North Central Florida Regional Planning Council

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

November 26, 2013

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, December 4, 2013 at 10:00 a.m. in the Jack Durrance Auditorium located in the Alachua County Administration Building 12 S.E. 1st Street, City of Gainesville. All Board members are encouraged to attend this meeting.

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

Attachments

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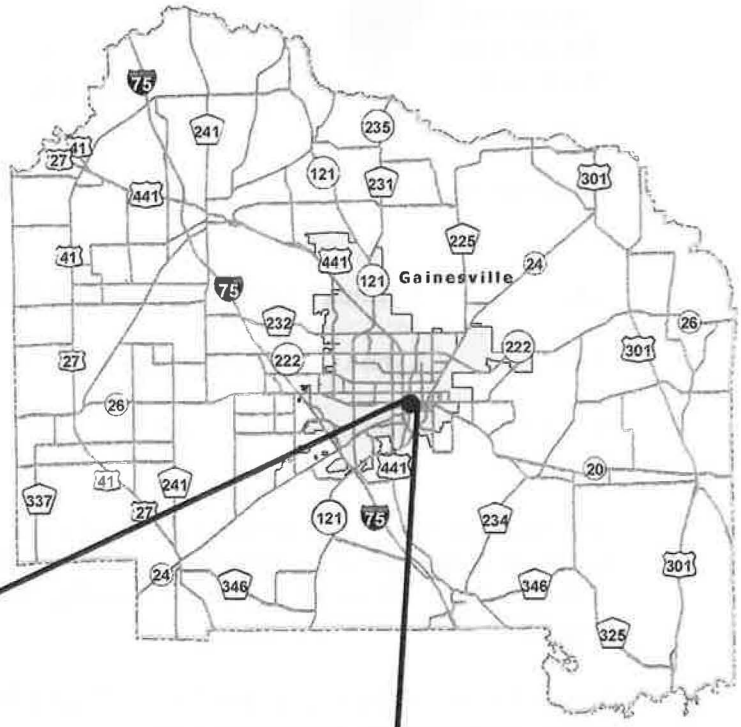
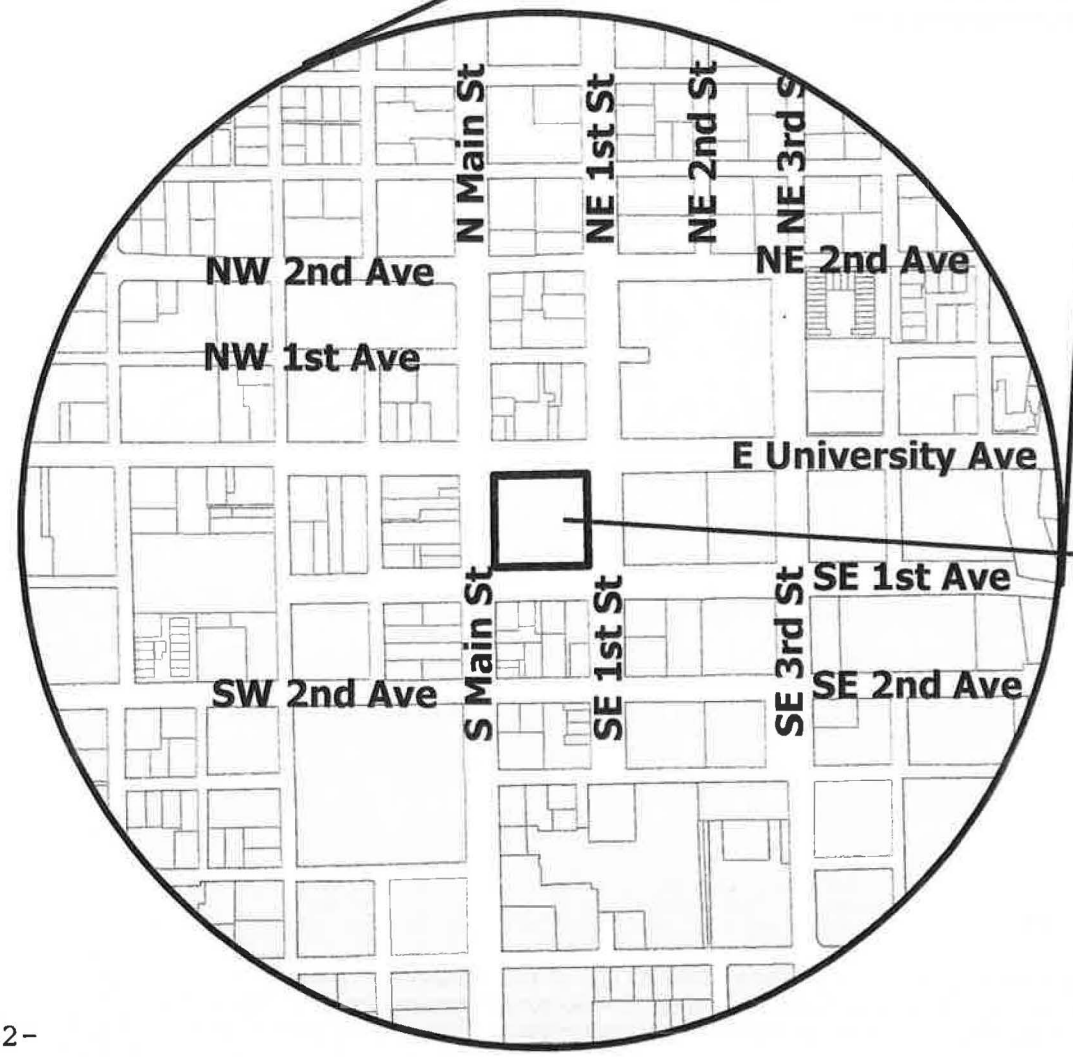
Alachua County Administration Building
12 Southeast 1st Street
Gainesville, FL 32601

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





Alachua County Administration Building

1 inch = 500 feet

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ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEETING ANNOUNCEMENT AND AGENDA

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

Wednesday
December 4, 2013
10:00 a.m.

