

Alachua County Transportation Disadvantaged Service Plan

July 1, 2016 - June 30, 2017

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
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Craig Carter, Chair

with Assistance from

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area
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and

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June 11, 2016



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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

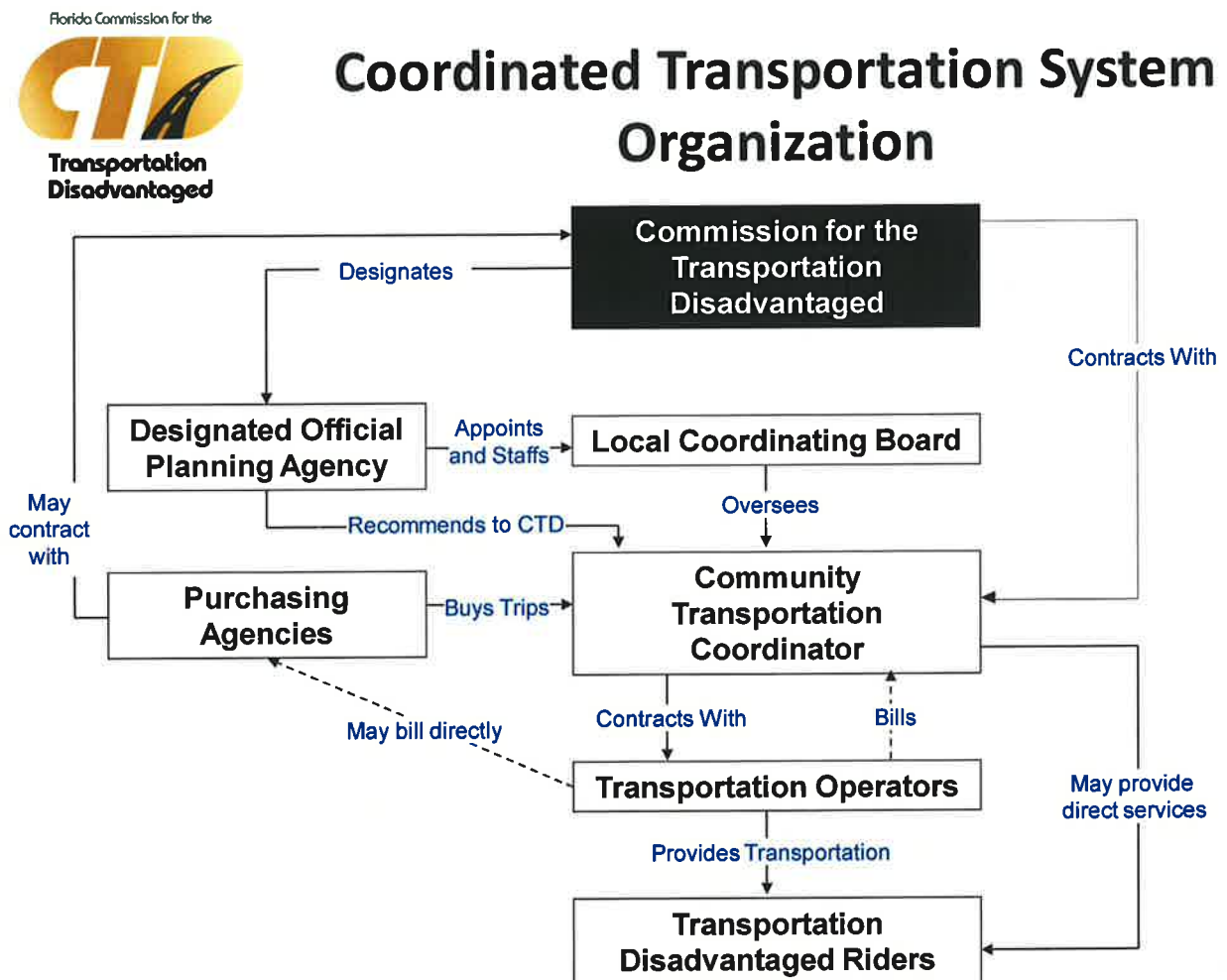
MV Transportation, Inc. was designated the Community Transportation Coordinator for Alachua County by the Florida Commission for the Transportation Disadvantaged July 1, 2013. MV Transportation was selected the Community Transportation Coordinator for Alachua County through a competitive selection process.

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:


Helen K. Warren, Chair

Date:

June 2, 2016

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	Elliene Chisholm	Vacant	6/30/2016
Florida Association for Community Action	Monique Harrison	Charles J. Harris	6/30/2017
Public Education	Harrell Harrison	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	Dewece 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	6/30/2016
Local Medical Community	Vacant	Vacant	6/30/2016

7. Alachua County Transportation Disadvantaged Coordinating Board Membership

ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD	
MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Craig Carter 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
Monique Hamison Florida Association for Community Action (Term ending June 30, 2017)	Charles J. Hamis Florida Association for Community Action (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, 2016)	Vacant Medical Community (Term ending June 30, 2016)
Elliene Chisholm Children at Risk (Term ending June 30, 2016)	Vacant Children at Risk (Term ending June 30, 2016)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Lisa Hogan Private Transportation Industry (Term ending June 30, 2016)	Vacant Private Transportation Industry (Term ending June 30, 2016)

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.

