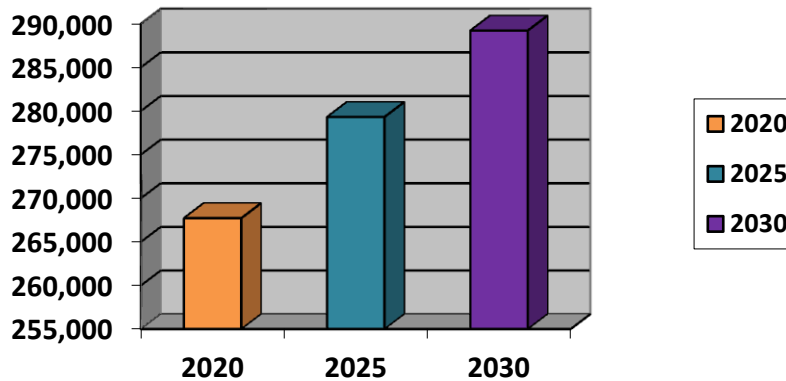
## c. Population Densities

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 267,727 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	2015 POPULATION ESTIMATES
0-4	12,867
5-17	32,104
18-24	56,348
25-54	91,772
55-64	29,100
65-79	24,613
80 +	8,089

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

#### f. Disability and Self Care Limitations

According to the 2011-2015 American Community Survey 5-Year Estimates, Alachua County had a disabled population of 25,585. The population under 18 years of age with a disability was 1,538. The population 18 to 64 years of age with a disability was 13,587. The population 65 years and over with a disability was 10,460.

g. **Employment**

Bureau of Economic and Business Research reports that Alachua County's monthly labor force (individuals who are able to work but may not be employed) in 2016 was 130,927 with 125,464 people employed and 5,463 unemployed. The monthly unemployment rate for Alachua County in 2015 was 4.2 percent.

h. **Income**

According to the 2010 Bureau of the Census, Alachua County's median household income in 2014 was \$42,045. Table 4 characterizes the levels of household income in Alachua County. Table 5 shows income levels that are currently used to define the federal poverty level.

**TABLE 4**  
**HOUSEHOLD INCOME**  
**ALACHUA COUNTY**

<b>2015 PER CAPITAL MONEY INCOME</b>	<b>2015 MEDIAN HOUSEHOLD INCOME</b>	<b>2015 PERSONS BELOW POVERTY LEVEL PERCENT</b>
\$25,498	\$43,073	21.1%

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

**TABLE 5**  
**2017 Poverty Guidelines For The 48 Contiguous States**  
**And The District of Columbia**

<b>Persons In Family/Household</b>	<b>2017 Poverty Guideline</b>
1	\$12,060
2	\$16,240
3	\$20,420
4	\$24,600
5	\$28,780
6	\$32,960
7	\$36,140
8	\$41,320

\* 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

The Bureau of Economic and Business Research reported 835 family public assistance cases in 2014. The total number of Medicaid recipients in 2013 was 39,832. Table 7 shows individuals who received Supplemental Security Income.



**TABLE 7**

**PUBLIC ASSISTANCE: AVERAGE MONTHLY  
CASES BY TYPE OF ASSISTANCE  
ALACHUA COUNTY, 2015**

<b>TYPE OF ASSISTANCE</b>	<b>AVERAGE MONTHLY CASES</b>
Aged Assistance	487
Aid to the Blind and Disabled	6,022

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

i. **Housing**

The 2010 Bureau of the Census reported the total number of households in Alachua County was 96,703 and that the average household size was 2.46.

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, 2011-2015**

<b>HOUSING UNITS</b>	<b>HOME OWNERSHIP RATE</b>	<b>MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS</b>	<b>HOUSEHOLDS</b>
114,596	53.2%	\$164,000	96,703

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

j. **Health**

The Bureau of Economic and Business Research reports there are 1,824 physicians of medicine and 5,468 registered, practical and advanced nurses.

k. **Transportation**

According to the 2011-2015 American Community Survey 5-Year Estimates, 8,313 occupied housing units in Alachua County had no vehicle available.

l. **Major Trip Generators/Attractors**

The Alachua County Comprehensive Plan designates twenty-eight areas as either major trip generators or attractors. Nineteen of these areas have been designated by the City of Gainesville as activity centers, five by the City as industrial concentrations and four have been identified by Alachua County as urban activity centers.

## 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 table shows general and critical need Transportation Disadvantaged population estimates for Alachua County.

