



Serving Alachua
Bradford • Columbia
Dixie • Gilchrist • Hamilton
Lafayette • Levy • Madison
Suwannee • Taylor • Union Counties

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

November 3, 2021

TO: Alachua County Transportation Disadvantaged Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Meeting Announcement

The Alachua County Transportation Disadvantaged Coordinating Board will meet Wednesday, November 10, 2021 at 10:00 a.m. in the John R. "Jack" Durrance Auditorium located in the Alachua County Administration Building 12 S.E. 1st Street, City of Gainesville. ****Masks are required to be worn in the Alachua County Administration Building regardless of vaccination status.****

The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Please note that Board members may participate (and vote), via communications media technology, however, **seven (7)** Board members must be present to establish a physical quorum to vote on agenda items that require formal action.

Attached is the meeting agenda and supporting materials. If you have any questions concerning the meeting, please do not hesitate to contact me at 1-800-226-0690 extension 110.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800. 955.8771 (TDD) or 1.800. 955.8770 (Voice).

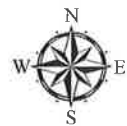
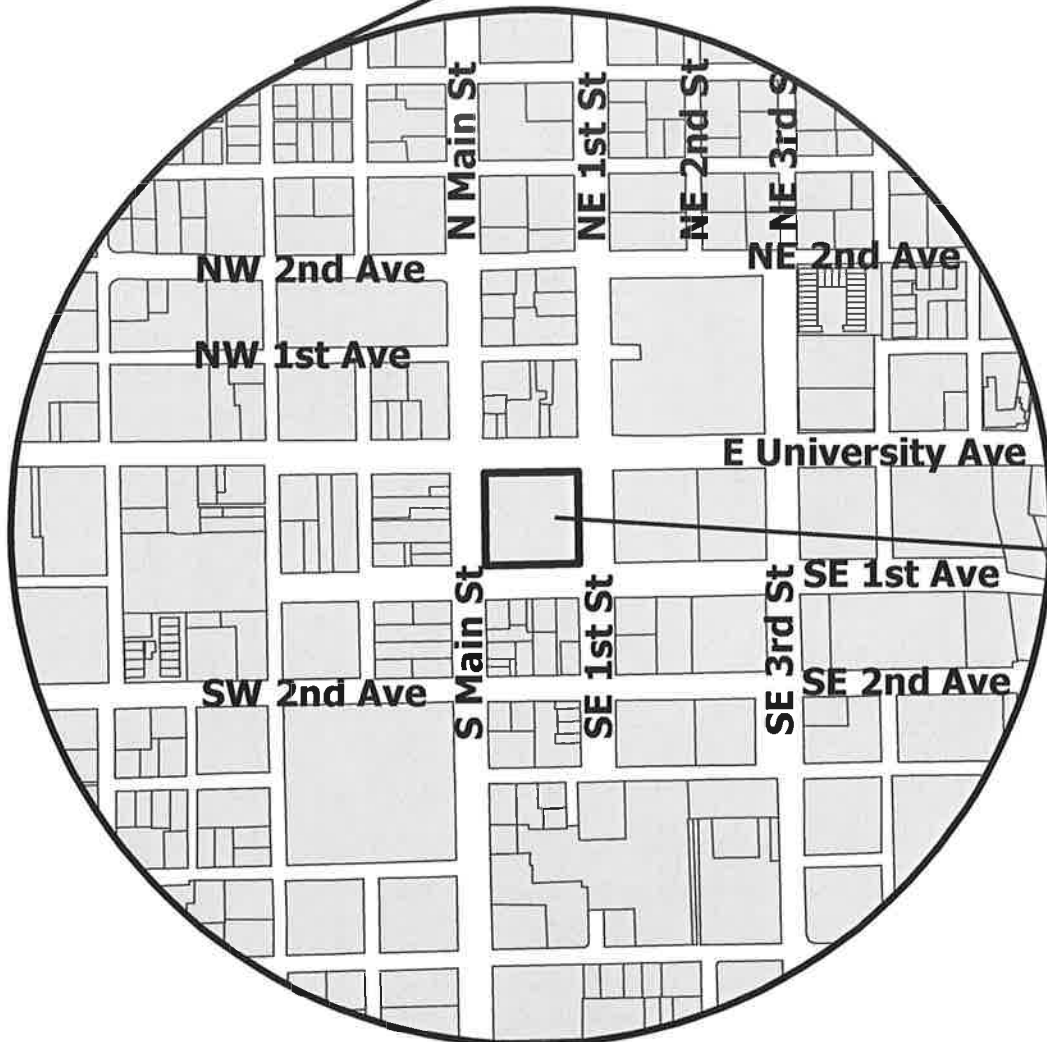
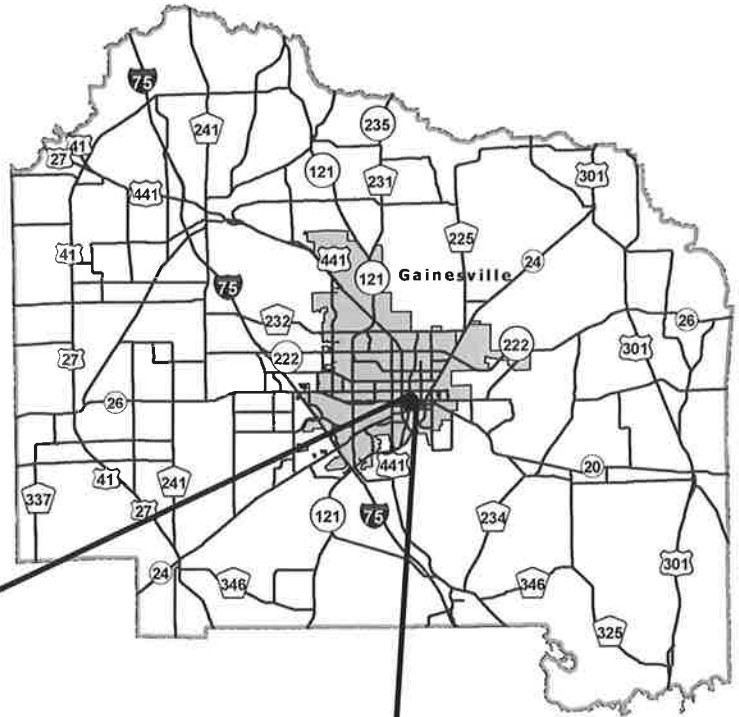
Attachment

T:\Lynn\TD2021\Alachua\Memos\nov.doc

Alachua County Administration Building

12 Southeast 1st Street
Gainesville, FL 32601

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



1 inch = 500 feet

Alachua County
Administration
Building





Serving Alachua
Bradford • Columbia
Dixie • Gilchrist • Hamilton
Lafayette • Levy • Madison
Suwannee • Taylor • Union Counties

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

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

John R. "Jack" Durrance Auditorium
Alachua County Admin. Bldg.
12 S.E. 1st Street
Gainesville, Florida

Wednesday
November 10, 2021
10:00 a.m.

Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

I. BUSINESS MEETING – CALL TO ORDER

A. Roll Call

B. Approval of the Meeting Agenda

ACTION REQUIRED

C. Approval of the May 12, 2021 Minutes

Page 7

ACTION REQUIRED

II. NEW BUSINESS

A. Bylaws

Page 9

ACTION REQUIRED

The Board needs to approve the Bylaws

B. Grievance Procedures

Page 29

ACTION REQUIRED

The Board needs to approve the Grievance Procedures

C. 2020/21 Annual Performance Evaluation

Page 47

ACTION REQUIRED

The Board needs to approve MV Contract Transportation, Inc.'s 2020/21 annual performance evaluation

D. Elect Vice-Chair

Page 89

ACTION REQUIRED

The Board needs to re-elect Jeff Lee as Vice-Chair or elect a new Vice-Chair

E. 2020/21 Annual Operating Report

Page 91

NO ACTION REQUIRED

The Board needs to review the 2020/21 Alachua County Annual Operating Report

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

Page101 NO ACTION REQUIRED

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

III. OTHER BUSINESS

A. Comments

- 1. Members**
- 2. Citizens**

IV. FUTURE MEETING DATES

- A. February 9, 2022 at 10:00 a.m.**
- B. May 11, 2022 at 10:00 a.m.**
- C. September 14, 2022 at 10:00 a.m.**
- D. November 9, 2022 at 10:00 a.m.**

** Please note that this is a tentative meeting schedule, all dates and times are subject to change.

If you have any questions concerning the meeting agenda, please do not hesitate to contact me at extension 110.

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Charles Chestnut, IV Local Elected Official/Chair Grievance Committee Member	
Janell Damato Florida Department of Transportation	Christina Nalsen Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Jeffrey Aboumrad Florida Department of Education	Vacant Florida Department of Education
Jeff Lee, Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Nick Hauzer Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Phyllis Marty Regional Workforce Board	Anna Mendoza Regional Workforce Board
Tiffany McKenzie Central Florida Community Action Agency (Term ending June 30, 2023)	Charles J. Harris Central Florida Community Action Agency (Term ending June 30, 2023)
Vacant Public Education	Vacant Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2023)	Vacant Veterans (Term ending June 30, 2023)
James East Citizen Advocate Grievance Committee Member (Term ending June 30, 2024)	Vacant Citizen Advocate (Term ending June 30, 2024)
Vacant Citizen Advocate - User (Term ending June 30, 2024)	Vacant Citizen Advocate - User (Term ending June 30, 2024)
Vacant Persons with Disabilities (Term ending June 30, 2024)	Vacant Persons with Disabilities (Term ending June 30, 2024)
Marie Small Elderly (Term ending June 30, 2023)	Vacant Elderly (Term ending June 30, 2023)
Erica Barnard Medical Community (Term ending June 30, 2022)	Vacant Medical Community (Term ending June 30, 2022)
Vacant Children at Risk (Term ending June 30, 2022)	Morris Sherman Children at Risk (Term ending June 30, 2022)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Vacant Private Transportation Industry (Term ending June 30, 2022)	Vacant Private Transportation Industry (Term ending June 30, 2022)

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

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

John R. "Jack" Durrance Auditorium
Alachua County Administration Building
Gainesville, Florida
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Wednesday
May 12, 2021
10:03 a.m.