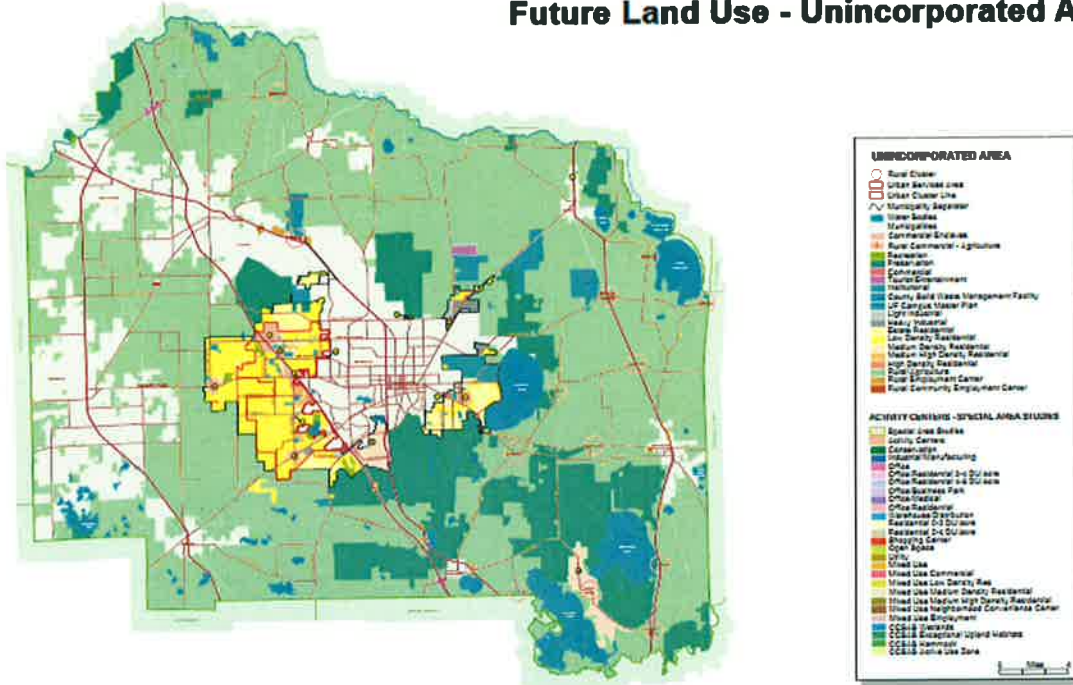
Principle 2 - Base new development upon the provision of necessary services and infrastructure. Focus urban development in a clearly defined area and strengthen the separation of rural and urban uses.

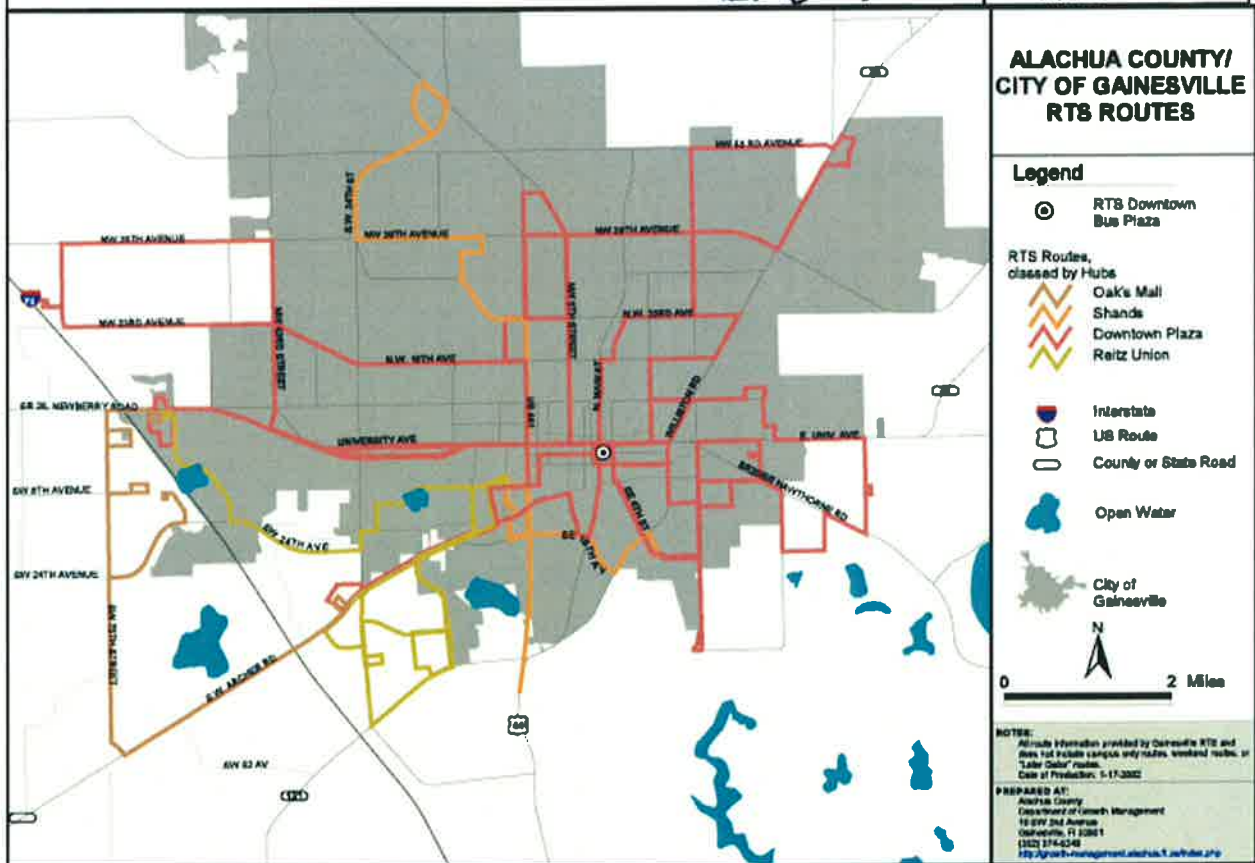
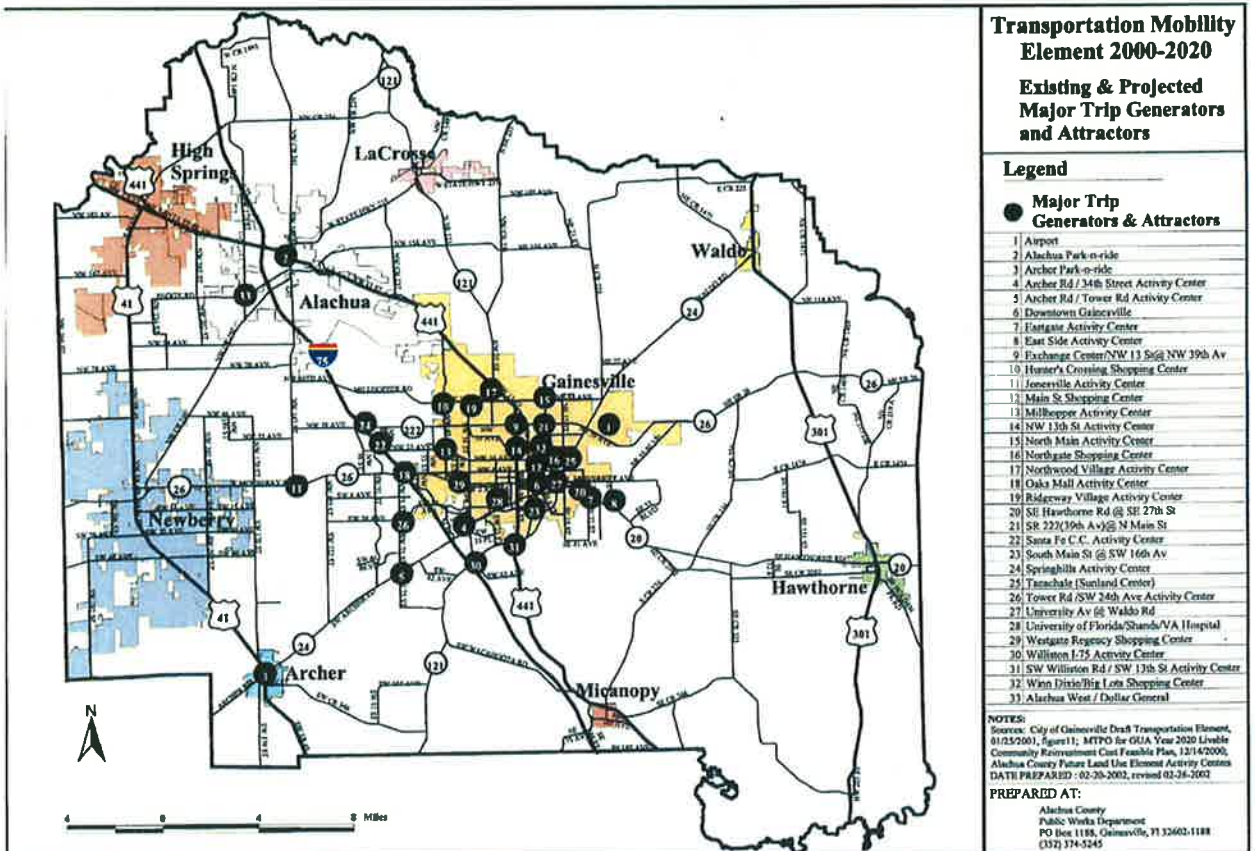
Principle 3 - Recognize residential neighborhoods as a collective asset for all residents of the County.