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Alachua County

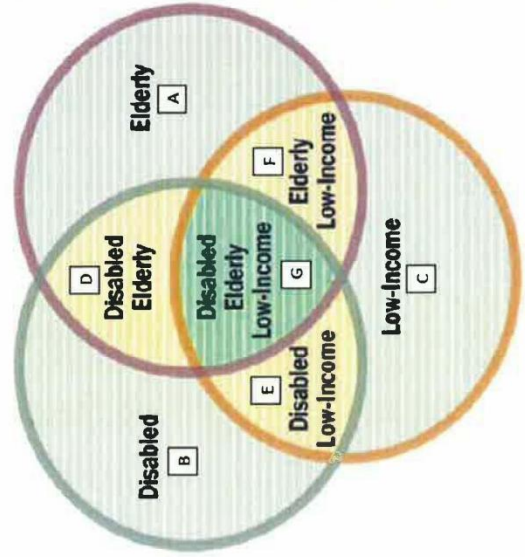
Census Data from 2015

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	14,472	5.9%	2,980	1.2%	0	0.0%	0	0.00%
5-17	31,947	13.1%	5,737	2.4%	1,716	0.7%	521	0.21%
18-34	81,457	33.5%	29,487	12.1%	3,607	1.5%	1,622	0.67%
35-64	82,682	34.0%	7,315	3.0%	3,607	1.5%	2,164	0.89%
<b>Total Non Elderly</b>	<b>210,558</b>	<b>86.5%</b>	<b>45,519</b>	<b>18.7%</b>	<b>8,930</b>	<b>3.7%</b>	<b>4,307</b>	<b>1.77%</b>
65-74	19,087	7.8%	1,012	0.4%	3,729	1.5%	726	0.30%
75+	13,679	5.6%	693	0.3%	7,668	3.2%	566	0.23%
<b>Total Elderly</b>	<b>32,766</b>	<b>13.5%</b>	<b>1,705</b>	<b>0.7%</b>	<b>11,397</b>	<b>4.7%</b>	<b>1,292</b>	<b>0.53%</b>
<b>Total</b>	<b>243,324</b>	<b>100%</b>	<b>47,224</b>	<b>19.4%</b>	<b>20,327</b>	<b>8.4%</b>	<b>5,599</b>	<b>2.30%</b>

Double Counts Calculations

E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	4,307
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	4,623
G - Estimate elderly/disabled/low income	From Base Data (I14)	1,292
D - Estimate elderly/ disabled/not low income	Subtract I14 from G14	10,105
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	413
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	20,956
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	41,212
<b>Total - Non-Duplicated</b>		<b>82,908</b>

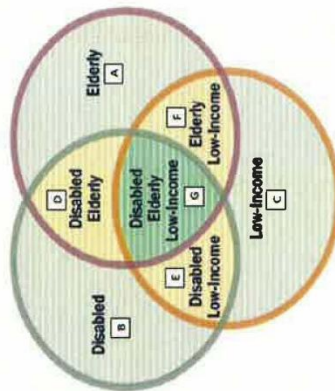
General TD Population		% of Total
Non-Duplicated General TD Population Estimate	82,908	34.1%



FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Alachua County

General TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	4,307	4,350	4,394	4,438	4,483	4,528	4,574	4,620	4,666	4,713	4,761
B - Estimate non-elderly/ disabled/not low income	4,623	4,670	4,717	4,764	4,812	4,861	4,909	4,959	5,009	5,059	5,110
G - Estimate elderly/disabled/low income	1,292	1,305	1,318	1,331	1,345	1,358	1,372	1,386	1,400	1,414	1,428
D- Estimate elderly/ disabled/not low income	10,105	10,207	10,310	10,413	10,518	10,624	10,731	10,839	10,948	11,059	11,170
F - Estimate elderly/non-disabled/low income	413	417	421	426	430	434	439	443	447	452	457
A - Estimate elderly/non-disabled/not low income	20,956	21,167	21,380	21,595	21,813	22,033	22,254	22,479	22,705	22,934	23,165
C - Estimate low income/not elderly/not disabled	41,212	41,627	42,046	42,470	42,897	43,329	43,766	44,206	44,651	45,101	45,555
<b>TOTAL GENERAL TD POPULATION</b>	<b>82,908</b>	<b>83,743</b>	<b>84,586</b>	<b>85,438</b>	<b>86,298</b>	<b>87,167</b>	<b>88,045</b>	<b>88,932</b>	<b>89,827</b>	<b>90,732</b>	<b>91,646</b>
<b>TOTAL POPULATION</b>	<b>243,324</b>	<b>245,774</b>	<b>248,249</b>	<b>250,749</b>	<b>253,274</b>	<b>255,825</b>	<b>258,401</b>	<b>261,003</b>	<b>263,631</b>	<b>266,286</b>	<b>268,968</b>



Alachua County

Critical Need TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Total Critical TD Population</b>											
Disabled	5,379	5,433	5,488	5,543	5,599	5,656	5,713	5,770	5,828	5,887	5,946
Low Income Not Disabled No Auto/Transit	5,661	5,718	5,776	5,834	5,892	5,952	6,012	6,072	6,133	6,195	6,258
<b>Total Critical Need TD Population</b>	<b>11,040</b>	<b>11,151</b>	<b>11,264</b>	<b>11,377</b>	<b>11,492</b>	<b>11,607</b>	<b>11,724</b>	<b>11,842</b>	<b>11,962</b>	<b>12,082</b>	<b>12,204</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	264	266	269	272	274	277	280	283	286	288	291
Low Income - Not Disabled - No Access	10,750	10,858	10,968	11,078	11,190	11,303	11,416	11,531	11,647	11,765	11,883
<b>Total Daily Trips Critical Need TD Population</b>	<b>11,014</b>	<b>11,200</b>	<b>11,389</b>	<b>11,582</b>	<b>11,777</b>	<b>11,986</b>	<b>12,198</b>	<b>12,414</b>	<b>12,634</b>	<b>12,857</b>	<b>13,059</b>
<b>Annual Trips</b>	<b>4,020,046</b>	<b>4,087,984</b>	<b>4,157,071</b>	<b>4,227,326</b>	<b>4,298,768</b>	<b>4,374,856</b>	<b>4,452,291</b>	<b>4,531,096</b>	<b>4,611,297</b>	<b>4,692,917</b>	<b>4,766,596</b>