VOTING MEMBERS PRESENT IN PERSON

Commissioner Charles Chestnut, IV, Chair
Millie Crawford representing Jesus Gomez, Mass Transit Representative
Nick Hauzer representing Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair
Albert H. Linden, Jr., Veterans Representative
Christina Nalsen, Florida Department of Transportation Representative
Tiffany McKenzie, Central Florida Community Action Agency Representative
John Wisker, Florida Department of Children and Families Representative

VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY

Jeff Aboumrad, Florida Department of Education Representative
Janell Damato, Florida Department of Transportation Representative
James East, Citizen Advocate Representative

VOTING MEMBERS ABSENT

Cinton Alford, Children at Risk Representative
Deweece Ogden, Florida Agency for Health Care Administration Representative

OTHERS PRESENT

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

STAFF PRESENT

Lynn Godfrey, Metropolitan Transportation Planning Organization

I. BUSINESS MEETING CALL TO ORDER

Chair Chestnut called the business meeting to order at 10:03 a.m.

ACTION: Millie Crawford moved to approve the 2018/23 Alachua County Transportation Disadvantaged Service Plan Annual Update with the corrections noted by staff and the addition of MV Contract Transportation, Inc.'s Fiscal Year 2021/22 service rates. Albert Linden seconded; motion passed unanimously.

C. 2021/22 Rural Area Capital Equipment Grant Application

Ms. Godfrey stated that MV Contract Transportation, Inc. applied for Fiscal Year 2021/22 Rural Area Capital Assistance Grant funds to purchase vehicle maintenance equipment. She said Board approval of this grant application is required in order for MV Contract Transportation, Inc. to receive funding through this program.

ACTION: Tiffany McKenzie moved to approve MV Contract Transportation, Inc.'s Fiscal Year 2021/22 Rural Area Capital Assistance Grant application. James East seconded; motion passed unanimously.

D. 2019/20 Annual Operating Report

Ms. Godfrey stated that the Board is required to review the 2019/20 Annual Operating Report. She said Ms. Rivera discussed the Annual Operating Report at the March 10, 2021 meeting.

The Board reviewed the 2019/20 Annual Operating Report.

E. 2021/22 Innovative and Service Development Grant Application

Ms. Godfrey stated that MV Contract Transportation, Inc. applied for Fiscal Year 2021/22 Innovative and Service Development Grant funds to continue shuttle service from the Cities of Newberry and Waldo to the City of Gainesville.

The Board reviewed MV Contract Transportation, Inc.'s application for 2021/22 Innovative and Service Development Grant funds.

F. MV Contract Transportation, Inc. Operations Reports

Mr. Gary Luke, MV Contract Transportation, Inc. General Manager, and Mr. Bruce Granai, MV Contract Transportation Safety Manager, discussed the following MV Contract Transportation, Inc. activities:

- Katherine McClary Award recipient
- Annual Katherine McClary Award recipient
- Driver Recruiting Efforts
- Trip Volume
- Wage Initiatives
- Transportation Disadvantaged Program Evening Service
- Safety Focus/Initiatives

- Innovation and Service Development Grant Project
- Rural Capital Assistance Grant Project
- Operating Statistics

III. OTHER BUSINESS

A. Members

Millie Crawford stated that the pilot grant program administered by the Florida Commission for the Transportation Disadvantaged required fifty percent local matching funds. She said that, unfortunately, Alachua County does not have the financial resources to provide that amount of local matching funds for new transportation projects.

B. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Chair Chestnut stated that the next Board meeting will be held May 12, 2021 at 10:00 a.m. He thanked all of the Board members for attending the meeting.

ADJOURNMENT

The meeting adjourned at 11:07 a.m.

Chair

Date



Serving Alachua
Bradford • Columbia
Dixie • Gilchrist • Hamilton
Lafayette • Levy • Madison
Suwannee • Taylor • Union Counties

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

November 3, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Alachua County Transportation Disadvantaged Coordinating Board Bylaws

RECOMMENDATION

Approve the Board’s Bylaws.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually. Attached are the Board’s Bylaws for review and approval.

If you have any questions concerning the Bylaws, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Alachua\Memos\bylaws.doc

Dedicated to improving the quality of life of the Region’s citizens,
 by coordinating growth management, protecting regional resources,
 promoting economic development and providing technical services to local governments.

Bylaws

November 10, 2021

Alachua County Transportation Disadvantaged Coordinating Board



Alachua County Transportation Disadvantaged Coordinating Board

Bylaws

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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

Charles Chestnut, IV, Chair

with Assistance from



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

November 10, 2021

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Bylaws	1
A. Preamble	1
B. Agency Description	1
C. Definitions	1
D. Name and Purpose	2
E. Membership	2
F. Officers.....	4
G. Meetings.....	5
H. Administration	7
I. Duties.....	8
J. Committees.....	9
K. Amendments.....	9
L. Certification	9

THIS PAGE LEFT BLANK INTENTIONALLY

Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the Alachua County Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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.

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. Name and Purpose

- (1) The name of the Coordinating Board shall be the Alachua County Transportation Disadvantaged Coordinating Board, hereinafter referred to as the Board.
- (2) The purpose of the Board is to identify local service needs and provide information, advice and direction to the Community Transportation Coordinator on the provision of services to the transportation disadvantaged within the designated service area. In general, the Board is considered an advisory body (Section 427.0157, Florida Statutes).

E. Membership

- (1) Voting Members. In accordance with Section 427.0157, Florida Statutes, all voting members of the Board shall be appointed by the Designated Official Planning Agency. The Designated Official Planning Agency for Alachua County is the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area.
 - (a) An elected official from the service area which the Board serves shall be appointed to the Board.
 - (b) A local representative of the Florida Department of Transportation;
 - (c) A local representative of the Florida Department of Children and Family Services;

- (d) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- (e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.
- (r) A local representative of the Florida Agency for Persons with Disabilities.

- (s) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board. It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.
- (2) **Alternate Members.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings.

F. Officers

- (1) **Chair.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). The Chair shall serve until their elected term of office has expired or otherwise replaced by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area.
- (2) **Vice-Chair.** The Board shall elect a Vice-Chair. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) Regular Meetings. The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. Business meetings of the Board may be called, rescheduled, postponed or cancelled at the discretion of the Chair. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.
- (2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership. Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.
- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board. Special meetings of the Board may be rescheduled, postponed or cancelled at the discretion of the Chair.
- (4) Public Workshop. The Board shall hold a public workshop annually. Public workshops may be called, rescheduled, postponed or cancelled at the discretion of the Chair.
- (5) Notice of Regular and Special Meetings. All meetings, public workshops, committee meetings, etc. shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting. Meeting notices shall include the date, time and location, general nature/subject of the meeting a contact person and phone number to call for additional information and to request accessible meeting material formats.

Notices and tentative agendas shall be provided to the Florida Commission for the Transportation Disadvantaged, Board members and other interested parties at least two weeks prior to each Board 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.

- (6) Quorum. At all meetings of the Board, the presence in person of a majority of the voting members at least two voting members or their alternates in addition to voting or alternate member presence via communications media technology sufficient to make up 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. Vacant voting positions as specified in Chapter 1, Section 3 which are vacant shall not be included in the number of persons required to be present in order to constitute a quorum. In 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. In the absence of a quorum, the members present may also elect to either:
 - a) Cancel and reschedule the meeting; or

- b) Continue to meet and discuss agenda items for informational purposes only. Agenda items that require formal action shall be presented at a future meeting where a quorum is present.

Board members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on agenda items that require formal action.

- (7) **Voting.** At all meetings of the Board at which a quorum is present **in person and via telecommunications technology**, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.
- (8) **Voting Conflicts.** In accordance with Chapter 112.3143(2)(a), Florida Statutes, "A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote."
- (9) **Proxy Voting.** Proxy voting is not permitted.
- (10) **Parliamentary Procedures.** The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (11) **Attendance.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings **in person or via telecommunications media technology**. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings **in person or via telecommunications media technology**. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via telecommunications media technology, however, a physical quorum **of at least two voting members** must be present to vote on action items.

- 12) Public Comment. Members of the public shall be given a reasonable opportunity to be heard on a proposition before the Board. The opportunity to be heard need not occur at the same meeting at which the Board takes official action on the proposition if the opportunity occurs at a meeting that is during the decision making process and is within reasonable proximity in time before the meeting at which the Board takes the official action. This provision does not prohibit the Board from maintaining orderly conduct or proper decorum in a public meeting. The opportunity for members of the public to be heard is subject to policies adopted by the Board as provided herein.

Policies of the Board which govern the opportunity for members of the public to be heard at public meetings are, as follows:

- (a) The Board shall include an item on the agenda of public meetings for public comment offering members of the public and representatives of groups or factions an opportunity to comment or to be heard on any matter pertinent to the Board not included as an agenda item at such public meeting. Such comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.
- (b) Members of the public shall be allowed to address the Board or any committee of the Board following the making of a motion that has been properly seconded concerning a proposition before the Board or any committee of the Board. Such comments shall be directed to the Chair.
- (c) The Board may, at its discretion, require representatives of groups or factions on a proposition to address the Board or any committee of the Board, rather than allowing all members of such groups or factions to address the Board or any committee of the Board, at meetings in which a large number of individuals wish to be heard.
- (d) All comments made by Board members, Board staff, guests and members of the public during any public meeting of the Board shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:
 - 1. We will be respectful of one another even when we disagree;
 - 2. We will direct all comments to the issues; and
 - 3. We will avoid personal attacks.

H. Administration

- (1) Staff Support. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets and other necessary administrative duties as required by the Board within the limits of the resources available.
- (2) Minutes. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is responsible for maintaining an official set of minutes for each Board meeting.