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

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2015
Alachua County	247,336	254,893
City of Alachua	9,059	9,788
City of Archer	1,118	1,140
City of Gainesville	124,476	127,955
City of Hawthorne	1,417	1,370
City of High Springs	5,350	5,742
Town of LaCrosse	360	373
Town of Micanopy	600	593
City of Newberry	4,950	5,360
City of Waldo	1,015	951
Unincorporated Area	98,991	101,621

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

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

U.S. CENSUS POPULATION	PERSONS 65 YEARS AND OVER, PERCENT	PERSONS PER SQUARE MILE
247,335	12.5%	282.7

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

According to the Bureau of Economic and Business Research, 1,290 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.

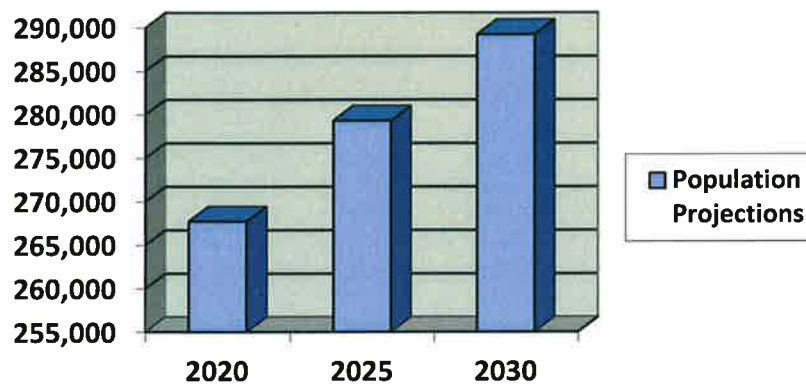
c. Population Densities

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 267,700 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	2014 POPULATION ESTIMATES
0-4	12,952
5-17	32,186
18-24	54,587
25-54	90,759
55-64	28,480
65-79	23,533
80 +	8,233

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

f. **Disability and Self Care Limitations**

According to the 2010-2014 American Community Survey 5-Year Estimates, Alachua County had a disabled population of 25,740. The population under 18 years of age with a disability was 1,457. The population 18 to 64 years of age with a disability was 14,092. The population 65 years and over with a disability was 10,191.