I. BUSINESS MEETING CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda — **ACTION REQUIRED**

C. Approval of the August 21, 2013 Minutes — **ACTION REQUIRED**

II. NEW BUSINESS

A. Community Transportation Coordinator Annual Performance Evaluation — **ACTION REQUIRED**

The Board needs to approve MV Transportation's annual performance evaluation

B. Rural Area Capital Assistance Program Grant Application — **ACTION REQUIRED**

The Board needs to approve MV Transportation's application for Rural Area Capital Assistance Program Grant funds

C. 2012/13 Annual Operations Report — **NO ACTION REQUIRED**

The Board needs to review the 2012/13 Annual Operations Report

D. Florida's Managed Medical Assistance Program — **NO ACTION REQUIRED**

Enclosed is the Managed Medical Assistance Program Implementation Plan

E. Operations Reports **NO ACTION REQUIRED**

III. OTHER BUSINESS

A. Comments

1. Members

2. Citizens

IV. FUTURE MEETING DATES

A. February 5, 2014 at 10:00 a.m.
B. June 11, 2014 at 10:00 a.m.
C. September 10, 2014 at 10:00 a.m.
D. November 5, 2014 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 enclosed materials, please do not hesitate to contact me at 1-800-226-0690, extension 110.

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ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	ALTERNATE
Commissioner Todd Chase Local Elected Official/Chair	
Janell Damato Florida Department of Transportation	Sandra Collins Florida Department of Transportation
Peggy Henderson Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Lydia Bush Florida Department of Education	Jeffrey Aboumrad Florida Department of Education
Jeff Lee - Vice- Chair Florida Department of Elder Affairs	Vacant Florida Department of Elder Affairs
Alana McKay Florida Agency for Health Care Administration	Andrew Singer Florida Agency for Health Care Administration
Linda Tatum Regional Workforce Board	Vacant Regional Workforce Board
Monique Harrison Florida Association for Community Action	Vacant Florida Association for Community Action
Dr. Harrell Harrison Public Education	David Dees Public Education
Kyle Morrison Veterans	Vacant Veterans
Vacant Citizen Advocate	Vacant Citizen Advocate
Earther Wright (Term ending June 30, 2014) Citizen Advocate - User	Vacant Citizen Advocate - User
Christine Eason Louton (Term ending June 30, 2015) Persons with Disabilities	Tassie Fuller (Term ending June 30, 2015) Persons with Disabilities
Dr. Maurice Levy (Term ending June 30, 2016) Elderly	Vacant Elderly
Vacant Medical Community	Vacant Medical Community
Elliene Chisholm Children at Risk	Vacant Children at Risk
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit

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

ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MINUTES

Jack Durrance Auditorium
Alachua County Administration Bldg.
Gainesville, Florida

Wednesday
August 21, 2013
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Todd Chase, Chair
Jeff Aboumrad representing Lydia Bush Florida Department of Education
Mildred Crawford representing Jesus Gomez, Mass Transit Representative
Janell Damato, Florida Department of Transportation
Monique Harrison Community Action Agency Representative
Christine Eason Louton, Persons with Disabilities Representative
Peggy Henderson, Florida Department of Children and Families
Dr. Maurice Levy, Elderly Representative
Alana McKay, Agency for Health Care Administration- Medicaid
Major Stroupe representing Kyle Morrison, Veterans Representative
Linda Tatum, Regional Workforce Development Board

VOTING MEMBERS ABSENT

Dr. Harrell Harrison, Public Education
Jeff Lee, Florida Department of Elder Affairs
Earther Wright, Citizen Advocate

OTHERS PRESENT

Kevin Clark, Veterans Administration
Kelly Gonzalez, MV Transportation, Inc.
Ed Griffin, MV Transportation, Inc.
Joan Miles
Jesse Pete
Marsha Rivera, MV Transportation, Inc.

STAFF PRESENT

Lynn Godfrey, Metropolitan Transportation Planning Organization

I. BUSINESS MEETING CALL TO ORDER

Chair Chase called the meeting to order at 10:05 a.m.

A. Introductions

Chairman Chase asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Alana McKay moved to approve the meeting agenda. Christine Eason Louton seconded; motion passed unanimously.

C. Approval of the May 8, 2013 Minutes

ACTION: Linda Tatum moved to approve the May 8, 2013 meeting minutes. Christine Eason Louton seconded; motion passed unanimously.

II. NEW BUSINESS

A. Bylaws

Ms. Lyn Godfrey, Metropolitan Transportation Planning Organization Senior Planner, stated that the Florida Commission for the Transportation Disadvantaged requires that the Board review and approve the Bylaws annually.

ACTION: Linda Tatum moved to approve the Bylaws. Christine Eason Louton seconded; motion passed unanimously.

B. Memorandum of Agreement

Ms. Godfrey stated that the Memorandum of Agreement is a contract between the Florida Commission for the Transportation Disadvantaged and a Community Transportation Coordinator. She explained that the Board is required to approve the Memorandum of Agreement.

The Board reviewed the Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and MV Transportation, Inc.

Mr. Edward Griffin, MV Transportation, Inc. Vice President, thanked the Board for recommending the re-designation of MV Transportation, Inc. as the Alachua County Community Transportation Coordinator.

ACTION: **Linda Tatum moved to approve the Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and MV Transportation, Inc.. Mildred Crawford seconded; motion passed unanimously.**

C. Elect Vice-Chair

ACTION: **Linda Tatum moved to re-elect Jeff Lee as the Board's Vice-Chair. Christine Eason Louton seconded; motion passed unanimously.**

D. Unmet Needs

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged was questioned by the Governor's Office why the Transportation Disadvantaged Program needed all of the $7.6 million in new Transportation Disadvantaged Trust Funds that the Florida Commission for the Transportation Disadvantaged requested in its Fiscal Year 2013/14 Legislative budget request. She said the Governor's Office also questioned why some Counties need additional Transportation Disadvantaged Trust Funds if they are meeting all of the transportation needs in their communities as reported by zero unmet trip requests the Annual Operations Reports.

Ms. Godfrey explained that, in order to assist the Florida Commission for the Transportation provide information to the Florida Legislative members so they can make funding decisions, the Board needs to identify unmet transportation needs in Alachua County. She said a sample unmet transportation needs survey is included in the meeting packet for the Board members to use.

Ms. Christine Eason Louton discussed the rural transportation needs in the Lake Santa Fe area. She also discussed the One Call One Click Project to assist Veterans with their transportation needs.

Dr. Maurice Levy stated that the Safety Net Collaborative received a grant from the City of Gainesville that can be used to pay the passenger fares for individuals who are unable to afford the fare to get to medical appointments. He asked who the Safety Net Collaborative should work with to get this project underway.