I. Duties

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.
 - (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.
 - (c) Annually evaluate the Community Transportation Coordinator's performance in general and relative to Florida Commission for the Transportation Disadvantaged and local standards as referenced in Rule 41-2.006, Florida Administrative Code, and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Community Transportation Coordinator's performance, the Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is being utilized, the Board shall set an annual percentage of the number of trips to be provided on public transit. The Florida Commission for the Transportation Disadvantaged shall provide evaluation criteria for the Board to use relative to the performance of the Community Transportation Coordinator. This evaluation shall be submitted to the Florida Commission for the Transportation Disadvantaged upon approval by the Board.
 - (d) In cooperation with the Community Transportation Coordinator, review all applications for local, state or federal funds relating to transportation of the transportation disadvantaged in the service area to ensure that any expenditures within the county are provided in the most cost effective and efficient manner.
 - (e) Review coordination strategies for service provision to the transportation disadvantaged in the service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent counties when it is appropriate and cost effective to do so.
 - (f) Working with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
 - (g) Assist the Community Transportation Coordinator in establishing trip priorities for trips that are purchased with Transportation Disadvantaged Trust Funds.
 - (h) Annually review coordination contracts to advise the Community Transportation Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available.
 - (i) Annually review all transportation operator contracts as to the effectiveness and efficiency of the transportation operator and recommend approval or disapproval of such contracts to the Community Transportation Coordinator.

- (j) Annually hold a public workshop for the purpose of receiving input regarding unmet transportation needs or any other areas that relate to the local transportation services provided under Florida's Transportation Disadvantaged Program in Alachua County.
- (k) Annually review the Annual Operations Report.

J. Committees

The Chair subject to approval by the Board shall appoint a Grievance Committee to process and investigate complaints from agencies, users, transportation operators and potential users of the system in the designated service area. The Grievance Committee shall make recommendations to the Board or to the Florida Commission for the Transportation Disadvantaged for improvement of service. The Board shall establish a process and procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Florida Commission for the Transportation Disadvantaged's Transportation Disadvantaged Helpline service when local resolution has not occurred. When requested, all materials shall be made available in accessible format. Members of the Grievance Committee shall be voting members of the Board. 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 workshop the grievance.

Additional committees shall be appointed by the Chair, subject to approval by the Board, as necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

K. Amendments

These Bylaws may be amended by a majority vote of members present at regular meetings.

L. 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 Bylaws of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 10th day of November 2021.

Charles Chestnut, IV, Chair
Alachua County Transportation Disadvantaged Coordinating Board

PAGE LEFT BLANK INTENTIONALLY

Alachua County Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

- * Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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

**Alachua County
Transportation Disadvantaged Coordinating Board**

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

www.ncfrpc.org/td



Serving Alachua
Bradford • Columbia
Dixie • Gilchrist • Hamilton
Lafayette • Levy • Madison
Suwannee • Taylor • Union Counties

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

November 3, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

Approve the Board’s Grievance Procedures.

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Grievance Procedures annually. Attached are the Board’s Grievance Procedures for review and approval.

If you have any questions concerning the Grievance Procedures, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Alachua\Memos\gp.docx

Grievance Procedures

November 10, 2021

Alachua County
Transportation Disadvantaged Coordinating Board



Alachua County Transportation Disadvantaged Coordinating Board

Grievance Procedures

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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

Charles Chestnut, IV, Chair

with Assistance from



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

November 10, 2021

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

Chapter I: Alachua County Transportation Disadvantaged Coordinating Board 1

Grievance Procedures 1

 A. Preamble 1

 B. Agency Description 1

 C. Definitions 1

 D. Purpose 2

 E. Membership 3

 F. Officers..... 3

 G. Meetings..... 3

 H. Administration 4

 I. Duties..... 5

 J. Procedures..... 5

 K. Appeals 6

 L. Suspension Reconsideration 7

 M. Prohibition Against Retaliation 8

 N. Alternative Recourse 8

 O. Certification 8

THIS PAGE LEFT BLANK INTENTIONALLY

Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

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

G. Meetings

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

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

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

- (6) Proxy Voting. Proxy voting is not permitted.
- (7) Parliamentary Procedures. The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.
- (8) Public Comment. Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

Members of the public shall be allowed to address the Committee following the making of a motion that has been properly seconded concerning a proposition before the Committee. Such comments shall be directed to the Chair.

All comments made by Committee members, Committee staff, guests and members of the public during any public meeting of the Grievance Committee shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:

1. We will be respectful of one another even when we disagree;
2. We will direct all comments to the issues; and
3. We will avoid personal attacks.

H. Administration

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

I. Duties

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

J. Procedures

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.
- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Grievant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the grievant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written

response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.

- (8) If the grievant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the grievant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the grievant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Grievant and other interested parties.
- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge if the grievant cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

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

- (2) The grievant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.

- (4) Should a grievant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Helpline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

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

M. Prohibition Against Retaliation

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

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 10th day of November 2021.

Charles Chestnut, IV, Chair
Alachua County Transportation Disadvantaged Coordinating Board

Alachua County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility



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

**Alachua County
Transportation Disadvantaged Coordinating Board**

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



Serving Alachua
 Bradford • Columbia
 Dixie • Gilchrist • Hamilton
 Lafayette • Levy • Madison
 Suwannee • Taylor • Union Counties

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

November 3, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: 2019/20 Annual Performance Evaluation

RECOMMENDATION

Approve the MV Contract Transportation, Inc.’s 2020/21 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by MV Contract Transportation, Inc. Attached is MV Contract Transportation, Inc.’s draft 2020/21 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Alachua\Memos\eval.doc

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

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: MV Contract Transportation, Inc.

County: Alachua

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

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

Review period: July 1, 2020 - June 30, 2021

2020/21 Community Transportation Coordinator Annual Performance Evaluation

Approved by the
Alachua County
Transportation Disadvantaged Coordinating Board

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

Charles Chestnut, IV, Chair

with Assistance from



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

November 10, 2021

THIS PAGE LEFT BLANK INTENTIONALLY

TABLE OF CONTENTS

Findings and Recommendations	1
Entrance Interview	2
General Information	3
Compliance With Chapter 427, Florida Statutes	13
Compliance With Rule 41-2, Florida Administrative Code	16
On-Site Observation of the System	22
Surveys	23
Cost	27
Level of Competition	28
Level of Coordination	29

I. FINDINGS AND RECOMMENDATIONS

- A. General Information**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- B. Chapter 427, Florida Statutes**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- C. Rule 41-2, Florida Administrative Code**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- D. On Site Observation**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- E. Surveys**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- F. Cost**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- G. Level of Competition**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None
- H. Level of Coordination**
Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

II. ENTRANCE INTERVIEW

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

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

III. GENERAL INFORMATION

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

7/01/18

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

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

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes _____

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

Yes _____

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

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

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

Yes _____

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

No _____

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

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

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

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

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

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

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

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

19. What barriers are there to the coordinated system?

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

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

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

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

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

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

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



Alachua County Community Transportation Coordinator Complaint Policy

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

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

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



Florida's Transportation Disadvantaged Voluntary Dollar Program

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

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

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

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

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

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

Alachua County Community Transportation System



Rider's Guide

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



**Service Coordinated
and provided by
MV Transportation**



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

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

SECTION 1: Dear Rider

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

SECTION 2: Service Hours and Days

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

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

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

SECTION 3: Reservations

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

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

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

Emergency Service

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

SECTION 11: Passenger Property

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

Shopping Carts

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

SECTION 12: Rules

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

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

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

SECTION 6: No-Show

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

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

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

SECTION 7: Will Call Policy

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

SECTION 8: Fares

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

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

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

SECTION 9: Compliments and Concerns

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

SECTION 10: Types of Service

ADA-Transportation

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

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



We Provide Freedom™

Dear Transportation Disadvantaged Program Applicant:

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

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

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

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

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

Sincerely,

A handwritten signature in cursive script that reads "Gary Luke".

Gary Luke, General Manager

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



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

APPLICATION FOR TRANSPORTATION DISADVANTAGED TRUST FUND SERVICES

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

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

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

The Standard of Excellence Since 1976

10. Have you ever used the fixed route bus system? ____ YES ____ NO
11. Would you use the fixed route bus system if you were given a bus pass or ticket? ____ YES ____ NO
12. Why did you stop using the fixed route bus system? _____
13. Is this condition temporary? ____ YES ____ NO If Yes, expected duration of your disability? _____ Weeks
14. How does your disability prevent you from using the fixed route bus system? _____
15. Are there any other transportation needs of which we should be aware including cultural competency? ____ YES ____ NO
- Please explain: _____

The following information will be used to ensure that an appropriate vehicle is used to provide transportation.

1. Do you use any of the following mobility aids? (Check all that apply)
- a. Manual Wheelchair ____
 - b. Power Wheelchair ____
 - c. Power Scooter ____
 - d. Cane ____
 - e. Crutches ____
 - f. Walker ____
 - g. Service Animal ____ What kind? _____
2. Please answer the following questions:
- a. Can you travel without assistance a distance of: 200ft ____ ¼ Mile ____ ¾ ____
 - b. Can you climb a 12 inch step? ____ YES ____ NO (Do you need assistance?) ____ YES ____ NO
 - c. Can you wait outside without support for ten minutes? ____ YES ____ NO
 - d. Can you give an address and telephone number upon request? ____ YES ____ NO
 - e. Can you recognize a destination or landmark? ____ YES ____ NO
 - f. Can you understand and follow directions? ____ YES ____ NO
 - g. Can you handle unexpected situations or changes in your routine? ____ YES ____ NO
 - h. Can you safely and effectively travel through crowded or complex facilities? ____ YES ____ NO

I hereby certify that the information submitted above is true and correct. Purposely providing inaccurate information is a violation of State law and may result in legal action.

Date: ____/____/____

Signature: _____ Print Name: _____

Process Date: ____/____/____ Preparer (Print Name): _____ Initials: _____

Phone: (____) _____ - _____

Mail or Fax to: MV Transportation
3713 SW 42nd Avenue-Suite #3
Gainesville, FL 32608
Phone (352) 375-2784 Fax (352) 378-6117

The Standard of Excellence Since 1976

Applicant Name _____

Medical Verification - To be completed by a licensed professional

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

What is the applicant's disability? _____

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

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

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

Applicant Signature _____ Date _____

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

Signing for Applicant _____ Relationship _____ Date _____

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

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

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

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Hours of Service:

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

2. Call Intake Hours:

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

3. After Hours Reservations/Cancellations:

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

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

4. Minimum required notice for reservations:

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

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

14 days

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

No agreement with the local Regional Workforce Board.