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 2015 was 129,096 with 123,886 people employed and 5,210 unemployed. The monthly unemployment rate for Alachua County in 2015 was 4 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

PER CAPITAL MONEY INCOME	MEDIAN HOUSEHOLD INCOME	PERSONS BELOW POVERTY LEVEL PERCENT
\$25,020	\$42,149	21.6%

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

TABLE 5
2016 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES
AND THE DISTRICT OF COLUMBIA

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$11,880
2	\$16,020
3	\$20,160
4	\$24,300
5	\$28,440
6	\$32,580
7	\$36,730
8	\$40,890

* For families/households with more than 8 persons, add \$4,160 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, 2013**

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	489
Aid to the Blind and Disabled	5,870

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 96,137 and that the average household size was 2.45.

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, 2010-2014**

HOUSING UNITS	HOME OWNERSHIP RATE	MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS	HOUSEHOLDS
114,060	53.5%	\$164,600	96,137

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

j. Health

The Bureau of Economic and Business Research reports there are 1,806 physicians of medicine and 5,354 registered, practical and advanced nurses.

k. Transportation

According to the 2010-2014 American Community Survey 5-Year Estimates, 8,200 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.

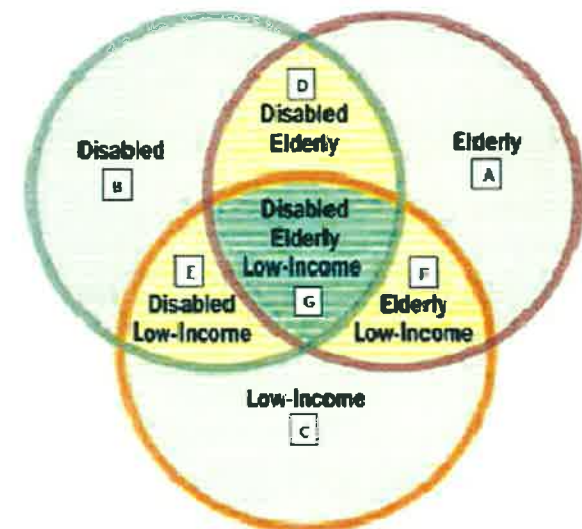
The following table shows general and critical need Transportation Disadvantaged population estimates for Alachua County.

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Alachua County					Census Data from 2014			
County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	13,681	5.8%	3,647	1.5%	66	0.3%	0	0.00%
5-17	30,462	12.8%	7,214	3.0%	1,470	0.6%	421	0.18%
18-34	83,700	35.3%	36,651	15.4%	2,329	1.0%	1,124	0.47%
35-64	81,522	34.4%	11,040	4.7%	11,435	4.8%	3,782	1.59%
Total Non Elderly	209,365	88.2%	58,552	24.7%	15,300	6.4%	5,327	2.24%
65-74	16,136	6.8%	1,322	0.6%	4,091	1.7%	743	0.31%
75+	11,822	5.0%	1,324	0.6%	5,930	2.5%	819	0.35%
Total Elderly	27,958	11.8%	2,646	1.1%	10,021	4.2%	1,562	0.66%
Total	237,323	100%	61,198	25.8%	25,321	10.7%	6,889	2.90%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	5,327
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	9,973
G - Estimate elderly/disabled/low income	From Base Data (I14)	1,562
D - Estimate elderly/ disabled/not low income	Subtract I14 from G14	8,459
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	1,084
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	16,853
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	53,225
Total - Non-Duplicated		96,483

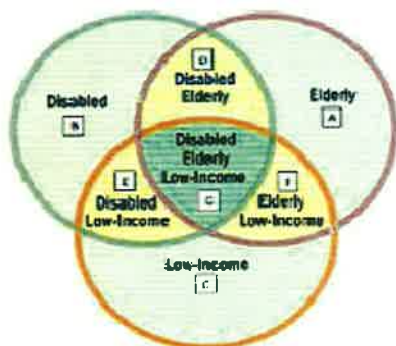
General TD Population		% of Total
Non-Duplicated General TD Population Estimate	96,483	40.7%



FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Alachua County

General TD Population Forecast	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	5,327	5,391	5,435	5,489	5,544	5,600	5,656	5,713	5,771	5,829	5,887
B - Estimate non-elderly/ disabled/not low income	9,973	10,073	10,174	10,277	10,380	10,484	10,590	10,696	10,804	10,912	11,022
C - Estimate elderly/disabled/low income	1,562	1,578	1,594	1,610	1,626	1,642	1,659	1,675	1,692	1,709	1,726
D - Estimate elderly/ disabled/not low income	8,459	8,544	8,630	8,717	8,804	8,893	8,982	9,072	9,163	9,256	9,349
F - Estimate elderly/non-disabled/low income	1,064	1,095	1,126	1,157	1,188	1,219	1,251	1,283	1,314	1,346	1,378
A - Estimate elderly/non-disabled/not low income	15,853	17,022	17,193	17,366	17,541	17,717	17,895	18,075	18,256	18,440	18,625
C - Estimate low income/not elderly/not disabled	53,225	53,760	54,300	54,846	55,397	55,954	56,516	57,084	57,657	58,237	58,822
TOTAL GENERAL TD POPULATION	96,483	97,453	98,432	99,423	100,420	101,429	102,448	103,478	104,518	105,568	106,629
TOTAL POPULATION	237,323	239,708	242,117	244,550	247,007	249,489	251,996	254,529	257,088	259,670	262,279