## 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.



## CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Alachua County

Census Data from: 2015

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	1,716	4.20%	72	0.23%		
18-34	3,607	6.30%	227	0.28%		
35-64	3,607	13.84%	499	0.60%		
<b>Total Non Elderly</b>	<b>8,930</b>		<b>799</b>	<b>0.38%</b>	<b>28.60%</b>	<b>228</b>
65-74	3,729	27.12%	1,011	5.30%		
75+	7,668	46.55%	3,569	26.09%		
<b>Total Elderly</b>	<b>11,397</b>		<b>4,581</b>	<b>13.98%</b>	<b>11.70%</b>	<b>536</b>
<b>Total</b>	<b>20,327</b>		<b>5,379</b>	<b>2.21%</b>		<b>764</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	570	228	799
Elderly	4,045	536	4,581
<b>TOTAL</b>	<b>4,615</b>	<b>764</b>	<b>5,379</b>

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

Low Income &amp; Not Disabled = C + F

Assumes 21.2%

xx % without auto access 41,625

xx % without transit access 11,322

50.0% 5,661

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

Calculation of Daily Trips		
Total Actual Critical TD Population	Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled 5,379	0.049	264
Low Income ND ###	1.899	10,750
<b>Totals 11,040</b>		<b>11,014</b>

### 3. Barriers to Coordination

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

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

### 4. Needs Assessment

#### United States Code Section 5310 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase 15 wheelchair securement systems for Regional Transit System fixed route vehicles.	2017/18	City of Gainesville Alachua County	\$120,400 \$15,000  \$15,000	Section 5310 Florida Department of Transportation City of Gainesville
Provide demand response trips for elderly and disabled residing in the Gainesville urban area.	2017/18	City of Gainesville Alachua County	\$25,000 \$25,000	U.S.C. Section 5310 City of Gainesville

#### United States Code Section 5311 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase demand response trips and operate the Regional Transit System Route 23 between Santa Fe College and the Oaks Mall	2017/18	City of Gainesville Alachua County	\$398,284.70 \$333,417.70 \$64,867.00	U.S.C. Section 5311 City of Gainesville Program Income

**United States Code Section 5339 Program**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Purchase four replacement paratransit vehicles and four mobile data terminals.	2016/17	City of Gainesville Alachua County	\$293,832	U.S.C. Section 5339

**Rural Area Capital Equipment Support Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Purchase mobile data terminal units (30) including tablets, SOTI initial setup, annual license fees, mounting hardware and screen protectors.	2016/17	Alachua County	\$19,709.73  \$2,189.97	Rural Area Capital Equipment Support Grant MV Transportation, Inc.

**Transportation Disadvantaged Trust Fund Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Provide trips to transportation disadvantaged individuals.	2016/17	Alachua County	\$742,339  \$82,482	Transportation Disadvantaged Trust Fund Grant MV Transportation



**Transportation Disadvantaged Program - Mobility Enhancement Grant**

<b>PROJECT</b>	<b>PROJECT YEAR</b>	<b>AREAS AFFECTED BY PROJECT</b>	<b>ESTIMATED COST</b>	<b>FUNDING SOURCE</b>
Partner with the City of Gainesville through its Grace Marketplace (homeless shelter) to provide reduced fare bus passes for the homeless clients they serve.	2017/18	City of Gainesville	\$55,350  \$6,150	Transportation Disadvantaged Program Mobility Enhancement Grant Funds  MV Transportation
Partner with Santa Fe College to provide the Express Transportation to Rural Areas (EXTRA) shuttle service to Santa Fe College.	2017/18	City of High Springs City of Alachua City of Newberry City of Archer	\$47,333  \$5,259	Transportation Disadvantaged Program Mobility Enhancement Grant Funds  MV Transportation

## 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:** **Improve the quality of service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:** **Provide courteous and professional service.**
- Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- GOAL X:** **Promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.
- GOAL XI:** **Insure the provision of safe transportation services.**
- OBJECTIVE:** The Community Transportation Coordinator shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

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

## 6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Alachua County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2017
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Annually (3) Quarterly

(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.	(1) Ongoing (2) Ongoing
(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
(1) Maintain a data base with pertinent information relative to clients needs and limitations.	(1) Ongoing
The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually

## Chapter II: Service Plan

### A. OPERATIONS ELEMENT

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

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

##### a. Types of Service

- Ambulatory
- Wheelchair
- Non-Emergency Stretcher
- Demand Responsive
- Door to Door
- Curb to Curb
- Subscription Service

Subscription (standing order) service is defined as a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner. Due to the complexities of scheduling, changes to subscriptions can occur no more than once per month. Changes more frequently than that will necessitate scheduling each trip request through the demand-response process.

Non-emergency stretcher service sponsored with Transportation Disadvantaged Trust Funds will be limited to 36 trips per Fiscal Year.

#### 2. 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**).

b. 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. -7:00 p.m. Excluding holidays (see below).