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

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

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

Yes

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

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

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

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

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

V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

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

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

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

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

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

Yes

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

\$500,000/\$500,000

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

Not applicable, no subcontracted operators/coordination contractors.

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

No

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

1/15/2021

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

Not applicable, no subcontracted operators.

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

Yes

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

1/15/2021

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

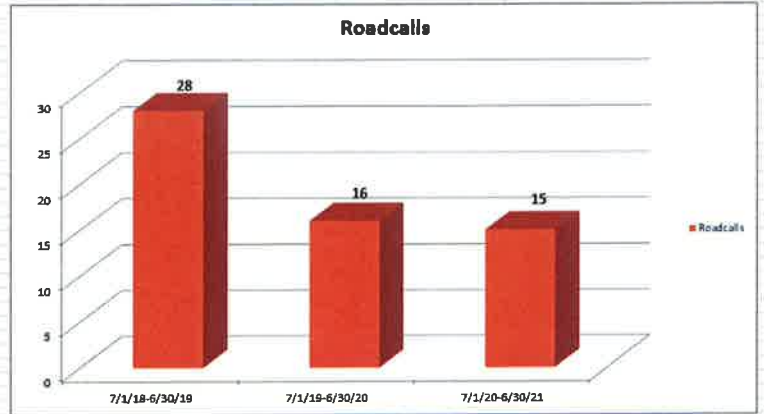
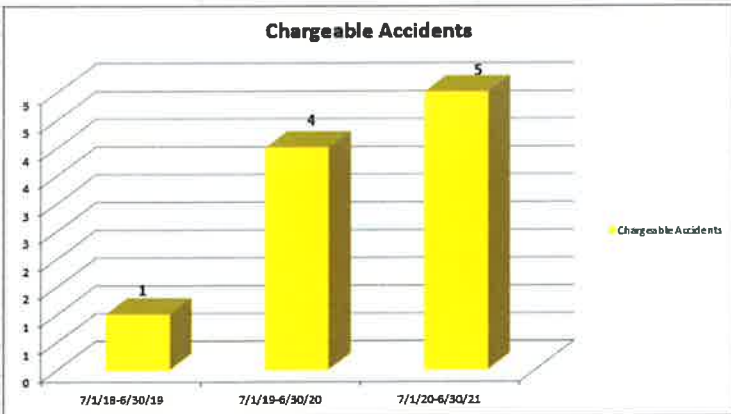
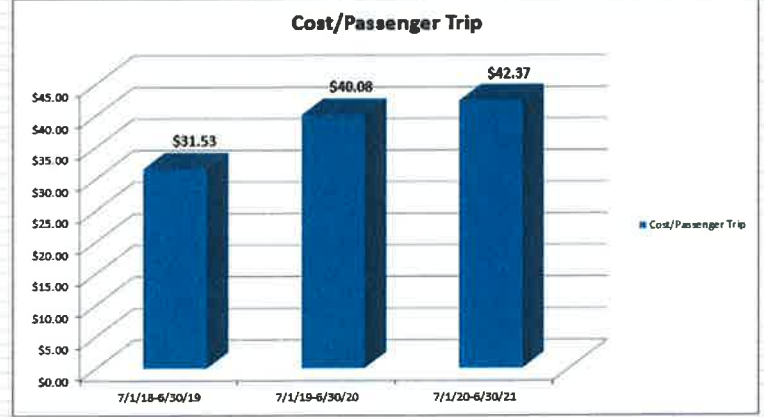
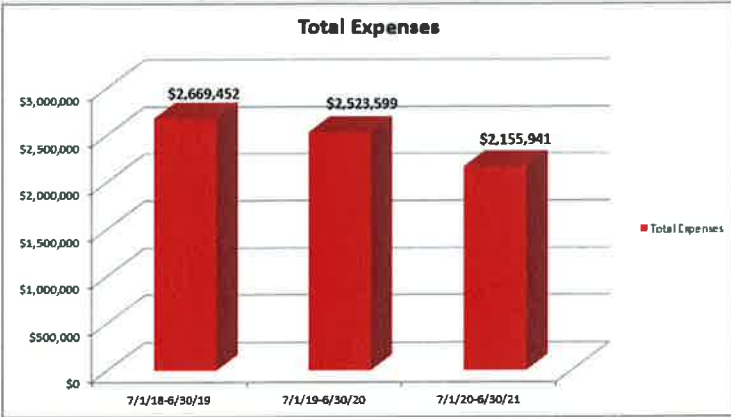
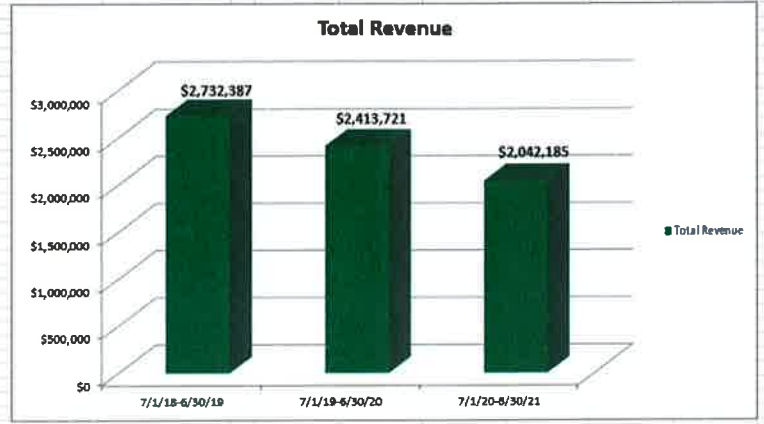
Out-of-Service Area trips	MV Contract Transportation, Inc. may require medical provider verification for any out of county transportation.
CPR/1st Aid	MV Contract Transportation, Inc. does not require drivers to be trained in CPR. MV Contract Transportation, Inc. requires that all vehicles be equipped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

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Accidents	No more than 1/100,000 miles	Yes
Roadcalls	No more than 5 roadcalls during the evaluation period.	Yes
Complaints	No more than 3/1,000 trips.	Yes
Call-Hold Time	Not applicable	Not applicable

**PERFORMANCE TRENDS
ALACHUA COUNTY**

MEASURE	7/1/18-6/30/19	7/1/19-6/30/20	7/1/20-6/30/21	Percent Change (2019/20 - 2020/21)
Total Passenger Trips	84,653	62,961	50,888	-24%
Bus Passes	2,672	0	0	#DIV/0!
Total Vehicle Miles	1,079,368	829,367	649,904	-28%
Total Revenue	\$2,732,387	\$2,413,721	\$2,042,185	-18%
Total Expenses	\$2,669,452	\$2,523,599	\$2,155,941	-17%
Cost/Passenger Trip	\$31.53	\$40.08	\$42.37	5%
Cost/Vehicle Mile	\$2.47	\$3.04	\$3.32	8%
Total Vehicles	37	38	39	3%
Chargeable Accidents	1	4	5	20%
Chargeable Accidents/100,000 Miles	0.09	0.48	0.77	37%
Average Vehicle Miles Between Roadcalls	38,549	51,835	43,327	-20%
Roadcalls	28	16	15	-7%
Passenger No Shows	4,235	4,349	2,668	-63%
Number of Unmet Trip Requests	73	7	4	-75%

Source: Annual Operations Reports





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): 2021
Certification Year: (Previous): 2020
Name and Address of Bus Transit System: *MV Contract Transportation, Inc., 3713 SW 42nd Ave. Suite 3, Gainesville, FL 32608*

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

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

Blue Ink Signature: *[Handwritten Signature]* *Date:* *01-15-2021*
(Individual Responsible for Assurance of Compliance)

Name: *Edward I Griffin* **Title:** *General Manager*

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

Name: *MV Contract Transportation, Inc.*
Address: *3713 SW 42nd Ave., Suite 3, Gainesville, FL 32608*

Name of Qualified Mechanic who Performed Annual Inspections: *Carl Foote, Area Director of Fleet and Facility Maintenance, ASE Certified*



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

725-030-10
 TRANSIT
 12/01

DATE 1/15/2021

Section 5311 Subrecipient Information:

AGENCY NAME: MV Transportation, Inc. Div. 65
 ADDRESS: 3713 SW 42 Ave., Gainesville, FL
 PHONE: (352) 375-2784

FDOT District Office Information:

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

I, Cristina Pereira (Name), Sr. Director of Human Resources & DAPM (Title)

hereby certify that MV Transportation, Inc. Div. 65 Gainesville, FL (Name of Subrecipient) and its applicable contractor(s) (listing attached hereto) for City of Gainesville Regional Transit System (Name of Subrecipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention program in accordance with the provisions of 49 CFR Parts 40 and 655 as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655 as amended.


 Signature

VI ON-SITE OBSERVATION OF THE SYSTEM

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

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

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

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

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

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

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

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

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

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

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

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

VII PASSENGER SURVEYS

How often do your ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other
0	5	6	0

Have you been denied transportation services?

Yes 0

No 11

What is your trip purpose?

Medical	Education/Training	Employment	Other
9	0	1	1

Do you have concerns with your service?

Yes 0

No 11

What types of concerns do you have?

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



VII PURCHASING AGENCY SURVEYS

PURCHASING AGENCY SURVEY

Purchasing Agency: Alachua County/Foster Grandparent Program

Representative of Purchasing Agency: Gwendolyn Keith

County: Alachua

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

- Yes
 No

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

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

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

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

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

- Yes
 No If no, skip to question 6

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

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

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

- Yes
 No If no, why? _____

PURCHASING AGENCY SURVEY

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

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

- Yes
- No

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

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

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

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

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

- Yes
- No If no, skip to question 6

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

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

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

- Yes
- No If no, why? _____

PURCHASING AGENCY SURVEY

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

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

- Yes
 No

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

- Medical
 Employment
 Education/Training/Day Care
 Nutritional
 Life Sustaining/Other (All of the above)

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

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

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

- Yes
 No If no, skip to question 6

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

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

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

- Yes
 No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency: Elder Options

Representative of Purchasing Agency: Jeff Lee, Manager, Program Operations

County: Alachua

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

- Yes
 No

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

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

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

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

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

- Yes
 No If no, skip to question 6

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

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

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

- Yes
 No If no, why? _____

VIII COST



CTC Expense Sources

County: Alachua
Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
CTD Status: Under Review

CTC Organization: MV Transportation, Inc.