Alachua County

Critical Need TD Population Forecast	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total Critical TD Population											
Disabled	5,564	5,721	5,778	5,836	5,895	5,954	6,014	6,074	6,135	6,197	6,259
Low Income Not Disabled No Auto/Transit	2,385	2,460	2,535	2,611	2,687	2,765	2,843	2,922	3,001	3,082	3,163
Total Critical Need TD Population	13,050	13,181	13,313	13,447	13,582	13,719	13,857	13,996	14,136	14,279	14,422
Daily Trips - Critical Need TD Population											
Severely Disabled	278	280	283	286	289	292	295	298	301	304	307
Low Income - Not Disabled - No Access	14,026	14,167	14,309	14,453	14,598	14,745	14,893	15,043	15,194	15,347	15,501
Total Daily Trips Critical Need TD Population	14,304	14,545	14,791	15,041	15,295	15,566	15,842	16,122	16,407	16,698	16,980
Annual Trips	5,220,808	5,309,039	5,398,762	5,490,001	5,582,782	5,681,597	5,782,162	5,884,506	5,988,662	6,094,661	6,198,347

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: 2014	
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	66	4.20%	3	0		
5-17	1,470	4.20%	62	0.20%		
18-34	2,329	6.30%	147	0.18%		
35-64	11,435	13.84%	1,583	1.94%		
Total Non Elderly	15,300		1,794	0.86%	28.60%	513
65-74	4,091	27.12%	1,109	6.88%		
75+	5,930	46.55%	2,760	23.35%		
Total Elderly	10,021		3,870	13.84%	11.70%	453
Total	25,321		5,664	2.39%		966

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,281	513	1,794
Elderly	3,417	453	3,870
TOTAL	4,698	966	5,664

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<u>Assumes</u>	54,309	Calculation of Daily Trips	
21.2%	xx % without auto access	Daily Trip Rates	Total
	14,772	Per Person	Daily Trips
50.0%	xx % without transit access		
	7,386		
Total Actual Critical TD Population			
Severely Disabled	5,664	0.049	278
Low Income ND	###	1.899	14,026
Totals	13,050		14,304

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 one replacement paratransit vehicle and one mobile data terminal. Replace 15 securement systems on fixed route vehicles.	2016/17	City of Gainesville Alachua County	\$120,400 \$15,050 \$15,050	Section 5310 Florida Department of Transportation City of Gainesville
Provide demand response trips for elderly and disabled residing in the Gainesville urban area.	2016/17	City of Gainesville Alachua County	\$25,000 \$25,000	U.S.C. Section 5310 City of Gainesville
Purchase three replacement vehicles and one expansion vehicle.	2016/17	City of Gainesville Alachua County	\$194,623 \$24,328 \$24,328	U.S.C. Section 5310 Florida Department of Transportation ARC of Alachua County

United States Code Section 5311 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase demand response trips and fund one bus on the Route 23 between Santa Fe College and the Oaks Mall	2016/17	City of Gainesville Alachua County	\$365,000 \$329,300 \$35,700	U.S.C. Section 5311 City of Gainesville Program Income

United States Code Section 5339 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
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

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase two 23' Cutaway replacement vehicles.	2014/15	Alachua County	\$120,785 \$13,421	Rural Area Capital Equipment Support Grant MV Transportation

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2016/17	Alachua County	\$742,339 \$82,482	Transportation Disadvantaged Trust Fund Grant 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: he System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code*.

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Alachua County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly

Transportation Disadvantaged Service Plan

(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) 2016 (4) 2016
(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.	2016
(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. and contracted transportation providers.

1. Types, Hours And Days Of Service

a. Types of Service

- Ambulatory
- Wheelchair
- Non-Emergency Stretcher
- Demand Responsive
- Subscription
- 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.

b. Hours of Service

Office Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. excluding holidays (see below).

Reservations: Monday through Friday, 8:00 a.m. to 5:00 p.m. excluding holidays (see below). Reservations are taken on Saturday 8:00 a.m. to 5:00 p.m. and Sunday from 10:00 a.m. to 5:00 p.m. for ADA service ONLY).

Customer Service: Monday through Friday, 8:00 a.m. to 5:00 p.m. for all services, and Saturday 8:00 a.m. to 5:00 p.m. Sunday from 10:00 a.m. to 5:00 p.m. for ADA service ONLY).

c. **Hours of Operation**

Transportation Disadvantaged Program Sponsored Service - Monday through Friday, 6:00 a.m. to 8:30 p.m. Saturdays 6:00 a.m. -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 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.

d. **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.

2. Travel Times

Gainesville City Limits - maximum ride time one hour.

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

3. Dialysis Shuttles

The purpose of the dialysis shuttle 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, a shuttle is 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 shuttle routes. The time the shuttle 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 shuttle 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.

4. 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 Same Day Trips - 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.

5. No-Show Policy

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

If a rider has 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 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.

6. 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.

7. Bariatric Transportation

Transportation Disadvantaged Program: MV Transportation, Inc. is required to transport all "common wheelchairs." A common 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: Section 37.165(b) of the USDOT regulations requires transit providers to transport all "common wheelchairs." A common 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.

8. Transportation Disadvantaged Trust Fund Program Eligibility

MV Transportation, Inc. shall use the following criteria when determining Transportation Disadvantaged Program eligibility:

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

Unable to purchase transportation: Individual applicant income meets a maximum of 150% of the current Federal Poverty Guidelines (Proof of Income required) . MV Transportation, Inc. will charge \$3.00 per trip with the exception of dialysis patients who will be charged \$2.00 per trip, based on the frequency of their transportation needs and the use of subscription service.

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

MV Transportation, Inc. will use the above criteria for new applicants and when current Transportation Disadvantaged Program participants reapply for certification. MV Transportation, Inc. should provide all Transportation Disadvantaged Program 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 must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Per Florida Commission of the Transportation Disadvantaged guidelines, eligibility will need to be renewed annually.

9. Transportation Disadvantaged Trust Fund Trip Priorities

In ranking order:

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

MV 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.

10. Contracting Process/Criteria

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

11. 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.

12. Vehicle Inventory

MV Transportation, Inc.'s vehicle inventory is shown as Exhibit II.

13. System Safety Program Plan Certification

MV Transportation Inc.'s System Safety Program Plan is available upon request.