**ADA Sponsored Trips** – 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 Transportation mirror both Transportation Disadvantaged Program and ADA sponsored services. Managed Medical Care Program trips are currently sponsored by Transportation Brokers Access 2 Care and MTM. These companies are contracted with Managed Medical Care Providers to coordinate medical transportation needs, and contract with MV Transportation, Inc. to directly provide transportation within their coordinated system.

c. Holidays

**ADA Sponsored Trips** – ADA services are provided under contract by MV 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.

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

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

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.

### 3. **Travel Times**

Gainesville City Limits - maximum ride time one hour.

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

### 4. **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 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 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 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.

### 5. **Mobility Enhancement Grant Bus Pass Program**

MV Transportation, Inc. in partnership with the City of Gainesville and GRACE Marketplace provides bus passes to residents of GRACE Marketplace. GRACE Marketplace staff verify residents' income and disability status. GRACE Marketplace staff distribute the bus passes to eligible residents.

### 6. **Accessing Services**

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

Scheduling Consecutive Trips on the Same Day- Consecutive same day trips must be scheduled a minimum of 90 minutes apart.



Trip Cancellation Process - Trip cancellations must be made to MV 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 Transportation, Inc. to cancel their ride before 5:00 a.m.

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

## 7. **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 two 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 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 Transportation, Inc. will dispatch a vehicle back to their pick-up location within two hours of the time the passenger informs MV Transportation, Inc. that they are ready for pickup. MV Transportation, Inc. will only send one vehicle as courtesy. MV Transportation, Inc. will not be responsible for the passenger's return ride if they miss both their return ride and courtesy "will call" ride.

## 8. **Safety**

Transportation service shall be denied if the passenger represents a danger to the safety of the driver, other passengers or to themselves. If a passenger represents a danger, an incident report is completed by the driver. Passengers and agency/facility personnel (if appropriate) will be interviewed and MV 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 the passenger might be offered travel with a PCA if their behavior is the result of a medical condition, which makes them unable to control their behavior.

## 9. **Bariatric Transportation**

**Transportation Disadvantaged Program:** MV 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:** 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.

## **10. 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 Transportation 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; is unable to find transportation from other sources.

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

MV 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. This form may be used in lieu of the medical certification requirement.

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

**EXHIBIT A**



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

**APPLICATION FOR TRANSPORTATION DISADVANTAGED TRUST FUND SERVICES**

MV Transportation is the Community Transportation Coordinator (CTC) for Alachua County. The information contained in this application will only be used by MV to determine your eligibility for Transportation Disadvantaged Trust Fund (TD) services. TD eligibility is determined by a documented disability that prevents you from using or accessing fixed-route bus services, an income based test and documentation that you cannot purchase or secure transportation through other means. Income tests are based on Federal Poverty Levels and a tiered system. Guidelines are available upon request. Eligibility for this program must be renewed annually. For those recertifying with a permanent disability, a certification from the Center for Independent Living (CIL) can be used in lieu of a doctor statement.

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_      Medicaid#: \_\_\_\_\_      Social Security#: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Last Name: \_\_\_\_\_      First Name: \_\_\_\_\_      MI: \_\_\_\_\_  
Home Address: \_\_\_\_\_      Apt: \_\_\_\_\_  
City: \_\_\_\_\_      State: \_\_\_\_\_      Zip Code: \_\_\_\_\_  
Home Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_      Work: \_\_\_\_\_      TDD: \_\_\_\_\_  
Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_      Age: \_\_\_\_\_      Male: \_\_\_\_\_      Female: \_\_\_\_\_  
Emergency Contact: \_\_\_\_\_      Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

1. Do you receive food stamps? \_\_\_\_ YES      \_\_\_\_ NO
2. Do you receive Medicaid? \_\_\_\_ YES      \_\_\_\_ NO
3. How many family members are in your household? \_\_\_\_\_
4. What is your annual income? \_\_\_\_\_ (Provide pay stubs, tax forms or other documentation to support claim)
5. What is your total family household income? \_\_\_\_\_
6. Do you live in an ACLF: nursing home, retirement home or boarding home: \_\_\_\_ YES      \_\_\_\_ NO
  - a. Does the facility have a vehicle? \_\_\_\_ YES      \_\_\_\_ NO
  - b. Have you ever been transported by this facility? \_\_\_\_ YES      \_\_\_\_ NO
7. Do you have relatives or friends residing in the same City or County where you live? \_\_\_\_ YES      \_\_\_\_ NO
  - a. Would this person transport you if you asked? \_\_\_\_ YES      \_\_\_\_ NO
  - b. Have you been transported before to activities/ appts. by friends or family? \_\_\_\_ YES      \_\_\_\_ NO
  - c. Do you know someone who would transport you if you paid for gas? \_\_\_\_ Yes      \_\_\_\_ NO
8. Do you own an operable vehicle? \_\_\_\_ YES      \_\_\_\_ NO
  - a. Can this vehicle be used to transport you? \_\_\_\_ YES      \_\_\_\_ NO

If No, please explain: \_\_\_\_\_

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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 42<sup>nd</sup> Avenue-Suite #3**

**Gainesville, FL 32608**

**Phone (352) 375-2784 Fax (352) 378-6117**

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

## 12. **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

## 13. **Contracting Process/Criteria**

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

## 14. **Fixed Route Utilization**

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

## 15. **Vehicle Inventory**

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

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

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

## 17. **Intercounty Services**

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

## 18. **Emergency Preparedness And Response**

Alachua County Emergency Management is responsible for evacuating special needs registrants. MV Transportation, Inc. is under contract to provide service under their direction.