Mr. Kelly Gonzalez, MV Transportation General Manager, said the Safety Net Collaborative should work through MV Transportation and the Regional Transit System.

Dr. Levy discussed the transportation issues of the Safety Net Collaborative Clinic patients.

Chair Chase stated that his mother had transportation needs and used MV Transportation's services. He explained that she is the reason he asked to Chair the Board.

Chair Chase asked staff to organize an information/training session for Board members to discuss the Transportation Disadvantaged Program and unmet transportation needs.

E. Statewide Medicaid Managed Care Program

Ms. Alana McKay discussed the Medicaid Managed Care Program. She explained that the Long Term Care Program will begin in Alachua County around March 2014. She said a request for proposals has been issued for Managed Medical Assistance Program providers. She said she will have more information about the Managed Medical Assistance Program after the request for proposals black out period is over.

F. Operations Reports

Mr. Gonzalez discussed the reports and answered questions.

III. OTHER BUSINESS

A. Members

Chair Chase asked about the Board vacancies.

Ms.. Godfrey said the Metropolitan Transportation Planning Organization will advertise the vacant Board positions.

Chair Chase also discussed the Alachua County sales surtax initiative. He encouraged the Board to have a voice in how the revenue from the surtax would be used if the surtax passes.

B. Citizens

Ms. Jesse Pete commended Ms. Millie Crawford and MV Transportation staff. She asked that the Board consider expanding service sponsored by the Transportation Disadvantaged Trust Funds to Sundays.

Chair Chase thanked Ms. Pete for her comments.

IV. FUTURE MEETING DATES

Chair Chase stated that the next meeting of the Alachua County Transportation Disadvantaged Coordinating Board will be held December 4, 2013 at 10:00 a.m.

ADJOURNMENT

The meeting adjourned at 11:50 a.m.

_____ _____

Chair Date

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II. A.

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November 26, 2013

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

Review and approve MV Transportation's annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate MV Transportation's performance as the Alachua County Community Transportation Coordinator. Attached is MV Transportation's draft annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

t:\lynn\td13\alachua\memos\eval.docx

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the

Transportation Disadvantaged

Community Transportation Coordinator: MV Transportation, Inc.

County: Alachua

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

Contact: Kelly Gonzalez, General Manager **Phone:** 352-375-2784

Review period: July 1, 2012 - June 30, 2013

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

_____
Todd Chase, Chair

with Assistance from

North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

December 4, 2013

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Community Transportation Coordinator
Annual Performance Evaluation

Community Transportation Coordinator: MV Transportation, Inc.

County: Alachua

Review Period: July 1, 2012 - June 30, 2013

I. Findings and Recommendations

A. General Information

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

B. Chapter 427, F.S.

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

C. Rule 41-2, F.A.C.

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

D. Bus/Van Ride

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

E. Surveys (see attachment)

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

t:\lynn\2013 annual evaluations\alachua\ctc review report.doc

TABLE OF CONTENTS

GENERAL QUESTIONS

1. What was the designation date of the Community Transportation Coordinator?
   7/01/13

2. What is the complaint process?
   See attached complaint policy.

3. Does the community transportation coordinator have a complaint form?
   √ Yes (attached) □ No

4. Does the form have a section for resolution of the complaint?
   √ Yes □ No

5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
   √ Yes □ No

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 to your office from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
   √ Yes □ No

8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
   √ Yes (attached) □ No

9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
   √ Yes □ No

10. Does the rider/ beneficiary information or brochure list the complaint procedure?
    √ Yes □ No

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).

13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
    □ Yes √No

14. What innovative ideas have you implemented in your coordinated system?
    MV Transportation has contracts with the City of Gainesville, Alachua County as well as other State and local agencies to coordinate transportation services

15. Are there any areas where coordination can be improved?
The Florida Agency for Persons with Disabilities does not purchase transportation services for their clients through Florida's Coordinated Transportation System.

16. What barriers are there to the coordinated system?
Various differing requirements for transporting agency clients can be challenging.

17. 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 Agency for Persons with Disabilities does not purchase transportation services for their clients through Florida's Coordinated Transportation System.

18. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?.
The Florida Agency for Persons with Disabilities and the Florida Agency for Health Care Administration.

19. How are you marketing the voluntary dollar?
No marketing system in place.

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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 the 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.

MV TRANSPORTATION, INC.
3713 SW 42nd Ave | Suite 3 | Gainesville, FL 32608
P 352.375.2384
www.mvtransit.com

CUSTOMER SERVICE REPORT

NUMBER

☐ COMMENDATION
☒ COMPLAINT
☐ INQUIRY
☐ LOST + FOUND
☐ OTHER

DATE RECEIVED	TIME RECEIVED	DATE LOGGED	FUNDING SOURCE	FEEDBACK SUBTYPE	RESPONSE DATE
9/3/2013	**11:15**	**9/3/2013**	**ADA**		**9/3/2013**

DATE OF INCIDENT	TIME OF INCIDENT	BOOKING ID	VEHICLE NO	RUN	VALID	PROVIDER
9/1/2013		**1476357**	**N/A**	**N/A**	☒ **Yes** ☐ **No**	**MV**

SCHEDULE EARLY	SCHEDULE LATE	ORIGIN	DESTINATION
		2001 NE 15TH TER GAINESVILLE 32609	**HIGHLANDS PRESBYTERIAN CHURC GAINESVILLE, FL**

CUSTOMER NAME	ADDRESS	TELEPHONE	TAKEN BY
CHICHESTER JAMES	**2001 NE 15TH TER GAINESVILLE 32609**	BUS: RES: **352-378-7823** CELL	**DEMETRIUS** NOTE

DETAILS

Mr. James Chichester stated he is upset he was going to be late to church today.

Mr. James stated that's why he canceled his trip.

INVESTIGATION

The driver for Mr. James had trouble finding the address for the pick up location.

REPLY TO CUSTOMER

Spoke with Mr Chichester and apologized for his experience Sunday. I told him that we will pay closser attention to his trips to make sure this does not happen again. He also stated that he has not had any problems with his dialysis trips and was very thankful for that. I thanked him and told him if he has any other issues to please call me.