14. Intercounty Services

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

15. 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.

16. Educational Efforts/Marketing

Education programs for program recipients, agencies, facilities and medical providers are available upon request. MV Transportation, Inc. participates in a monthly forum with dialysis clinics in the area to discuss policy, service and other issues.

17. 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.

18. 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 RTS for Eligibility Screening) as a Personal Care Attendant (PCA) may have the PCA travel at no charge. Both escorts and PCAs 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, 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.

l. Driver Identification

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

Local Policy: MV Transportation, Inc. shall comply with this standard. Drivers will be required to wear a photo ID name tag and standard recognizable attire.

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, 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.

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:

Riders will 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 Policy:

Trips within the Gainesville City Limits: 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 From or To Areas Outside of the Gainesville City Limits within Alachua County: Passenger 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.

Trips From or To Areas Outside of Alachua County: Passenger must be ready 2 hours before their appointment time. For example: Passenger has an 8:00 a.m. appointment time, passenger must be ready at 6:00 a.m.

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 one complaint 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 number of bus passes issued will be determined by the Community Transportation Coordinator and the Alachua County Transportation Disadvantaged Coordinating Board with goals that best meet the needs of all passengers accessing service.

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.

19. Local Grievance Procedure/Process

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

20. 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 42nd Avenue, Suite 3
Gainesville, FL 32608

and

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

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

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

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

21. Community Transportation Coordinator Monitoring Procedures Of Operators

Not applicable.

22. Cost/Revenue Allocation And Rate Structure Justification

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

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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 16, 2015

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
352.955.2000

Craig Carter, Chair

with Assistance from



Transportation Planning Organization for the Gainesville Urbanized Area
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

September 16, 2015

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

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

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

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.

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- (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
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- (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."

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- (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 person 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 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 the Community Transportation Coordinator to the person requesting the hearing.

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.

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 16th day of September 2015.

Craig Carter, Chair
Alachua County Transportation Disadvantaged Coordinating Board

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification

COMMUNITY TRANSPORTATION COORDINATOR: MV Transportation, Inc.

COUNTY: Alachua

CONTRACT PERIOD: July 1, 2016 - June 30, 2017

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or Passenger Trip)
Transportation Disadvantaged Program Ambulatory	\$33.37/passenger trip
Transportation Disadvantaged Program Wheelchair	\$57.20/passenger trip
Transportation Disadvantaged Program Stretcher	\$119.17/passenger trip
Transportation Disadvantaged Program Bus Pass	\$20.50/bus pass

Preliminary Information Worksheet

Version 1.4

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

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☐ Private Non-Profit
- ☒ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Alachua County
Transportation Disadvantaged Service Plan

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Transportation, Inc.
County: Alachua County

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

	Prior Year's ACTUALS for July 1st of 2014 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system activity 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 (OTC Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Fares	\$ 95,041	\$ 95,212	\$ 112,916	3.7%	13.8%	2112-916 = 542,764 TD 62% Local Match plus \$30,132 projected fares
Medicaid Co-Pay Reverted						
Donations/Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

Disincl School Board						
County ADA Services						
County Cash	\$ 185,212	\$ 185,212	\$ 185,212	-5.1%	3.0%	
County In-Kind, Contributed Services						
City Cash	\$ 1,354,522	\$ 1,412,400	\$ 1,414,200	4.2%	0.1%	
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

OTD

Non-Spend Trip Program	\$ 602,479	\$ 604,569	\$ 744,879	0.3%	23.2%	
Non-Spend Capital Equipment						
Rural Capital Equipment	\$ 125,000		\$ 64,000	-100.0%		
Other OTD (specify in explanation)						
Bus Pass Program Revenue						

USDOE & FDOT

49 USC 5307						Other DOT - Grant 5317 ended and if converted into the 5310 grant.
49 USC 5310						
49 USC 5311 (Operations)	\$ 25,515	\$ 55,000	\$ 59,100	28.5%	8.0%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 62,000	\$ 25,000	\$ 25,000	-41.8%	0.0%	
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 120,000			-100.0%		Other AHCA - Access/Care contract \$620,000 - MTM contract \$10,000. A portion of the APC work (PPEC facility) was lost due to previous Operations Manager not following up on some items.
Other AHCA (specify in explanation)	\$ 95,001	\$ 260,000	\$ 650,000	37.7%	-15.4%	
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

Carl Perkins						
Dis of Blind Services						
Vocational Rehab Services						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

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

DDEA

Elder Care Act						Elder Care - for purchase of services
Community Care for Elderly						
Other DDEA (specify in explanation)	\$ 18,370	\$ 40,000	\$ 20,000	-115.7%	-50.0%	
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Transportation, Inc.
County: Alachua County

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

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% 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						
DJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
XXX						
XXX						
XXX						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None				
Total Revenues =	\$3,214,578	\$3,195,962	\$3,282,622	-0.5%	2.7%	