## 19. **Educational Efforts/Marketing**

Education programs for program recipients, agencies, facilities and medical providers are available upon request. MV 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,

## 20. **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 Transportation, Inc. is waiting on guidance from the Florida Commission for the Transportation Disadvantaged regarding the process used to determine acceptable alternatives.

## 21. **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 Transportation, Inc. shall comply with all requirements of the Federal Transportation Administration (FTA) (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 authorized through the Center for Independent Living (under contract with the City of Gainesville for Eligibility Screening) as a Personal Care Attendant (PCA) may have the PCA 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) ©, 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 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 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 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 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 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

**Chapter 287.0585 Florida Statutes - Late payments by contractors to subcontractors and suppliers; penalty.--** (1) When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts, except those construction contracts subject to the provisions of chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payments required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of 1 percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

(2) This section shall not apply when the contract between the contractor and subcontractors or sub-vendors provides otherwise.

**History.--**s. 5, ch. 85-104; s. 2, ch. 89-200; s. 9, ch. 91-162.

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

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 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 Transportation, Inc. shall comply with this standard.

1. Driver Identification

**Rule 41-2.006 (4) (I), 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 Transportation, Inc. shall comply with this standard. 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 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. TD passengers may be suspended from service for fifteen days after two 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 Transportation, Inc. shall comply with this standard. All vehicles in the system have radio devices and Mobile Data Terminals (MDTs).

q. **Air Conditioning/Heating**

**Rule 41-2.006 (4) (q), 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 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. **Driver Criminal Background Screening**

**Local Policy:** MV Transportation, Inc. conducts a thorough criminal records/background check that meets or exceeds requirements of all participating funding agencies.

s. Contract Monitoring

**Local Policy:** MV Transportation, Inc. shall monitor all aspects of service provision, including, but not limited to: compliance with Chapter 14-90, Florida Statutes, System Safety Program Plan, contract service standards, on-street observations, driver and vehicle file reviews and vehicle inspections.

t. Pick-Up Window

**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.

**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 Transportation, Inc. will dispatch a vehicle back to their pick-up location within two hours of the time the passenger notifies MV Transportation, Inc. they are ready for the return trip. MV Transportation, Inc. will only send one vehicle as courtesy. MV Transportation, Inc. will not be responsible for the passenger's return ride if they miss both their return ride and courtesy "will call" ride.

u. Advance Reservation Requirement

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

v. On-Time Performance

**Local Policy:** The Community Transportation Coordinator shall have a 90 percent on-time performance rate for all completed trips. Trips are considered on-time when a passenger is picked up and dropped off within their pick-up window as defined above.

w. Accidents

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

x. Roadcalls

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

y. Call Hold Time

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

z. 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:** Collect and publicly post passenger satisfaction survey ratings. There shall be no more than three complaints per 1,000 trips during the evaluation period.

aa. Complaints

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

bb. Use Of Mass Transit

**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 Transportation, Inc. discontinued the Transportation Disadvantaged Bus Pass Program as of July 31, 2012 due to funding limitations.

MV 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.

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.

## 22. Local Grievance Procedure/Process

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



## 23. 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 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.

### 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.

### 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.

### 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.

### 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 Transportation, Inc. will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that MV 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

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

and

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

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

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

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

24. **Community Transportation Coordinator Monitoring Procedures Of Operators**

Not applicable.

25. **Cost/Revenue Allocation And Rate Structure Justification**

MV Transportation'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**

# Transportation Disadvantaged Grievance Procedures

September 14, 2016

Alachua County  
Transportation Disadvantaged Coordinating Board





# Transportation Disadvantaged Grievance Procedures

Approved by the  
Alachua County  
Transportation Disadvantaged Coordinating Board

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

---

**Craig Carter, Chair**

with Assistance from



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

September 14, 2016

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

### **A. Preamble**

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

### **B. Agency Description**

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

### **C. Definitions**

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

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

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

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

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

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

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

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

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

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

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

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

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

## **D. Purpose**

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

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

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

## **E. Membership**

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



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

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

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

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

## **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.

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

- (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 Complainant;
  - 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 Complainant 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 Complainant 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 Complainant.
- (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 Complainant 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 Complainant and other interested parties.



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

- (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 to complainants who 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 Complainant 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 Complainant 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."

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

- (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 rider 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 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.
- (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 rider 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 rider.