EMPLOYEE INVOLVED	EMPLOYEE NO.	INVESTIGATED BY	TELEPHONE	DATE
Driver: N/A	**N/A**	**D. MORING**	**352-375-2784 X11613**	**9/3/2013**

the work force and full participation in society. This program serves residents with addresses in Gainesville but outside of the City limits. Passengers must be ADA certified.

These grants are sponsored by the City of Gainesville Regional Transit System 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.

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 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 of the shopping cart. Personal property will not exceed 25 pounds.

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.

Alachua County Community Transportation System

Rider's Guide

Last Update effective July 1, 2012

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

This rider's guide describes the services offered by MV Transportation.

It will help you plan your trip and to make your transportation a 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.

SECTION 2: Service Hours and Days

- ADA Paratransit rides are provided Monday - Saturday between the hours of 6 am and 9 pm. Sunday ADA Paratransit rides are provided between 10:00 AM – 5:00 PM. ADA paratransit service is provided after 9:00 PM to 3:00 AM in the late night service area. To schedule a trip and to determine if your trip is in the late night area contact MV Transportation before 5:00 PM the day before your trip. MV Transportation will then contact RTS to schedule the trip.
- TD sponsored service is provided Monday - Friday from 6:00 am to 9:00 pm and Saturday from 6:00 am to 7:00 pm for Dialysis trips only. There are no TD rides provided on Sunday.
- Medicaid sponsored hospital discharges are provided Monday — Sunday 5:00 am to 10:00 pm.

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: New Years, Thanksgiving and Christmas; all other holidays' services to Dialysis and Cancer Treatment only.

SECTION 3: Reservations

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

- Transportation requests should be made 3 business days in advance of the appointment date. Some exceptions to advance reservations are available. (Urgent Care, post surgical or follow up care, imminent availability of appointment with specialist, hospital discharge). Hospital Discharges after hours should call (352) 375-2784 and dial Option 2.
- For some eligible Medicaid recipients, an RTS bus pass is issued monthly and is valid from the first day of the month through the last day of the month and may be purchased at the MV Transportation office at a discounted rate. **Medicaid funds** provide bus passes for passengers who have a t least two verifiable medical appointments during the month.

Transportation Disadvantaged Program

Any person interested in riding under the Transportation Disadvantaged Program must complete an application. An approved application must be on file before service can be provided. Contact MV for the application at (352) 375-2784 option 4 to request an application.

- TD Fare is $2.00 per one-way trip for Dialysis appointments only and $3.00 per one way trip for all other purposes. TD trips may be limited due to funding availability.
- Please call the day before or up to 14 days in advance your appointment between 8 am and 5 pm to schedule your rides.
- One (1) companion may travel with you, and must pay the same fare as the registered rider.
- You will need to re-apply yearly for this service.
- If a nursing home Personal Care Attendant (PCA) is traveling with a passenger, no fare is charged for the attendant traveling with the rider.
- A maximum of 54 one way Transportation Disadvantage Program sponsored trips daily will be provided.
- Service on Saturday to Medical trips only.
- Trips for the following purposes will be provided: Vital Care (Dialysis, Cancer Care & Physical Therapy for Mobility), other medical, Employment & grocery shopping.

Other limited funding programs

- **5311 Grant Fund** provides funding for the purpose of supporting public transportation in rural areas of Alachua County. This service is open to all residents that need transportation from or to rural areas.
- **5317 Grant Fund** provides additional tools to overcome existing barriers facing Americans with disabilities seeking integration into

- 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.
- ADA eligible riders may travel anywhere within ¾ of a mile from an (RTS) fixed route and within Gainesville City Limits.
- ADA riders may travel with a companion. A request should be made at the time of the reservation. All companions must pay the same fare as the ADA rider. Companions must be picked up and dropped off at the same location as the ADA rider.
- If a Personal Care Attendant (PCA) has been approved by the Center for Independent Living, no fare is charged for the PCA traveling with the rider.
- During some state and federal holidays, where the Regional Transit System (RTS) is not operating, ADA trips will not be provided.

Medicaid Transportation

Any person who does not have any transportation resources and receives Medicaid through state or federally funded programs, are eligible for services for NON-EMERGENCY MEDICAL appointments ONLY to Medicaid compensable services. MV Transportation does not determine Medicaid eligibility nor do we provide emergency transportation services. MV Transportation only verifies eligibility for transportation services. An approved application must be on file before service can be provided. Contact MV for the application at (352) 375-2784 ext 11604.

- Medicaid Fare is $1.00 per one way trip.
- Exemptions are ONLY for those under 21 years of age, those living in a nursing home, pregnant, or those who receive hospice or family planning services.
- Only one companion may travel with each passenger. Parents may NOT take children who do not have appointments with them. This is a Medicaid restriction.
- Medicaid DOES NOT ALLOW for trips to pick up prescription drugs, day care, X-rays, medical documents or papers.
- Medicaid recipients have the right to file for a fair hearing for Medicaid transportation issues. Contact the local Medicaid office for instructions at (386) 418-5350.
- Newborn babies should have a Medicaid number when they are born. Medicaid eligible mothers should contact their social worker to obtain a number for the baby prior to scheduling a ride. Infants cannot ride under the mother's Medicaid number.

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. ADA sponsored ride reservations can be made Monday through Saturday from 8 am to 5:00 pm and on Sunday 10:00 am to 5:00 pm. All other trip reservations (TD, Medicaid) will be taken Monday trough Friday from 8:00 am to 5:00 pm only. No TD or Medicaid trip reservations will betaken on Saturday or Sunday. Medicaid reservations must be made three (3) business days in advance of the appointment date.

Making your Reservation:
Be prepared to give reservations the following information:

- Your name.
- Medicaid number (If Applicable).
- Pick-up address, to include apartment number, building name, city name or other identifying information and, if possible, your zip code.
- Date and time of your appointment.
- Telephone number at your destination. (optional)
- Return time.
- If you will be accompanied by a companion, escort, child or personal care attendant (PCA).
- If you will be accompanied by a companion/service animal.

What to expect on the day of your ride:

- Please be ready one hour before your appointment time if you live within the city limits of Gainesville.
- If you live outside the city limits of Gainesville, be ready one and a half hours before your appointment time.

SECTION 4: To Cancel Your Ride

If you are unable to keep your ride reservation, please contact us as soon as possible, but at least two hours before the pickup window opens; otherwise, it is considered a "no-show".