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

Operating Expenditures						
Labor	\$ 1,708,752	\$ 1,591,702	\$ 1,634,532	-1.8%	2.2%	Labor includes projected \$2.00 additional expense due to the increase of \$0.25 for all drivers and staff employees plus \$10,752 additional expense due to Alachua County Contract mandatory rate increase of \$12.00 per hour for the drivers transporting the Foster Grandparents.
Fringe Benefits	\$ 18,417	\$ 30,452	\$ 30,610	65.3%	0.5%	Services - \$115,000 - includes \$0,500 proposed annual cost for the level 2 background check.
Services	\$ 55,180	\$ 168,593	\$ 115,000	14.1%	6.0%	Leases and Rentals: \$117,000 - includes \$600 extra for the vehicle lease agreement with the City of Gainesville; we are acquiring 5 new vehicles, around \$ of them will replace retired vans resulting in an extra cost but 3 more vans will be charged with the \$222.75 monthly fee.
Materials and Supplies	\$ 520,294	\$ 700,000	\$ 701,250	18.5%	-0.8%	
Utilities	\$ 51,638	\$ 50,123	\$ 51,577	-2.9%	3.7%	
Capital and Liability	\$ 222,804	\$ 270,025	\$ 269,601	21.3%	-0.4%	
Taxes	\$ 2,970	\$ 7,510	\$ 7,323	155.9%	1.4%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 4,430			-100.0%		
Other						
Miscellaneous	\$ 10,405	\$ 58,847	\$ 63,704	202.2%	12.0%	
Operating Debt Service - Principal & Interest	\$ 22,453	\$ 31,430	\$ 31,416	40.0%	0.2%	
Leases and Rentals	\$ 100,135	\$ 110,852	\$ 117,520	10.7%	6.0%	
Contrib. to Capital Equip. Replacement Fund						
In Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 208,762	\$ 203,760	\$ 204,067	-1.5%	0.1%	
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 142,320	\$ 50,000	\$ 71,200	-68.5%	20.7%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
PROFIT	\$ 181,933	\$ 52,179	\$ 52,477	-72.8%	56.1%	
Total Expenditures =	\$3,214,578	\$3,195,962	\$3,282,622	-0.5%	2.7%	

See NOTES Below.

County: Alachua County

2. Graph the specific GOLD rate is column and 6

Budgeted Rate Base Worksheet

Figure 1

CTC: NY Transportwkn, 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 Budgeted Profit Dollars
	1000
	July 1st of
	2010
	to
	June 30th of
	2011
1	2

[illegible]

APFD	
Office of the Deputy Commissioner	\$
Developmental Services	\$
Other APFD	\$
Blue Pass Program Revenue	\$
DJJ	
DJJ	\$
Blue Pass Program Revenue	\$
Other Sector State	
SEA	\$
SEA	\$
SEA	\$
Blue Pass Program Revenue	\$
Other Revenues	
Insurance Savings	\$
SEA	\$
SEA	\$
Blue Pass Program Revenue	\$
Outstanding Revenue to Treasury (Detail)	
Adjusted or Planned Use of Cash Retained	\$
Total Revenues =	\$ 3,344,022

[illegible]

EXPENDITURES (CTG Operators ONLY)	
Operating Expenditures	
Labor	\$ 1,534,052
Fringe Benefits	\$ 39,910
Benefits	\$ 116,000
Materials and Supplies	\$ 731,260
Utilities	\$ 51,977
Depreciation and Amortization	\$ 209,001
Taxes	\$ 7,723
Deferred Transportation	
Purchased Bus Pass Expenses	\$ -
School Bus Unleaded Fuel Expense	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Mastercard	\$ 85,704
Operating Debt Service - Principal & Interest	\$ 31,495
Leases and Rentals	\$ 117,590
Contrib. to Capital Equip. Replacement Fund	\$ -
In Fund Contributed Services	\$ -
Adopted Interest	\$ 794,002
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 71,300
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
TOTAL	\$ 3,267,477
Total Expenditures =	\$ 3,267,477
minus EXCLUDED Subsidy Revenues =	\$ 94,772
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 3,172,705
Rate Base Adjustment =	
Adjusted Expenditures Included in Rate Base =	\$ 3,172,705

1 31.47

Address:
 Building:
 Country: US
 Faculty: Science

1 Rate Base Adjustment Call

If necessary and justified, this call is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit, or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional tips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenditure and Receipts for Fiscal Year

2014 - 2018

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

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 Contractual
- 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 =	1,109,100
Rate Per Passenger Mile = \$	2.87
Total Projected Passenger Trips =	86,522
Rate Per Passenger Trip = \$	36.84

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length =	12.8 Miles
------------------------------	------------

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$	2.96
Rate Per Passenger Trip = \$	37.93

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

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 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
☒ Yes	☒ Yes	☒ Yes	☒ Yes
☐ No	☐ No	☐ No	☐ 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 Section II 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
☒ Yes	☒ Yes	☒ Yes	☐ Yes
☐ No	☐ No	☐ No	☒ 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
☐ Yes	☐ Yes	☐ Yes	☐ Yes
☒ No	☒ No	☒ No	☒ 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 III 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 III for Group Service

Worksheet for Multiple Service Rates

CTC: NV 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 an escort fee? ☐ Yes ☒ No
☐ Yes
☒ No
Skip #2 - #3 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 per passenger mile?

☒ Per Trip
☐ Per Mile

Leave Blank

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: 2016 - 2017			
	Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,108,100	969,508	131,754	4,805
Rate per Passenger Mile =	\$2.62	\$4.45	\$9.95	\$0.00
				per passenger per group

	RATES FOR FY: 2016 - 2017			
	Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	86,532	74,806	11,232	764
Rate per Passenger Trip =	\$33.37	\$57.24	\$119.17	\$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	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			
Rate per Passenger Mile for Balance =	\$2.62	\$4.45	\$9.95
			per passenger per group

Rate per Passenger Mile =

Rates if no Revenue Funds Were Identified As Subsidy Funds			
Ambul	Wheel Chair	Stretcher	Group
\$2.70	\$4.62	\$9.63	\$0.00
			per passenger per group

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group
\$34.26	\$58.89	\$122.70	\$0.00
			per passenger per group