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 1,126,895	\$ 0	\$ 1,126,895	\$ 1,325,834	\$ 0	\$ 1,325,834
Fringe Benefits	\$ 31,718	\$ 0	\$ 31,718	\$ 42,768	\$ 0	\$ 42,768
Services	\$ 104,635	\$ 0	\$ 104,635	\$ 106,734	\$ 0	\$ 106,734
Materials & Supplies Consumed	\$ 303,519	\$ 0	\$ 303,519	\$ 389,167	\$ 0	\$ 389,167
Utilities	\$ 54,979	\$ 0	\$ 54,979	\$ 52,037	\$ 0	\$ 52,037
Casualty & Liability	\$ 267,263	\$ 0	\$ 267,263	\$ 221,474	\$ 0	\$ 221,474
Taxes	\$ 2,646	\$ 0	\$ 2,646	\$ 3,906	\$ 0	\$ 3,906
Miscellaneous	\$ 12,363	\$ 0	\$ 12,363	\$ 18,345	\$ 0	\$ 18,345
Interest	\$ 12,729	\$ 0	\$ 12,729	\$ 18,316	\$ 0	\$ 18,316
Leases & Rentals	\$ 108,329	\$ 0	\$ 108,329	\$ 112,262	\$ 0	\$ 112,262
Capital Purchases	\$ 31,283	\$ 0	\$ 31,283	\$ 119,105	\$ 0	\$ 119,105
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 99,582	\$ 0	\$ 99,582	\$ 113,651	\$ 0	\$ 113,651
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 2,155,941	\$ 0	\$ 2,155,941	\$ 2,523,599	\$ 0	\$ 2,523,599

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

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

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

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

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

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

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

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

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

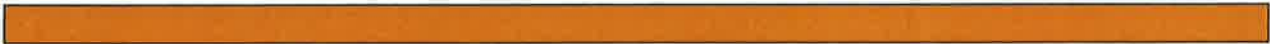
MV Contract Transportation, Inc. handles all trip allocations except Florida Managed Medical Care Program and Florida Agency for Persons with Disabilities transportation. MV Contract Transportation, Inc. schedules all trips on their own vehicles.

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

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

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

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





Serving Alachua
 Bradford • Columbia
 Dixie • Gilchrist • Hamilton
 Lafayette • Levy • Madison
 Suwannee • Taylor • Union Counties

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

November 3, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Elect Vice-Chair

RECOMMENDATION

Re-elect Mr. Jeff Lee as the Board’s Vice-Chair or elect a new Vice-Chair.

BACKGROUND

Chapter I. F. of the Board’s Bylaws requires the Board to elect a Vice-Chair annually. The Vice-Chair shall serve a term of one year. In the event of the Chair’s absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

If you have any questions concerning this matter, please contact me at extension 110.

T:\Lynn\TD2021\Alachua\Memos\vicechair.doc

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



Serving Alachua
Bradford • Columbia
Dixie • Gilchrist • Hamilton
Lafayette • Levy • Madison
Suwannee • Taylor • Union Counties

2009 NW 87th Place, Gainesville, FL 32653-1603 • 352.955.2200

November 3, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: 2020/2021 Annual Operating Report

RECOMMENDATION

Review MV Contract Transportation, Inc’s 2020/2021 Annual Operating Report.

BACKGROUND

MV Contract Transportation, Inc. is required to submit an annual operating report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is MV Contract Transportation, Inc.’s 2020/2021 Annual Operating Report.

If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Alachua\Memos\lor.doc



CTC Organization

County: Alachua

CTC Status: Submitted

Fiscal Year: 7/1/2020 - 6/30/2021

CTD Status: Under Review

Date Initiated: 9/7/2021

CTC Organization Name: MV Transportation, Inc.

Address: 3713 SW 42nd Ave Ste 3

City: Gainesville

State: FL

Zip Code: 32608

Organization Type: Private For Profit

Network Type: Sole Source

Operating Environment: Urban

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Charles Chestnut, IV

CTC Contact: Gary Luke

CTC Contact Title: General Manager

CTC Contact Email: gary.luke@mvtransit.com

Phone: (352) 375-2784

CTC Certification

I, Gary Luke, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Charles Chestnut, IV, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Alachua
 Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
 CTD Status: Under Review

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	36,670	N/A	36,670	43,458	N/A	43,458
Paratransit						
Ambulatory	9,886	0	9,886	14,218	0	14,218
Non-Ambulatory	4,332	0	4,332	5,285	0	5,285
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	50,888	0	50,888	62,961	0	62,961
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	459	0	459
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	10,868	N/A	10,868	14,110	N/A	14,110
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	547	0	547	844	0	844
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	39,473	0	39,473	47,548	0	47,548
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	50,888	0	50,888	62,961	0	62,961



CTC Trips (cont'd)

County: Alachua
 Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
 CTD Status: Under Review

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	14,149	0	14,149	17,505	0	17,505
Children At Risk	5,026	0	5,026	6,219	0	6,219
Persons With Disabilities	13,521	0	13,521	16,729	0	16,729
Low Income	18,192	0	18,192	22,508	0	22,508
Other	0	0	0	0	0	0
Total - Passenger Type	50,888	0	50,888	62,961	0	62,961
Trip Purpose - One Way						
Medical	32,205	0	32,205	33,787	0	33,787
Employment	6,465	0	6,465	8,544	0	8,544
Education/Training/Daycare	374	0	374	1,573	0	1,573
Nutritional	2,562	0	2,562	2,937	0	2,937
Life-Sustaining/Other	9,282	0	9,282	16,120	0	16,120
Total - Trip Purpose	50,888	0	50,888	62,961	0	62,961
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	1,149	0	1,149	1,685	0	1,685
Total - UDPHC	1,149	0	1,149	1,685	0	1,685
Unmet & No Shows						
Unmet Trip Requests	4	N/A	4	7	N/A	7
No Shows	2,668	N/A	2,668	4,349	N/A	4,349
Customer Feedback						
Complaints	10	N/A	10	52	N/A	52
Commendations	59	N/A	59	76	N/A	76



CTC Vehicles & Drivers

County: Alachua
 Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
 CTD Status: Under Review

CTC Organization: MV Transportation, Inc.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	462,089	N/A	462,089	551,738	N/A	551,738
Paratransit Miles	187,815	0	187,815	277,629	0	277,629
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	649,904	0	649,904	829,367	0	829,367
Roadcalls & Accidents						
Roadcalls	15	0	15	16	0	16
Chargeable Accidents	5	0	5	4	0	4
Vehicle Inventory						
Total Number of Vehicles	39	0	39	38	0	38
Number of Wheelchair Accessible Vehicles	36	0	36	35	0	35
Drivers						
Number of Full Time & Part Time Drivers	17	0	17	27	0	27
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Alachua
 Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
 CTD Status: Under Review

CTC Organization: MV Transportation, Inc.

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 3,453	\$ 0	\$ 3,453
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 23,173	\$ 0	\$ 23,173	\$ 34,541	\$ 0	\$ 34,541
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 529,057	N/A	\$ 529,057	\$ 581,949	N/A	\$ 581,949
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 80,624	N/A	\$ 80,624
TD Other	\$ 13,980	N/A	\$ 13,980	\$ 4,930	N/A	\$ 4,930
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 85,367	\$ 0	\$ 85,367	\$ 135,639	\$ 0	\$ 135,639
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 1,311,116	\$ 0	\$ 1,311,116	\$ 1,474,157	\$ 0	\$ 1,474,157
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 77,939	\$ 0	\$ 77,939	\$ 91,283	\$ 0	\$ 91,283
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 1,553	\$ 0	\$ 1,553	\$ 7,145	\$ 0	\$ 7,145
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 2,042,185	\$ 0	\$ 2,042,185	\$ 2,413,721	\$ 0	\$ 2,413,721



**Transportation
Disadvantaged**

CTC Expense Sources

County: Alachua
Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted
CTD Status: Under Review

CTC Organization: MV Transportation, Inc.

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,126,895	\$ 0	\$ 1,126,895	\$ 1,325,834	\$ 0	\$ 1,325,834
Fringe Benefits	\$ 31,718	\$ 0	\$ 31,718	\$ 42,768	\$ 0	\$ 42,768
Services	\$ 104,635	\$ 0	\$ 104,635	\$ 106,734	\$ 0	\$ 106,734
Materials & Supplies Consumed	\$ 303,519	\$ 0	\$ 303,519	\$ 389,167	\$ 0	\$ 389,167
Utilities	\$ 54,979	\$ 0	\$ 54,979	\$ 52,037	\$ 0	\$ 52,037
Casualty & Liability	\$ 267,263	\$ 0	\$ 267,263	\$ 221,474	\$ 0	\$ 221,474
Taxes	\$ 2,646	\$ 0	\$ 2,646	\$ 3,906	\$ 0	\$ 3,906
Miscellaneous	\$ 12,363	\$ 0	\$ 12,363	\$ 18,345	\$ 0	\$ 18,345
Interest	\$ 12,729	\$ 0	\$ 12,729	\$ 18,316	\$ 0	\$ 18,316
Leases & Rentals	\$ 108,329	\$ 0	\$ 108,329	\$ 112,262	\$ 0	\$ 112,262
Capital Purchases	\$ 31,283	\$ 0	\$ 31,283	\$ 119,105	\$ 0	\$ 119,105
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 99,582	\$ 0	\$ 99,582	\$ 113,651	\$ 0	\$ 113,651
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 2,155,941	\$ 0	\$ 2,155,941	\$ 2,523,599	\$ 0	\$ 2,523,599