SECTION 5: Standing Order Requests

A " standing order request" is for customers who travel to the same place at the same time on the same day(s) of the week. If you have a regular appointment that you need to go, you may want to ask reser-

vations staff to submit a " subscription request" for service. Depending on the funding source of your trip, this request may be granted. Please remember, however, that you cannot change your "standing order request" more than once per month, or this privilege will be revoked. If you have a " standing order request" and will not be using it for one or multiple days, please contact us to cancel or suspend services to avid 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 on time and waits 5 minutes and you do not take your trip, or were not at home, 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 General 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 as soon as possible. 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. This could take up to two (2) hours.

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. If the fare is not paid, the service will be denied.

Fares apply to 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 9). When scheduling your trip, please ask the reservationists for the fare amount.
EXACT FARE IS REQUIRED. Drivers do not carry change.

- ADA $3.00
- TD $2.00 for Dialysis/$ 3 for all other purposes
- Medicaid $1.00 or waiver

Prepaid tickets can be purchased by calling (352) 375-2784 option 8. Any other sponsoring agencies that chose to charge a co-pay to their clients may do so.

SECTION 9: Compliments and Concerns

- 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 convey a compliment or service concern, please call (352) 375-2784 Option 4.
- To report a safety concern, please call (352) 375-2784 ext 11613.
- Contact 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.

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,

Kelly Gonzalez, General Manager

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

We Provide Freedom™

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.

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

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3713 SW 42nd Ave | Suite 3 | Gainesville, FL 32608
P 352.375.2784 F 352-378-6117

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? _____
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**)

_____ Manual Wheelchair	_____ Portable Oxygen
_____ Power Wheelchair	_____ Assist Walking
_____ Power Scooter	_____ Mental Impairment
_____ Cane	_____ Hearing Loss
_____ Crutches	_____ Sight Impairment
_____ Walker	_____ 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

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

_____
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

We Provide Freedom™

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.

Date: 08/15/13 Medicaid#: [redacted] Social Security#: [redacted]

Last Name: [redacted] First Name: [redacted] MI: [redacted]

Home Address: [redacted] Apt: _____

City: Newberry State: FL Zip Code: 32669

Home Phone: [redacted] Work: _____ TDD: _____

Date of Birth: [redacted] Age: [redacted] Male: ____ Female: X

Emergency Contact: [redacted] Phone: [redacted]

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

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3713 SW 42nd Ave | Suite 3 | Gainesville, FL 32608
P 352.375.2784 F 352-378-6117

8. Do you own an operable vehicle? ___ YES X NO
   a. Can this vehicle be used to transport you? ___ YES X NO
      If No, please explain: _____
9. Do you use the fixed route bus system? ___ YES X NO (If YES) how many times per week? ___ Per month? ___
10. Have you ever used the fixed route bus system? ___ YES X NO
11. Would you use the fixed route bus system if you were given a bus pass or ticket? ___ YES X NO
12. Why did you stop using the fixed route bus system? Don't live in Gville
13. Is this condition temporary? ___ YES X NO If Yes, expected duration of your disability? ___ Weeks
14. How does your disability prevent you from using the fixed route bus system? Don't live in Gville.
15. Are there any other transportation needs of which we should be aware including cultural competency? ___ YES X 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)**

___ Manual Wheelchair	___ Portable Oxygen
___ Power Wheelchair	___ Assist Walking
___ Power Scooter	___ Mental Impairment
___ Cane	___ Hearing Loss
___ Crutches	___ Sight Impairment
___ Walker	___ Service Animal What kind? PCA

2. Please answer the following questions:
   a. Can you travel without assistance a distance of: 200ft depends ¼ Mile ___ ¾ ___
   b. Can you climb a 12 inch step? X YES ___ NO (Do you need assistance?) ___ YES ___ NO
   c. Can you wait outside without support for ten minutes? X YES ___ NO
   d. Can you give an address and telephone number upon request? X YES ___ NO
   e. Can you recognize a destination or landmark? X YES ___ NO
   f. Can you understand and follow directions? X YES ___ NO
   g. Can you handle unexpected situations or changes in your routine? ___ YES ___ NO depends.
   h. Can you safely and effectively travel through crowded or complex facilities? X 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: 08/15/13

Signature: [redacted] **Print Name:** [redacted]

Process Date: 9/12/13 Preparer (Print Name): Bonnie Mack Initials: BM

Phone: : (_____) _____-_____

TD Approved

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

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

[redacted]
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? This Client is being treated for Bipolar Disorder, Anxiety Disorder, & Mood Disorder.

How does the condition functionally prevent the applicant from using regular bus service or drive the household vehicle? This Client has a history of Memory Impairment & a history of Self harm.

[redacted]

Signature of Medical Professional [redacted] Date 9/10/13
Professional License # [redacted] State Issued FL
Print Name [redacted]
Address 4300 SW 13th St. J
City Gainesville State FL Zip Code 32614
Phone 352-374-5600 Extension
Contact person [redacted]

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

[redacted]

MERIDIAN
Behavioral Healthcare, Inc.
CHOICE • HOPE • RECOVERY

May 31, 2013

Re: [redacted]

To Whom It May Concern:

This letter is to certify that [redacted] is a patient of Meridian Behavioral Healthcare, Inc. She is currently seen in the Psychiatry clinic every 3 months and is currently diagnosed with Bipolar disiorder, nos. She was seen today in the clinic. She is currently on Social Security Disability for her condition and does not work.

Sincerely yours,

Linda Skalsky, ARNP, MSN, PMH-BC

CC: Patient file

Main Office: 4300 SW 13th Street, Gainesville, FL 32608
352.374.5600 • 800.330.5615 • TTY Area 800.955.8771 • TTY Local 800.955.8770
www.mbhci.org
Choice • Hope • Recovery

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
   ☐ Yes ☐ No √ Not applicable

2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
   ☐ Yes ☐ No √ Not applicable

3. Do the contracts include performance standards for the transportation operators and coordination contractors?
   ☐ Yes ☐ No √ Not applicable

4. Do the contracts include the proper language concerning payment to subcontractors?
   ☐ Yes ☐ No √ Not applicable

5. Were the following items submitted on time?

   Annual Operating Report

   √ Yes ☐ No

   Memorandum of Agreement

   √ Yes ☐ No

   Transportation Disadvantaged Service Plan

   √ Yes ☐ No

   Transportation Disadvantaged Trust Fund Grant Application

   √ Yes ☐ No

   Other grant applications

   √ Yes ☐ No

6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
   ☐ Yes ☐ No √ Not applicable

7. Is a written report issued to the operator?
   ☐ Yes ☐ No √ Not applicable

8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
   Not applicable.

Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS2806
Jacksonville, FL 32204-2730

ANANTH PRASAD, P.E.
SECRETARY

Date: July 17, 2013

To: **Kelly Gonzalez, General Manager**
MV Transportation
3713 SW 42nd Avenue,
Gainesville, Florida 32608

RE: **Letter of Compliance with Rule Chapter 14-90, Florida Administrative Code**

Dear Mr. Gonzalez,

I'm pleased to notify you that the Department has completed the MV Transportation Bus Transit System Safety and Security Compliance Audit, June 2013 and we find your agency to be in compliance with the provisions of Rule Chapter 14-90, Florida Administrative Code (F.A.C.). Thank you for addressing the "Deficiency" and "Area of Concern" identified by the Department during the subject audit and subsequently communicating the completion of the corrective actions. As you remedied the deficiency and area of concern and provided us with the necessary documentation prior to the issuance of the Final Report, you will not be required to generate a corrective action plan (CAP).

We appreciate the level of support and cooperation received from the agency's staff during the conduct of the compliance audit and also noted your efforts in addressing safety system compliance with the subject Rule. Per the Department's Bus Transit System Safety Program Procedure 725-030-009-j, we will be returning to your agency no later than 2016 for our next compliance audit. If you have any questions or would like to discuss any concerns in the meantime please contact me at (904) 360-5650. We look forward to continuing working with your agency in your efforts to serve the safe transportation needs of your constituents.

Sincerely,

Phil Worth
District Public Transportation Manager
FDOT District Two Modal Development Office
2198 Edison Avenue, MS 2813
Jacksonville, FL 32204
Phone: 904-360-5650
Email: phil.worth@dot.state.fl.us

Cc: Victor Wiley (FDOT); Sandra Collins (FDOT); Janell Damato (FDOT); Santanu Roy (HDR); Micah Gilliom (HDR)

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
   There is no agreement with the Alachua County School Board.

2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
   MV Transportation has an agreement with the Regional Transit System and has Medicaid and Transportation Disadvantaged Bus Pass Programs.

3. Is there a goal for transferring passengers from paratransit to transit?
   √ Yes ☐ No

4. What are the minimum liability insurance requirements? $500,00

5. What are the minimum liability insurance requirements in the operator and coordination contracts? Not applicable.

6. Does the minimum liability insurance requirements exceed $1 million per incident?
   ☐ Yes √ No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	MV Transportation posts the local toll free phone number in all vehicles.
Vehicle Cleanliness	MV Transportation, Inc. cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	MV Transportation, Inc. maintains a passenger database.
Adequate seating	MV Transportation, Inc. provides adequate seating for all passengers.
Driver Identification	MV Transportation, Inc. requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	MV 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.
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 Transportation, Inc. complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	MV Transportation, Inc. requires children under the age of 8 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 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 Transportation, Inc. provides out of service area trips when services cannot be obtained within the service area. Trips outside the service area require verification of need an prior authorization from the sponsoring agency.
CPR/First Aid	MV Transportation, Inc. requires all drivers to attend training sessions in CPR and first aid.
Driver Criminal Background Screening	MV Transportation, Inc. requires a criminal records check of all drivers through the Florida Department of Law Enforcement. This criminal records check covers a period of 15 years prior to the records check.
Passenger Property	MV Transportation, Inc. allows 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. Drivers may assist passengers with up to two bags of personal property upon request.
Advance reservation requirements	MV Transportation, Inc. requires trips to be scheduled 24 hours in advance.
Pick-up Window	There is a 60 minute pick-up window for trips within the Gainesville City limits. There is a 90 minute pick-up window for trips outside the Gainesville City limits within Alachua County. There is a two hour pick-up window for return trips.

Measurable Standards/Goals	**Standard/Goal**	**Is the Community Transportation Coordinator meeting the Standard?**
Public Transit Ridership	The number of bus passes issued should increase by 5 percent annually.	No. The Transportation Disadvantaged Bus Pass Program was suspended due to limited funds and increasing demand.
On-time performance	90%	Yes
Accidents	No more than 1.2/100,000 miles	Yes
Roadcalls	No more than 8 roadcalls/100,000 miles.	Yes
Complaints	No more than 3/1,000 trips.	Yes
Call-Hold Time	No more than 2.5 minutes for 90 percent of calls received.	Yes

ON-SITE OBSERVATION OF THE SYSTEM

1. Date of Observation:
   10/25/13

2. Please list any special guests that were present:
   None

3. Location:
   Fresenius Medical Care East

4. Number of Passengers picked up/dropped off
   4

   Ambulatory:
   3

   Non-Ambulatory
   1

5. Was the driver on time?
   √ Yes
   □ No If no, how many minutes late/early?

6. Did the driver provide any passenger assistance?
   √ Yes
   □ No

7. Was the driver wearing any identification?
   √ Yes
   □ No

8. Did the driver render an appropriate greeting?
   √ Yes
   □ No

9. Did the driver ensure the passengers were properly belted?
   √ Yes
   □ No

10. Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
    √ Yes
    □ No

11. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Helpline for comments/complaints/commendations?
    √ Yes
    □ No

12. Does the vehicle have working heat and air conditioning?
    √ Yes
    □ No

13. Does the vehicle have two-way communications in good working order?
√ Yes
□ No

14. If used, was the lift in good working order?
√ Yes
□ No

15. Was there safe and appropriate seating for all passengers?
√ Yes
□ No

16. Did the driver properly use the lift and secure the passenger?
√ Yes
□ No

PURCHASING AGENCY SURVEY

Purchasing Agency: RTS

1) Does your agency purchase transportation from MV Transportation, Inc.?
XX YES
☐ NO

2) What is your agency's primary purpose for purchasing transportation services for your clients?
   - X Medical
   - X Employment
   - X Education/Training/Day Care
   - X Nutritional
   - X Life Sustaining/Other

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

4) Have you or your clients had any problems with MV Transportation, Inc.'s service?
   - ☐ Yes
   - X No If no, skip to question 6

5) What type of problems have you or your clients had with MV Transportation, Inc.'s service?
   - ☐ 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 call hold time for reservations
   - ☐ Other _____

6) Overall, are you satisfied with the transportation services that your clients receive from MV Transportation, Inc.?
   - X Yes
   - ☐ No If no, why? _____

Comments: They have continued to do a really good job and strive to meet the communities transportation needs.