Program Wide Rates per Your Worksheet Worksheet Title

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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	1FDFE4FS6CDB04680	12/2 UNLEADED		ACTIVE	MV	BKBY83	Champion	3	142,389
3716	2012 Ford E450	1FDFE4FS5CDA02721	12/2 UNLEADED		ACTIVE	RTS	ARPS164	Goshen	3	192,857
3715	2012 Ford E450	1FDFE4FSBCDA02714	12/2 UNLEADED		ACTIVE	RTS	XBC718	Goshen	3	165,645
110	2008 Ford Crown Vic	2FAFP72V76X143263	5 Unleaded		ACTIVE	MV	X9296A	Ford	7	156,024
3675	2011 Chevy 3500	1GB3G2BGB1144718	8/2 Unleaded	TRANS BURNT OUT	ACTIVE	RTS	XB0713	Goshen	3.5	164,748
3674	2011 Chevy 3500	1GB3G2BGB1143021	8/2 Unleaded	ENG OH TRANS	ACTIVE	RTS	YB0707	Goshen	3.5	168,691
3673	2011 Chevy 3500	1GB3G2BGB1146863	8/2 Unleaded		ACTIVE	RTS	XB0712	Goshen	3.5	196,281
3671	2011 Chevy 3500	1GB3G2BGB1143510	8/2 Unleaded	TRANS REPLACED	ACTIVE	RTS	XB0706	Goshen	3.5	200,392
3626	2010 Chevy 3500	1GB6G2AG3A1160922	8/2 Unleaded		ACTIVE	RTS	XC4008	Champion	4	239,842
3625	2010 Chevy 3500	1GB6G2AG4A1181223	8/2 Unleaded		ACTIVE	RTS	XC4007	Champion	4	209,242
3623	2010 Chevy 3500	1GB6G2AG5A1160894	8/2 Unleaded		ACTIVE	RTS	XC4008	Champion	4	225,123
3616	2010 Chevy 3500	1GB6G2AG6A1147226	8/2 Unleaded		ACTIVE	RTS	XC4001	Champion	4	239,605
3164	2007 Chevrolet - 3500	1GBJG31U471134134	8/2 Unleaded		ACTIVE	MV	X72863	Startrans	7	290,562
3489	2009 Chev 3500 - 3499	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	1FDFE4FS7GDC03266	12/2 unleaded		ACTIVE	RTS	XD9843	Glaval Bus	1	21,935
3217	2010 Chevy 3500	1GBJG31K091174116	8/2 Unleaded	TRANS BURNT OUT	ACTIVE	Alachua	508YVD	Champion	4.5	276,410
4040	2016 E-450 Ford	1FDFE4FS0GDC03268	12/2 unleaded		ACTIVE	RTS	XD9842	Glaval Bus	1	25,704
3215	2010 Chevy 3500	1GBJG31K491171525	8/2 Unleaded	TRANS REPAIRED	ACTIVE	Alachua	503YVD	Champion	4.5	240,215
3894	2014 Chevy 3500	1GB3G2BGB2E1120182	8/2 Unleaded		ACTIVE	RTS	XC4291	Champion	1	121,056
3991	2015 Chev 3500	1GB3G2BGB1F1137115	8/2 Unleaded		ACTIVE	RTS	XC4654	Champion	1	47,505
3722	2015 FORD E-450	1FDFE4FS1FDA34960	12/2 unleaded		ACTIVE	MV	BKT1158	GLAVAL	1	26,918
3723	2015 FORD E-450	1FDFE4FS3FDA34961	12/2 unleaded		ACTIVE	MV	BKT1237	GLAVAL	1	28,359
3182	2006 Ford E350 - 3162	1FDWE35L56DA13732	8/2 Unleaded		ACTIVE	MV	K71446	Startrans	8	209,321
4041	2016 E-450 Ford	1FDFE4FS3GDC03264	12/2 unleaded		ACTIVE	RTS	XD9841	Glaval Bus	1	24,277
4042	2016 E-450 Ford	1FDFE4FS6GDC03274	12/2 unleaded		ACTIVE	RTS	XE4153	Glaval Bus	1	28,835
3990	2015 Chev 3500	1GB3G2BGB7F1135322	8/2 Unleaded		ACTIVE	RTS	XC4653	Champion	1	47,505
2905	2005 Ford E350 - 2805	1FDWE35L45HA19414	9 OR 3 UNLEADED		ACTIVE	MV	P3784L	TURTLE TOP	8	361,565
302	2003 Ford Braun - 20053	1FTSS34LX3HB72941	8/2 Unleaded		ACTIVE	MV	B14LUH	Braun	11	266,937
300	2003 FORD E-350 - 2003	1FTSS34L13HB72939	8/2 UNLEADED		ACTIVE	MV	B15LUH	Braun	11	301,204
214	2003 Ford E350 - 31053	1FTSS34L53HA57575	7/2 UNLEADED		ACTIVE	MV	B45LUH	Braun	11	285,449
203	2003 Ford Braun - 20073	1FBSS31L63HA74353	8/2 Unleaded		ACTIVE	MV	B53LUH	Braun	11	326,101
3721	2012 Ford E450	1FDFE4FS8DDA82974	12/2 Unleaded		ACTIVE	MV	BKBY93	Ford	2.5	125,444
3948	2014 Chevy 3500	1GB3G2BGB7E1197754	8/2 Unleaded		ACTIVE	RTS	BF11056	Champion	1	95,860
3770	2014 Ford Braun	1FDFE4FS1EDA917318	12/2 Unleaded		ACTIVE	MV	CWIT32	Goshen	1	76,071
3962	2015 Chevy 3500	1GB3G2BGB7E1197799	8/2 Unleaded		ACTIVE	RTS	XC4298	Champion	1	51,341
3992	2015 CHEVY 3500	1GB3G2BGB7F1136571	8/2 UNLEADED		ACTIVE	RTS	XC4655	CHAMPION	1	48,442
3993	2015 CHEVY 3500	1GB3G2BGB7F1135112	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 42nd Ave., Suite 3
Gainesville, FL 32608

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

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

Blue Ink Signature: Edward 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 13th 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.

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



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**Alachua County
Transportation Disadvantaged Coordinating Board**

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

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