## **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.

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

## **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 14th day of September 2016.

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Craig Carter, Chair  
Alachua County Transportation Disadvantaged Coordinating Board

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



## Transportation Disadvantaged Trust Fund Service Rates Form

<b>Community Transportation Coordinator (CTC)</b>	MV Transportation, Inc.
<b>Service Rate Effective Date</b>	7/1/2017

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$34.04
* Wheel Chair	Trip	\$58.35
* Stretcher	Trip	\$121.55
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	Enter \$ Per Unit
Mobility Enhancement Grant - Bus Pass	Bus Pass	\$20.50
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
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

## 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 <b>ACTUALS</b> from July 1st of <b>2015</b> to June 30th of <b>2016</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2016</b> to June 30th of <b>2017</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2017</b> to June 30th of <b>2018</b>	% 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	\$ 98,155	\$ 112,916	\$ 115,315	15.0%	2.1%	\$115,315= \$71,269 TD 10% Local Match plus \$44,026 projected farebox.
Medicaid Co-Pay Received						Other: \$5,259 is for the 10% match paid by Santa Fe College for the Santa Fe Extra
Donations/ Contributions						Program. The remaining \$8,100 is the profit that will be made on the bus passes: \$675
In-Kind, Contributed Services						monthly profit X 12 months = \$8,100.
Other			\$ 13,359			
<b>Bus Pass Program Revenue</b>						

#### 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	\$ 196,635	\$ 190,850	\$ 196,710	-2.9%	3.1%	
County In-Kind, Contributed Services						
City Cash	\$ 1,315,420	\$ 1,414,300	\$ 1,415,640	7.5%	0.1%	
City In-Kind, Contributed Services						
Other Cash			\$ 6,150			
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

#### CTD

Non-Spons. Trip Program	\$ 602,412	\$ 744,876	\$ 641,601	23.6%	-13.9%	Other TD - Santa Fe Extra Program - 90% \$47,333 paid by the CTD. Bus Pass Program Revenue - Grace Marketplace Bus Pass Program - 90% paid by CTD.
Non-Spons. Capital Equipment						
Rural Capital Equipment		\$ 64,080	\$ 65,045		1.5%	
Other TD (specify in explanation)			\$ 47,333			
<b>Bus Pass Program Revenue</b>			\$ 55,350			

#### USDOT & FDOT

49 USC 5307						Other DOT - 5310 grant.
49 USC 5310						
49 USC 5311 (Operating)	\$ 50,000	\$ 50,000	\$ 50,000	0.0%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 20,622	\$ 25,000	\$ 50,000	21.2%	100.0%	
<b>Bus Pass Program Revenue</b>						

#### AHCA

Medicaid						Other AHCA - \$72,000 from MTM contract. Back in Aug. 1, 2016 A2C lost Sunshine HMO and only has Prestige HMO. As of Feb 1, 2017 we no longer provide services to A2C due to unpaid invoices by contract client.
Other AHCA (specify in explanation)	\$ 524,089	\$ 660,000	\$ 72,000	25.9%	-89.1%	
<b>Bus Pass Program Revenue</b>						

#### DCF

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

#### DOH

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

#### DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

#### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

#### DOEA

Elder Americans Act						Elder Care - for purchase at unit price.
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 8,456	\$ 20,000	\$ 20,000	136.5%	0.0%	
<b>Bus Pass Program Revenue</b>						

#### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						



## 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 <b>ACTUALS</b> from July 1st of <b>2015</b> to June 30th of <b>2016</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2016</b> to June 30th of <b>2017</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2017</b> to June 30th of <b>2018</b>	% 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 \$ 2,992 \$ 4,700 -100.0% Santa Fe Upward Bound - Rate is per hour.  
**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 =

Total Revenues = \$2,818,781 \$3,282,022 \$2,753,203 16.4% -16.1%

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

#### Operating Expenditures

Labor	\$ 1,505,648	\$ 1,534,052	\$ 1,487,648	1.9%	-3.0%	Labor - projected cuts due to considerable reduction in revenue - One of our contract clients Access2Care, lost one of their HMO's (Sunshine) back in Aug 1, 2016 causing a drastic reduction in revenue plus we no longer provide services to A2C since February 1, 2017 due to unpaid invoices by contract client. Fringe Benefits - expected increase from prior year's actual costs due to more employees enrolling in mandatory health insurance. Purchased Transportation - this is for the purchase of bus passes for the Grace Marketplace Bus Pass Program.
Fringe Benefits	\$ 24,877	\$ 30,610	\$ 26,090	23.0%	-14.8%	
Services	\$ 102,803	\$ 115,000	\$ 106,130	11.9%	-7.7%	
Materials and Supplies	\$ 461,599	\$ 701,260	\$ 463,089	51.9%	-34.0%	
Utilities	\$ 54,174	\$ 51,977	\$ 53,475	-4.1%	2.9%	
Casualty and Liability	\$ 185,734	\$ 269,001	\$ 183,782	44.8%	-31.7%	
Taxes	\$ 4,944	\$ 7,723	\$ 5,040	56.2%	-34.7%	
Purchased Transportation:						
Purchased Bus Pass Expenses			\$ 55,350			
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 10,931	\$ 65,704	\$ 11,244	501.1%	-82.9%	
Operating Debt Service - Principal & Interest	\$ 24,301	\$ 31,495	\$ 24,897	29.6%	-20.9%	
Leases and Rentals	\$ 116,854	\$ 117,520	\$ 116,873	0.6%	-0.6%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 126,161	\$ 204,003	\$ 124,625	61.7%	-38.9%	

#### Capital Expenditures

Equip. Purchases with Grant Funds		\$ 71,200	\$ 71,340		0.2%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

**PROFIT** \$ 200,755 \$ 82,477 \$ 23,620 -58.9% -71.4%

Total Expenditures = \$2,818,781 \$3,282,022 \$2,753,203 16.4% -16.1%

## Budgeted Rate Base Worksheet

Version 1.4

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

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues
	from July 1st of <b>2017</b> to June 30th of <b>2018</b>
<b>1</b>	<b>2</b>