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PURCHASING AGENCY SURVEY

Purchasing Agency: Florida Commission for the Transportation Disadvantaged

1) Does your agency purchase transportation from MV Transportation, Inc.?
- ☐ YES
- ☐ NO

2) What is your agency's primary purpose for purchasing transportation services for your clients?
- ☐ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☐ Nutritional
- ☐ Life Sustaining/Other

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

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

5) What type of problems have you or your clients had with MV Transportation, Inc.'s service?
- ☐ 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 call hold time for reservations
- ☐ Other _____

_____

6) Overall, are you satisfied with the transportation services that your clients receive from MV Transportation, Inc.?
- ☐ Yes
- ☐ No If no, why? _____

_____

Comments: _____

_____

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PURCHASING AGENCY SURVEY

Purchasing Agency: AMCA

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

2) What is your agency's primary purpose for purchasing transportation services for your clients?
   ☒ Medical
   ☐ Employment
   ☐ Education/Training/Day Care
   ☐ Nutritional
   ☐ Life Sustaining/Other

3) On average, how often do your clients use MV Transportation, Inc.'s service?
   ☒ 7 Days/Week
   ☐ 1-2 Times/Week
   ☐ 3-5 Times/Week
   ☐ -3 Times/Month
   ☐ Month

4) Have you or your clients had any problems with MV Transportation, Inc.'s service?
   ☒ Yes
   ☐ No If no, skip to question 6

5) What type of problems have you or your clients had with MV Transportation, Inc.'s service?
   ☐ Advance notice requirement
   ☐ Cost
   ☒ Service area limits These have always been resolved
   ☐ Pick up times not convenient
   ☐ Vehicle condition
   ☐ Lack of passenger assistance
   ☐ Accessibility concerns
   ☐ Complaints about drivers
   ☐ Complaints about timeliness
   ☐ Length of call hold time for reservations
   ☐ Other _____

6) Overall, are you satisfied with the transportation services that your clients receive from MV Transportation, Inc.?
   ☒ Yes
   ☐ No If no, why? _____

Comments: The transition in General Manager from Helen Perez to Nelly Gonzalez has gone smoothly this past year. Services have continued without problem or change. Mr. Gonzalez has done a fine job.

t:\lynn\2013 annual evaluations\purchasing agency survey mv.docx

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?
   - ☐ Yes
   - √ No

2) How often do you use transportation?
   - ☐ Daily 7 Days/Week
   - √ 1-2 Times/Week
   - ☐ 3-5 Times/Week
   - ☐ Other

3) Have you ever been denied transportation services?
   - ☐ Yes
   - √ No If no, skip to question # 4

   A. How many times in the last 6 months have you been denied transportation services?
      - ☐ None If none, skip to question # 4
      - ☐ 1-2 Times
      - ☐ 3-5 Times
      - ☐ 6-10 Times

   B. What was the reason given for refusing you transportation services?
      - ☐ Ineligible
      - ☐ Lack of funds
      - ☐ Destination outside service area
      - ☐ Space not available
      - ☐ Other _____

4) What do you normally use the service for?
   - √ Medical
   - ☐ Education/Training/Day Care
   - ☐ Employment
   - ☐ Nutritional
   - ☐√ Life-Sustaining/Other

5) Do you have concerns with your transportation service?
   - ☐ Yes. If yes, please state or choose problem from below
      - ☐ Advance notice
      - ☐ Pick up times not convenient
      - ☐ Assistance
      - ☐ Service Area Limits
      - ☐ Drivers - specify
      - ☐ Vehicle condition
      - ☐ Cost
      - ☐ Late pick up-specify time of wait
      - ☐ Accessibility
      - ☐ Late return pick up - length of wait
      - ☐ Reservations - specify length of wait
      - ☐ Other _____
   - √ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
   __8_____

Additional Comments: __None._____

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?
   - ☐ Yes
   - √ No

2) How often do you use transportation?
   - ☐ Daily 7 Days/Week
   - ☐ 1-2 Times/Week
   - ☐ 3-5 Times/Week
   - √ Other

3) Have you ever been denied transportation services?
   - ☐ Yes
   - √ No If no, skip to question # 4

   A. How many times in the last 6 months have you been denied transportation services?
      - ☐· None If none, skip to question # 4
      - ☐· 1-2 Times
      - ☐· 3-5 Times
      - ☐ 6-10 Times

   B. What was the reason given for refusing you transportation services?
      - ☐· Ineligible
      - ☐· Lack of funds
      - ☐· Destination outside service area
      - ☐· Space not available
      - ☐· Other _____

4) What do you normally use the service for?
   - √· Medical
   - ☐· Education/Training/Day Care
   - ☐· Employment
   - ☐· Nutritional
   - √· Life-Sustaining/Other

5) Do you have concerns with your transportation service?
   - ☐· Yes. If yes, please state or choose problem from below
      - ☐· Advance notice
      - ☐· Pick up times not convenient
      - ☐· Assistance
      - ☐· Service Area Limits
      - ☐· Drivers - specify
      - ☐· Vehicle condition
      - ☐· Cost
      - ☐· Late pick up-specify time of wait
      - ☐· Accessibility
      - ☐· Late return pick up - length of wait
      - ☐· Reservations - specify length of wait
      - ☐ Other _____
   - √· No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
   __9_____

Additional Comments: Pleased with service.