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

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,149



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	2,672	0	0
Deviated FR	0	0	0
Complementary ADA	57,590	43,458	36,670
Paratransit	24,391	19,503	14,218
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	84,653	62,961	50,888

Vehicle Data	2019	2020	2021
Vehicle Miles	1,079,368	829,367	649,904
Roadcalls	28	16	15
Accidents	1	4	5
Vehicles	37	38	39
Drivers	26	27	17

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	41,110	33,787	32,205
Employment	16,086	8,544	6,465
Ed/Train/DayCare	2,039	1,573	374
Nutritional	2,689	2,937	2,562
Life-Sustaining/Other	22,729	16,120	9,282
TOTAL TRIPS	84,653	62,961	50,888

Financial and General Data	2019	2020	2021
Expenses	\$2,669,452	\$2,523,599	\$2,155,941
Revenues	\$2,732,387	\$2,413,721	\$2,042,185
Commendations	67	76	59
Complaints	36	52	10
Passenger No-Shows	4,235	4,349	2,668
Unmet Trip Requests	73	7	4

Passenger Trips By Revenue Source	2019	2020	2021
CTD	19,568	14,110	10,868
AHCA	1,102	459	0
APD	0	0	0
DOEA	1,071	844	547
DOE	0	0	0
Other	62,912	47,548	39,473
TOTAL TRIPS	84,653	62,961	50,888

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0.09	0.48	0.77
Miles between Roadcalls	38,549	51,835	43,327
Avg. Trips per Passenger	23.89	37.37	44.29
Cost per Trip	\$31.53	\$40.08	\$42.37
Cost per Paratransit Trip	\$31.99	\$40.08	\$42.37
Cost per Total Mile	\$2.47	\$3.04	\$3.32
Cost per Paratransit Mile	\$2.43	\$3.04	\$3.32

Trips by Provider Type	2019	2020	2021
CTC	84,653	62,961	50,888
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	84,653	62,961	50,888



Serving Alachua
Bradford • Columbia
Dixie • Gilchrist • Hamilton
Lafayette • Levy • Madison
Suwannee • Taylor • Union Counties

2009 NW 87th Place, Gainesville, FL 32653-1603 • 352.955.2200

November 3, 2021

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: MV Contract Transportation, Inc. Operations Reports

RECOMMENDATION

No action required. This agenda item is for information only.

BACKGROUND

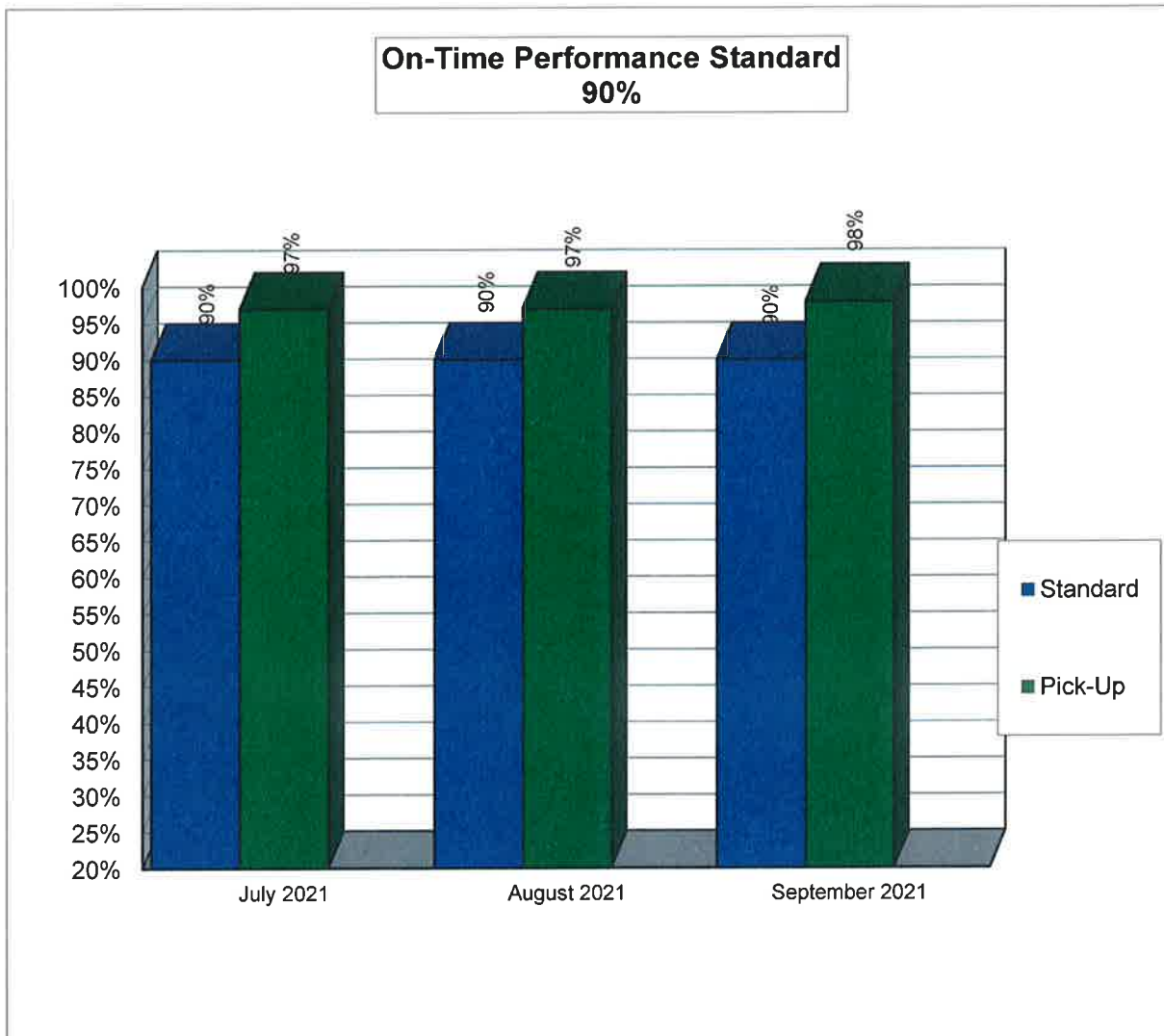
Attached are the following reports:

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

Attachments

T:\Lynn\TD2021\Alachua\Memos\opsreportsnov.doc

TRANSPORTATION DISADVANTAGED SERVICE PLAN
STANDARDS OF PERFORMANCE
ALACHUA COUNTY
JULY - SEPTEMBER 2021

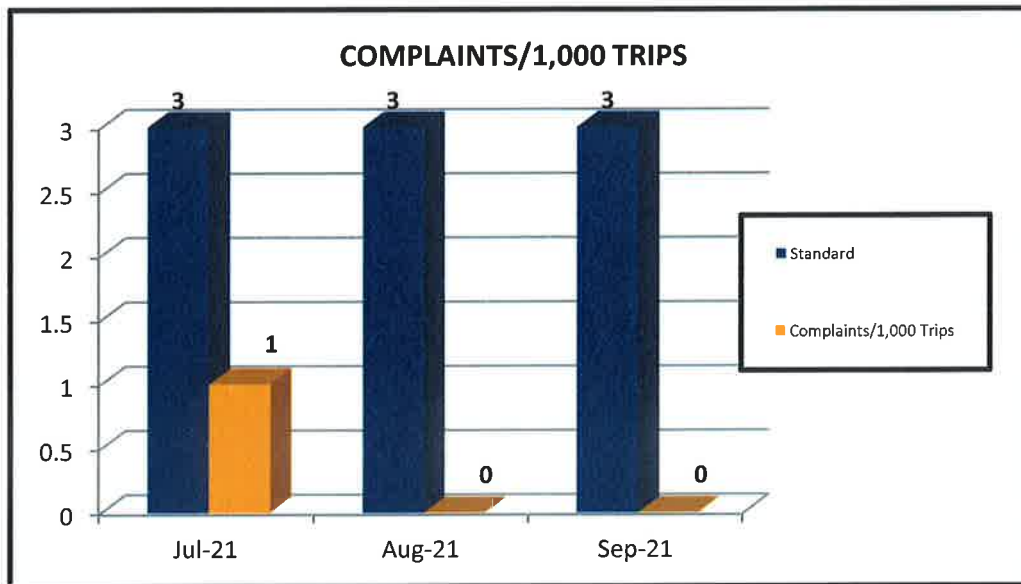


Source: MV Contract Transportatio, Inc. On-Time Analysis

TRANSPORTATION DISADVANTAGED SERVICE PLAN STANDARDS

ALACHUA COUNTY, JULY - SEPTEMBER 2021

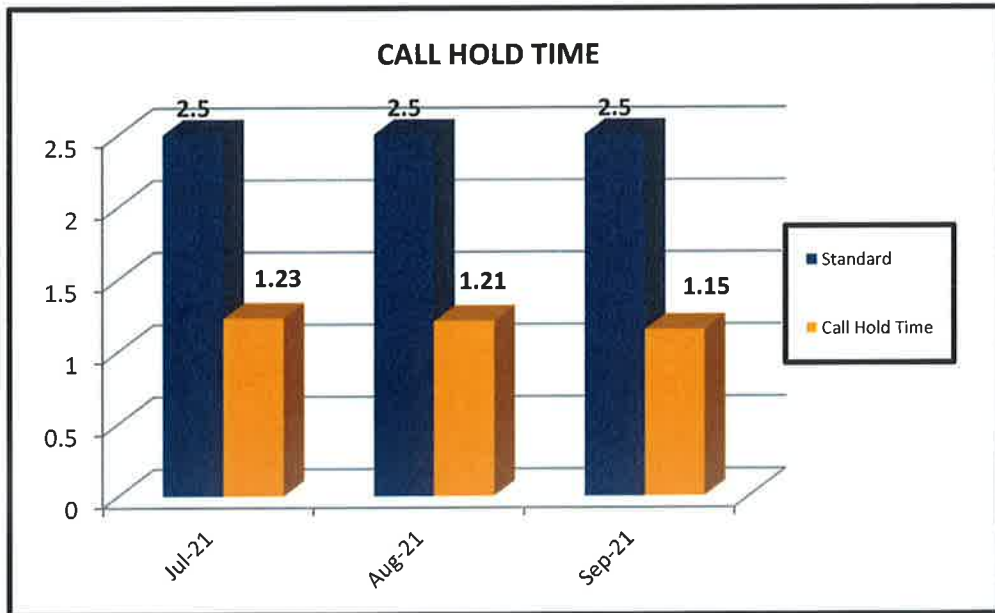
MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
Jul-21	3	1
Aug-21	3	0
Sep-21	3	0