<p>What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?</p>	<p>Budgeted Rate <u>Subsidy Revenue</u> Excluded from the Rate Base</p>	<p>What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?</p>
<p align="center"><u>3</u></p>	<p align="center"><u>4</u></p>	<p align="center"><u>5</u></p>

**REVENUES** (CTC/Operators ONLY)

## Local Non-Govt

Farebox	\$	115,315
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	13,359
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>-</b>

## Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	196,710
County In-Kind, Contributed Services	\$	-
City Cash	\$	1,415,840
City In-kind, Contributed Services	\$	-
Other Cash	\$	6,150
Other In-Kind, Contributed Services	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

## CTD

Non-Spons: Trn P Program	\$	641,601
Non-Spons: Capital E equipment	\$	-
Rural Capital E equipment	\$	65,045
Other TD	\$	47,333
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>55,350</b>

## USDOT &amp; FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	50,000
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	50,000
<b>Bus Pass Program Revenue</b>	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	72,000
<b>Bus Pass Program Revenue</b>	\$	-

## DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

## DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>-</b>

## DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

ANM

WAGE S/Work force Board	\$	-
AWI	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

## DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOE A	\$	20,000
<b>Bus Pass Program Revenue</b>	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
<b>Bus Pass Program Revenue</b>	<b>\$</b>	<b>-</b>

[illegible]





## 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

Total Projected Passenger Miles = 907,578

Rate Per Passenger Mile = \$ 2.83

Total Projected Passenger Trips = 69,506

Rate Per Passenger Trip = \$ 36.97

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 13.1 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.97

Rate Per Passenger Trip = \$ 38.81

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 Transportation** 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 type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input 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 type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input 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?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input 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?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
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			
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: **MY Transportation 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 ☐ Pass. Mile Leave Blank  
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: 2017 - 2018					
	Ambul	Wheel Chair	Stretcher	Leave Blank	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	907,578	798,872	108,524	182	0
Rate per Passenger Mile =	\$2.61	\$4.47	\$9.31	\$0.00	\$0.00
				per passenger	per group

	Ambul	Wheel Chair	Stretcher	Leave Blank	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	69,506	61,144	8,348	14	
Rate per Passenger Trip =	\$34.04	\$68.35	\$121.55	\$0.00	\$0.00
				per passenger	per group

2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ...

Combination Trip and Mile Rate					
	Ambul	Wheel Chair	Stretcher	Leave Blank	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =	\$2.61	\$4.47	\$9.31	\$0.00	\$0.00
				per passenger	per group

Rates If No Revenue Funds Were Identified As Subsidy Funds					
	Ambul	Wheel Chair	Stretcher	Leave Blank	Group
Rate per Passenger Mile =	\$2.74	\$4.69	\$9.78	\$0.00	\$0.00
				per passenger	per group
	Ambul	Wheel Chair	Stretcher	Leave Blank	Group
Rate per Passenger Trip =	\$35.73	\$61.25	\$127.61	\$0.00	\$0.00
				per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

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## **Appendix C: Vehicle Inventory**