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN STANDARDS
ALACHUA COUNTY, JULY - SEPTEMBER 2021**

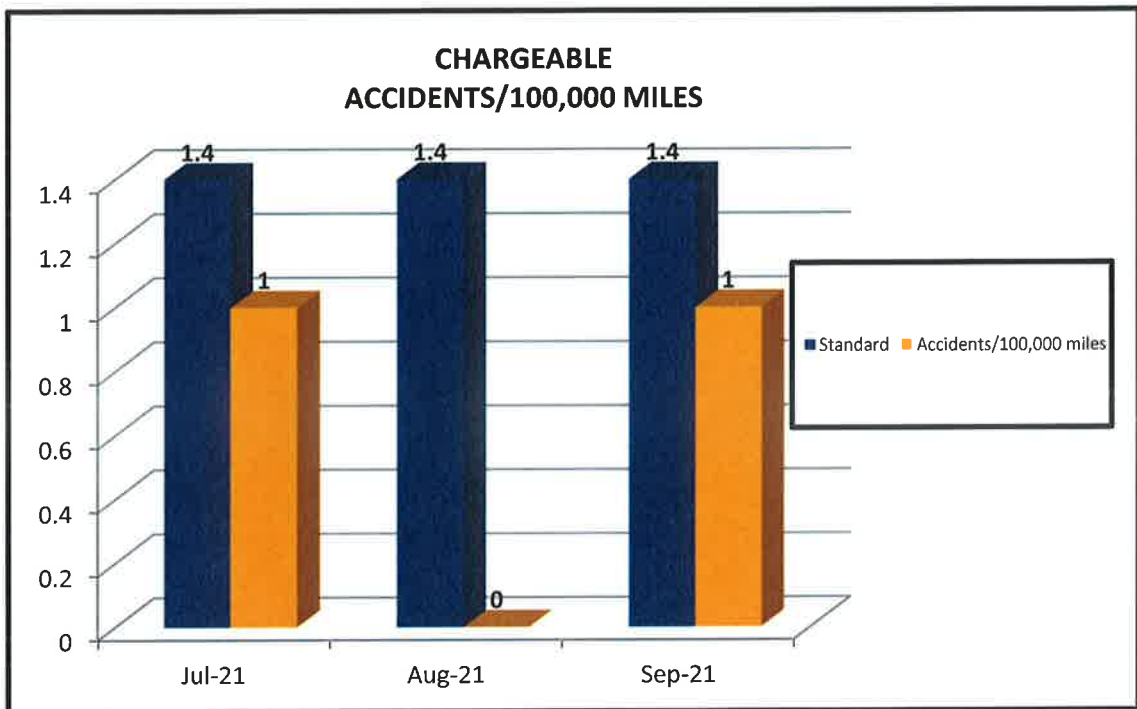
MONTH	STANDARD	CALL HOLD TIME
Jul-21	2.5	1.23
Aug-21	2.5	1.21
Sep-21	2.5	1.15



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN STANDARDS
ALACHUA COUNTY JULY - SEPTEMBER 2021**

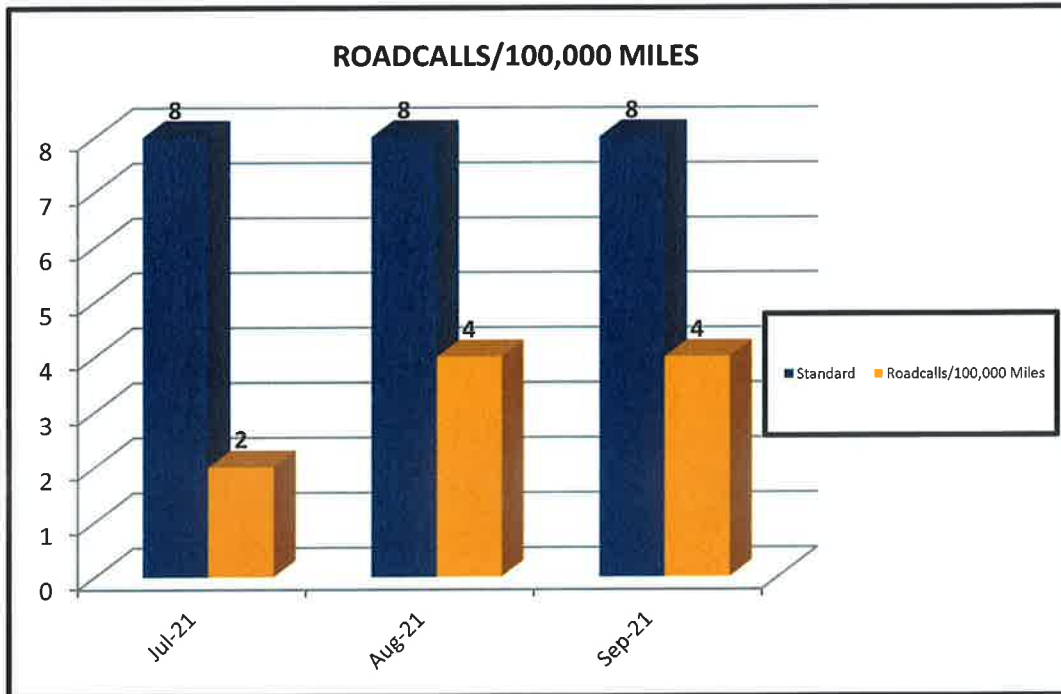
MONTH	STANDARD	CHARGEABLE ACCIDENTS/100,000 MILES
Jul-21	1.4	1
Aug-21	1.4	0
Sep-21	1.4	1



Source: MV Contract Transportation, Inc. Operations Report

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN STANDARDS
ALACHUA COUNTY, JULY - SEPTEMBER 2021**

MONTH	STANDARD	ROADCALLS/100,000 MILES
Jul-21	8	2
Aug-21	8	4
Sep-21	8	4



Source: MV Contract Transportation, Inc. Operations Report

2021-2022 OPERATING DATA	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Total No Trips Invoiced	4,206	4,510	4,548									
Florida Managed Medical Care Program (Medicaid)	0	0	0									
Transportation Disadvantaged Program	995	911	853									
City of Gainesville ADA Service	2,970	3,229	3,337									
Florida Department of Transportation 5311	86	117	94									
Florida Department of Transportation 5310	31	35	20									
Alachua County	90	139	137									
ElderCare of Alachua County, Inc.	34	79	107									
Total Vehicle Miles	54,973	56,417	57,573									
Total Vehicle Hours	3,301	3,403	3,443									
Average Miles per Trip	13	13	13									
Number of Passenger No Shows	157	153	176									
Number Trips Denied	0	0	0									
Chargeable Accidents	1	0	1									
RoadCalls	2	4	4									
Complaints	1/4,206 trips	0/4,510 trips	0/4,548 trips									
Commendations	9	6	7									
Telephone Calls	5,275	5,115	5,087									
Average Call On-Hold Time	1.23	1.21	1.15									

TD PROGRAM STATUS REPORT	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
TD Applications Approved	12	26	10									
TD Applications Denied	1	0	0									
Bus Pass Applications Received	0	0	0									
Number of Bus Passes sponsored by the TDTF	0	0	0									
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A									
Number of TD Trips that can be Provided Daily	54	54	54									
Average Number of TD Trips Performed Daily	37	35	34									
Total Number of TD Trips Provided during the Month	995	911	853									
TD Trip Priorities Used (Yes or No)	No	No	No									
Number of Dialysis Saturday Trips Provided	48	35	38									
Number of Other Saturday Trips Provided	35	29	27									
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0									

**TRANSPORTATION DISADVANTAGED PROGRAM
2021/2022 TRIP & EQUIPMENT GRANT SUMMARY
ALACHUA COUNTY**

MONTH/YEAR	STATE FUNDS	MONTHLY STATE ALLOCATION	LOCAL MATCH	LOCAL MATCH SPENT	TOTAL DOLLARS SPENT	EMERGENCY FUNDS	TRUST FUND (90%)	TD FUNDS REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-21	\$569,111.00	\$47,502.00	\$4,750.20	\$4,902.52	\$49,025.24	\$675.86	\$44,798.58	\$524,312.42	995	\$49.27
Aug-21	-	\$47,419.00	\$4,741.90	\$4,464.77	\$44,647.65	\$1,946.07	\$42,128.95	\$482,183.47	911	\$49.01
Sep-21	-	\$47,419.00	\$4,741.90	\$4,145.77	\$41,457.67	\$3,156.79	\$40,468.69	\$441,714.78	853	\$48.60
Oct-21	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
Nov-21	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
Dec-21	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
Jan-22	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
Feb-22	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
Mar-22	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
Apr-22	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
May-22	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
Jun-22	-	\$47,419.00	\$4,741.90				\$0.00	\$441,714.78		#DIV/0!
TOTAL	-	\$569,111.00	\$56,911.10	\$13,513.06	\$135,130.56	\$5,778.72	\$127,396.22	\$441,714.78	2,759	\$48.98

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS
JULY_2021**


REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Client was exposed to, had symptoms or was ill with COVID-19.	0
TD Application was denied due to not meeting the income criteria. Applicant's income exceeded the limit.	0
Out of County Trip Request - Applicant lives outside Alachua County (Levy County).	1
Other	0
TOTALS	1

AUGUST_2021

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Client was exposed to, had symptoms or was ill with COVID-19.	0
TD Application was denied due to not meeting the income criteria. Applicant's income exceeded the limit.	0
Out of County Trip Request - Applicant lives outside Alachua County (Levy County).	1
Other	0
TOTALS	1

SEPTEMBER_2021

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Client was exposed to, had symptoms or was ill with COVID-19.	0
TD Application was denied due to not meeting the income criteria. Applicant's income exceeded the limit.	0
Out of County Trip Request - Applicant lives outside Alachua County (Levy County).	0
Other	0
TOTALS	0



We provide freedom.