Division 65 Vehicles										
Vehicle #	Description	VIN#	Capacity / Fuel Type	TRANS/ENG REP	Status	Owner	Lic Plate	Body Manufacturer	Age of Vehicle	Mileage
3720	2012 Ford E450	1FDFE4F56CDB04680	12/2 UNLEADED		ACTIVE	MV	BKBY93	Champion	3	142,389
3716	2012 Ford E450	1FDFE4F56CDA02721	12/2 UNLEADED		ACTIVE	RTS	ARP5164	Goshen	3	192,857
3715	2012 Ford E450	1FDFE4F56CDA02714	12/2 UNLEADED		ACTIVE	RTS	XBO718	Goshen	3	165,645
110	2008 Ford Crown Vic	2FAFP72V78X143263	5 Unleaded		ACTIVE	MV	X8296A	Ford	7	156,024
3675	2011 Chevy 3500	1GBG2BG8B1144718	8/2 Unleaded	TRANS BURNT OUT	ACTIVE	RTS	XB0710	Goshen	3.5	164,748
3674	2011 Chevy 3500	1GBG2BG8B1143021	8/2 Unleaded	ENG OH TRANS	ACTIVE	RTS	XB0707	Goshen	3.5	168,691
3673	2011 Chevy 3500	1GBG2BG8B1146863	8/2 Unleaded		ACTIVE	RTS	XB0712	Goshen	3.5	196,281
3671	2011 Chevy 3500	1GBG2BG1B1143510	8/2 Unleaded	TRANS REPLACED	ACTIVE	RTS	XB0706	Goshen	3.5	200,392
3626	2010 Chevy 3500	1GBG2AG3A1160922	8/2 Unleaded		ACTIVE	RTS	XC4008	Champion	4	239,842
3625	2010 Chevy 3500	1GBG2AG4A1161223	8/2 Unleaded		ACTIVE	RTS	XC4007	Champion	4	209,242
3623	2010 Chevy 3500	1GBG2AG5A1160694	8/2 Unleaded		ACTIVE	RTS	XC4008	Champion	4	225,123
3618	2010 Chevy 3500	1GBG2AG6A1147226	8/2 Unleaded		ACTIVE	RTS	XC4001	Champion	4	239,605
3164	2007 Chevrolet - 3500	1GBJG31U71134134	8/2 Unleaded		ACTIVE	MV	X72863	Startrans	7	290,562
3489	2009 Chev 3500 - 3489	1GBJG31K391168177	8/2 Unleaded		ACTIVE	RTS	XB6333	Champion	6	298,324
3219	2010 Chevy 3500	1GBJG31K091173174	8/2 Unleaded		ACTIVE	Alachua	508YVD	Champion	4.5	244,266
4039	2016 E-450 Ford	1FDFE4F57GDC03266	12/2 unleaded		ACTIVE	RTS	XD9843	Glaval Bus	1	21,935
3217	2010 Chevy 3500	1GBJG31K091174115	8/2 Unleaded		ACTIVE	Alachua	508YVD	Champion	4.5	276,410
4040	2016 E-450 Ford	1FDFE4F5GDC03268	12/2 unleaded	TRANS BURNT OUT	ACTIVE	RTS	XD9842	Glaval Bus		25,704
3215	2010 Chevy 3500	1GBJG31K491171525	8/2 Unleaded	TRANS REPAIRED	ACTIVE	Alachua	503YVD	Champion	4.5	240,215
3894	2014 Chevy 3500	1GB3G2BG2E1120192	8/2 Unleaded		ACTIVE	RTS	XC4291	Champion	1	121,056
3891	2015 Chev 3500	1GB3G2BG1F1137115	8/2 Unleaded		ACTIVE	RTS	XC4654	Champion	1	47,505
3722	2015 FORD E-450	1FDFE4F51FDA34960	12/2 unleaded		ACTIVE	MV	BK1158	GLAVAL	1	26,918
3723	2015 FORD E-450	1FDFE4F53FDA34961	12/2 unleaded		ACTIVE	MV	BK11237	GLAVAL	1	28,359
3162	2006 Ford E350 - 3162	1FDWE35L56DA13732	8/2 Unleaded		ACTIVE	MV	X71446	Startrans	8	209,321
4041	2016 E-450 Ford	1FDFE4F5SGDC03264	12/2 unleaded		ACTIVE	RTS	XD9841	Glaval Bus	1	24,277
4042	2016 E-450 Ford	1FDFE4F5SGDC03274	12/2 unleaded		ACTIVE	RTS	XE4193	Glaval Bus	1	28,835
3990	2015 Chev 3500	1GB3G2BG7F1135322	8/2 Unleaded		ACTIVE	RTS	XC4653	Champion	1	47,505
2905	2005 Ford E350 - 2905	1FDWE35L45HA19414	9 OR 3 UNLEADED		ACTIVE	MV	P378LL	TURTLE TOP	9	361,565
302	2003 Ford Braun - 20053	1FTSS34L X3HB72941	8/2 Unleaded		ACTIVE	MV	814LUH	Braun	11	266,937
300	2003 FORD E-350 - 2003	1FTSS34L 13HB72939	8/2 UNLEADED		ACTIVE	MV	815LUH	Braun	11	301,204
214	2003 Ford E350 - 31053	1FTSS34L 53HA67675	7/2 UNLEADED		ACTIVE	MV	645LUH	Braun	11	285,449
203	2003 Ford Braun - 20073	1FBSS31L63HA74353	8/2 Unleaded		ACTIVE	MV	653LUH	Braun	11	336,101
3721	2012 Ford E450	1FDFE4F59DDA92974	12/2 Unleaded		ACTIVE	MV	BKBY93	Ford	2.5	125,444
3048	2014 Chevy 3500	1GB3G2BG7E1197754	8/2 Unleaded		ACTIVE	RTS	BF1056	Champion	1	95,860
3770	2014 Ford Braun	1FDFE4F51EDA91738	12/2 Unleaded		ACTIVE	MV	CW1132	Goshen	1	76,071
3962	2015 Chevy 3500	1GB3G2BG7E1197799	8/2 Unleaded		ACTIVE	RTS	XC4298	Champion	1	51,341
3992	2015 CHEVY 3500	1GB3G2BG7F1136571	8/2 UNLEADED		ACTIVE	RTS	XC4655	CHAMPION	1	48,442
3993	2015 CHEVY 3500	1GB3G2BG7F1135112	8/2 UNLEADED		ACTIVE	RTS	XC4652	Champion	1	48,731



## **Appendix D: Safety Compliance Self 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): 2016

Certification Year: (Previous): 2015

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

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

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

Blue Ink Signature: Ed. Griffin Date: 01-17-2016  
(Individual Responsible for Assurance of Compliance)

Name: Edward Griffin Title: General Manager

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

Name: Florida Department of Transportation City of Gainesville Regional Transit System \_\_\_\_\_

Address: 2198 Edison Ave., MS 2813 34 SE 13<sup>th</sup> Rd.  
Jacksonville, FL 32204 Gainesville, FL 32601

Name of Qualified Mechanic who Performed Annual Inspections: Allen Brooks \_\_\_\_\_

\* Note: Please do not edit or otherwise change this form.

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# Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area

*Transportation Disadvantaged Service Plan Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



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

# Alachua County Transportation Disadvantaged Coordinating Board

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

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