Alachua County Local Coordinating Board
October, 2021

MV Transportation
Community Transportation Coordinator

Katherine McClary Award

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



Inspiration Board



Kathy is not only driver of the 3rd quarter, but has been courageously fighting another battle. Kathy has fought and is winning a battle with cancer. She is a cancer survivor. Not only did she battle this cancer, she did so without missing any scheduled days of work. That's amazing!. To meet and have the pleasure of working with her is in itself an inspiration.



Drive Cam Smoothie



Sabrina completed 365 days of no drive cam clips. This is a very difficult task to complete. Great job Sabrina!

Sabrina is also one of our elite BTW's.

No Drive
Cam 🍷
Sabrina



New and Recognized Special Drivers

- Kerri-Lee Quenga
- Road Supervisor
- Nathan Wilson
- BTW
- Clyde Debose
- BTW
- Kathy Warthen
- In training for BTW
- Sabrina Lundy
- BTW



Trip Volume

**2020 YTD (Jan to Sept):
39,949 Completed Trips**

**2021 YTD (Jan to Sept):
38,837 Completed Trips
2.7% decrease**

July 2020 – 4,721	July 2021 – 4,206 (10.91% Decline)
August 2020 – 4,326	August 2021- 4,510 (4.25% Increase)
September 2020 – 4,016	September 2021 – 4,548 (13.25% Increase)



Operating Statistics

- Consistent On Time Performance – 90% Goal
 - July - 96.88%
 - August – 96.67%
 - September – 97.87%
- Accidents – Outline in previous slides
 - Call Hold Times – Well under standard
 - Road Calls - Well under standard
- Valid Complaints – Well under standard of 3/1000 trips
 - July –1/4206
 - August – 0/4510
 - September – 0/4548



The Hiring Dilemma

We are cautiously and conservatively going to report to you that we are winning on the hiring of drivers.

We Utilized a Cooperate Recruiter who was very aggressive in the recruiting of new applicants

We are not quite there yet but are moving forward at a steady pace. We are at 23 drivers and need to be at 25. Things are looking good for reaching that goal.



Wage Initiatives

Wage Adjustment

MV Starting Wage - \$11.00

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

Rate Calculation Model – Effective 07/01/2021



TD Evening Service

Curtailed TD Service : September 1, 2020

Changed Hours: Last Pickup Window: 5:00 – 5:30 PM

Proposed Change Effective: Monday, December 6th

Change Last Pickups: M-F 8:00 – 8:30 PM, Sat. 6:00 – 6:30 PM

Telephone Announcements 1 Week Before Implementation

Subsequent TDSP amendment next meeting





August Safety Focus

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

September Safety Focus

- *Pedestrian and National Safety Council month*

October Safety Focus

- *Distractions*
- *National School Bus Safety*



Preventable Vehicle Accident Outline

2021 3rd Quarter

1 preventable

No injuries in accident

43% reduction YTD



SAFETY INITIATIVES Wheelchair Securement



ALERT: REMEMBER TO SECURE PROPERLY

The safety of our passengers is the most critical aspect of our work, and the securing of mobility devices on our buses are some of the most important activities we perform on a daily basis. We need to make sure we are securing mobility devices utilizing the 4-DOWN, 3-AROUND method.



4 DOWN

Always ensure a full 4-point tie-down when securing the mobility device with in the bus and strive for a 45 degree tie-down angle when possible.

3 AROUND

Proper securement of a passenger increases higher safety. Buckle up and shoulder belts are necessary for proper passenger safety. Make sure the belt is not twisted and the shoulder anchor rest comfortably across the hip area and the shoulder belt is set properly over the shoulder.

We have a quarterly training/retraining on
Wheelchair securement



SAFETY INITIATIVES Wheelchair Securement

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



*No
wheelchair
incidents
this year*



Operator Excellence Training



Operator Excellence Training

All videos are on-line and presented by a qualified classroom instructor

Each lesson has a section for a quiz and a section for group activity

The total hours for classroom training increased from 21 hours to 28 hours.

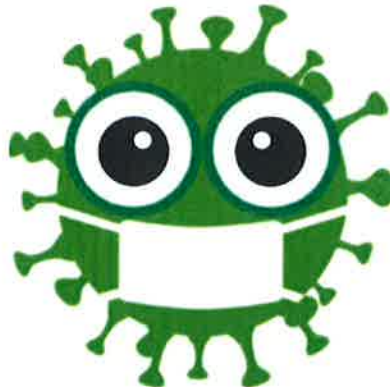
BTW, including close quarter maneuvering was also increased

MV is prepared to be a resource to the EOC



Safety Initiatives Covid – CDC Guideline

We sanitize the facility and the buses on a daily basis



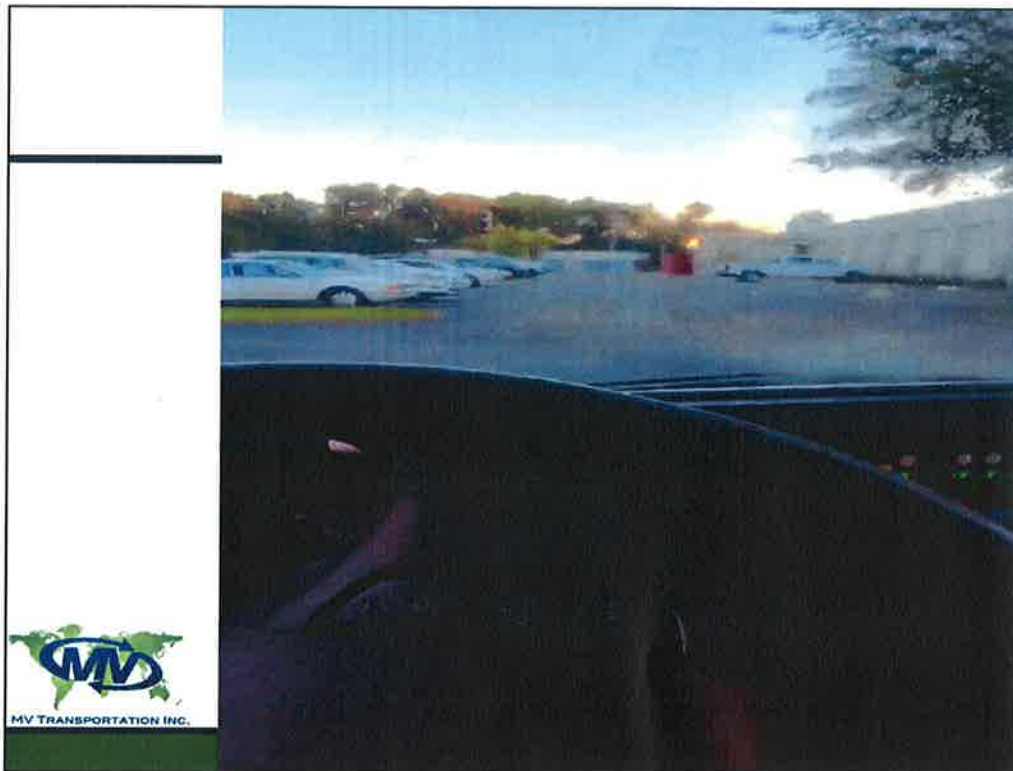
SAFETY INITIATIVES

COVID – CDC Guidelines

All MV employees must use best efforts to ensure that any persons on the public transportation vehicle wears a mask. Best efforts include:

- Boarding only those persons who wear masks
- Instructing persons that federal law requires wearing a mask on the public transportation vehicle and failure to comply constitutes a violation of federal law
- Monitoring persons onboard the public transportation for anyone who is not wearing a mask and seeking compliance from such persons
- At the earliest opportunity, disembarking any person who refuses to comply

There are no active Covid cases among staff or drivers.





We provide freedom.

© 2018 MV Transportation, Inc. All rights reserved.

ATTENDANCE RECORD

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	9/9/20	3/10/21	5/12/21	9/1/21
Chair	Commissioner Charles Chestnut, IV	P	P	P	P
Florida Department of Transportation Alternate Member	Janell Damato Christina Nalsen	A P	P A	P P	P A
Florida Department of Children and Families Alternate Member	John Wisker Louella Teague	P A	P A	P A	P A
Agency for Health Care Administration Alternate Member	Reeda Harris Pamela Hagley				P
Florida Department of Education Alternate Member	Jeff Aboumrad Vacant	P	P	P	P
Florida Department of Elder Affairs Alternate Member	Jeff Lee Nick Hauzer	P A	P A	A P	A A
Florida Agency for Persons with Disabilities Alternate Member	Sylvia Bamburg Vacant		A	A	A
Public Education Alternate Member	Vacant Vacant				
Citizen Advocate Alternate Member	James East Vacant	P	P	P	A
Citizen Advocate-User Alternate Member	Vacant Vacant				
Elderly Alternate Member	Marie Small Vacant	P	A	A	A
Veterans Alternate Member	Albert H. Linden, Jr. Vacant	P	P	P	P
Persons with Disabilities Alternate Member	Vacant Vacant				
Central Florida Community Action Agency Alternate Member	Tiffany McKenzie Charles J. Harris	P A	P A	P A	P A
Children at Risk Alternate Member	Vacant Morris Sherman		A	A	A
Mass Transit Alternate Member	Jesus Gomez Mildred Crawford	A P	A P	A P	A P
Regional Workforce Board Alternate Member	Phyllis Marty Anna Mendoza				P P
Local Medical Community Alternate Member	Erica Barnard Vacant				P
Private Transit Industry Alternate Member	Vacant Vacant				

ATTENDANCE POLICY: According to Chapter I, Section III, Subsection 4 of the Coordinating Board bylaws:
"The Metropolitan Transportation Planning Organization shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."