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?
   - ☐ Yes
   - √ No

2) How often do you use transportation?
   - ☐ Daily 7 Days/Week
   - √ 1-2 Times/Week
   - ☐ 3-5 Times/Week
   - ☐ Other

3) Have you ever been denied transportation services?
   - ☐ Yes
   - √ No If no, skip to question # 4

   A. How many times in the last 6 months have you been denied transportation services?
      - ☐ None If none, skip to question # 4
      - ☐ 1-2 Times
      - ☐ 3-5 Times
      - ☐ 6-10 Times

   B. What was the reason given for refusing you transportation services?
      - ☐ Ineligible
      - ☐ Lack of funds
      - ☐ Destination outside service area
      - ☐ Space not available
      - ☐ Other _____

4) What do you normally use the service for?
   - √ Medical
   - ☐ Education/Training/Day Care
   - ☐ Employment
   - ☐ Nutritional
   - ☐ Life-Sustaining/Other

5) Do you have concerns with your transportation service?
   - ☐ Yes. If yes, please state or choose problem from below
      - ☐ Advance notice
      - ☐ Pick up times not convenient
      - ☐ Assistance
      - ☐ Service Area Limits
      - ☐ Drivers - specify
      - ☐ Vehicle condition
      - ☐ Cost
      - ☐ Late pick up-specify time of wait
      - ☐ Accessibility
      - ☐ Late return pick up - length of wait
      - ☐ Reservations - specify length of wait
      - ☐ Other _____
   - √ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
   __9_____

Additional Comments: Excellent drivers

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?
   - ☐ Yes
   - √ No

2) How often do you use transportation?
   - ☐ Daily 7 Days/Week
   - √ 1-2 Times/Week
   - ☐ 3-5 Times/Week
   - ☐ Other

3) Have you ever been denied transportation services?
   - ☐ Yes
   - √ No If no, skip to question # 4

   A. How many times in the last 6 months have you been denied transportation services?
      - ☐ None If none, skip to question # 4
      - ☐ 1-2 Times
      - ☐ 3-5 Times
      - ☐ 6-10 Times

   B. What was the reason given for refusing you transportation services?
      - ☐ Ineligible
      - ☐ Lack of funds
      - ☐ Destination outside service area
      - ☐ Space not available
      - ☐ Other _____

4) What do you normally use the service for?
   - ☐ Medical
   - ☐ Education/Training/Day Care
   - ☐ Employment
   - ☐ Nutritional
   - √ Life-Sustaining/Other

5) Do you have concerns with your transportation service?
   - ☐ Yes. If yes, please state or choose problem from below
      - ☐ Advance notice
      - ☐ Pick up times not convenient
      - ☐ Assistance
      - ☐ Service Area Limits
      - ☐ Drivers - specify
      - ☐ Vehicle condition
      - ☐ Cost
      - ☐ Late pick up-specify time of wait
      - ☐ Accessibility
      - ☐ Late return pick up - length of wait
      - ☐ Reservations - specify length of wait
      - ☐ Other _____
   - √ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
   __8_____

Additional Comments: __None_____

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?
   - ☐ Yes
   - √ No

2) How often do you use transportation?
   - ☐ Daily 7 Days/Week
   - ☐ 1-2 Times/Week
   - √ 3-5 Times/Week
   - ☐ Other

3) Have you ever been denied transportation services?
   - ☐ Yes
   - √ No If no, skip to question # 4

   A. How many times in the last 6 months have you been denied transportation services?
      - ☐ None If none, skip to question # 4
      - ☐ 1-2 Times
      - ☐ 3-5 Times
      - ☐ 6-10 Times

   B. What was the reason given for refusing you transportation services?
      - ☐ Ineligible
      - ☐ Lack of funds
      - ☐ Destination outside service area
      - ☐ Space not available
      - ☐ Other _____

4) What do you normally use the service for?
   - √ Medical
   - ☐ Education/Training/Day Care
   - ☐ Employment
   - ☐ Nutritional
   - ☐ Life-Sustaining/Other

5) Do you have concerns with your transportation service?
   - ☐ Yes. If yes, please state or choose problem from below
      - ☐ Advance notice
      - ☐ Pick up times not convenient
      - ☐ Assistance
      - ☐ Service Area Limits
      - ☐ Drivers - specify
      - ☐ Vehicle condition
      - ☐ Cost
      - ☐ Late pick up-specify time of wait
      - ☐ Accessibility
      - ☐ Late return pick up - length of wait
      - ☐ Reservations - specify length of wait
      - ☐ Other _____
   - √ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
   __9_____

Additional Comments: None

PASSENGER SURVEY

1) Where you charged an amount in addition to the passenger fare?
   - ☐ Yes
   - √ No

2) How often do you use transportation?
   - ☐ Daily 7 Days/Week
   - √ 1-2 Times/Week
   - ☐ 3-5 Times/Week
   - ☐ Other

3) Have you ever been denied transportation services?
   - ☐ Yes
   - √ No If no, skip to question # 4

   A. How many times in the last 6 months have you been denied transportation services?
      - ☐ None If none, skip to question # 4
      - ☐ 1-2 Times
      - ☐ 3-5 Times
      - ☐ 6-10 Times

   B. What was the reason given for refusing you transportation services?
      - ☐ Ineligible
      - ☐ Lack of funds
      - ☐ Destination outside service area
      - ☐ Space not available
      - ☐ Other _____

4) What do you normally use the service for?
   - √ Medical
   - ☐ Education/Training/Day Care
   - ☐ Employment
   - ☐ Nutritional
   - ☐ Life-Sustaining/Other

5) Do you have concerns with your transportation service?
   - ☐ Yes. If yes, please state or choose problem from below
      - ☐ Advance notice
      - ☐ Pick up times not convenient
      - ☐ Assistance
      - ☐ Service Area Limits
      - ☐ Drivers - specify
      - ☐ Vehicle condition
      - ☐ Cost
      - ☐ Late pick up-specify time of wait
      - ☐ Accessibility
      - ☐ Late return pick up - length of wait
      - ☐ Reservations - specify length of wait
      - ☐ Other _____
   - √ No. If no, skip to question # 6

6) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
   __8_____

Additional Comments: Good service

LEVEL OF COST

Insert Cost page from the AOR.

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: **Alachua**		Fiscal Year: **July 1, 2012 - June 30, 2013**	
Status: Submitted to FLCTD			
FLCTD Status: Returned			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	**Community Transportation Coordinator**	**Coordination Contractor**	**TOTAL EXPENSES**
Labor (501):	$1,454,781.00	$0.00	$1,454,781.00
Fringe Benefits (502):	$29,611.00	$0.00	$29,611.00
Services (503):	$40,565.00	$0.00	$40,565.00
Materials and Supplies Cons. (504):	$701,493.00	$0.00	$701,493.00
Utilities (505):	$46,658.00	$0.00	$46,658.00
Casualty and Liability (506):	$255,625.00	$0.00	$255,625.00
Taxes (507):	$2,508.00	$0.00	$2,508.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	$0.00	$0.00	$0.00
School Bus Expenses:	$0.00	$0.00	$0.00
Other:	$37,795.00	$0.00	$37,795.00
Miscellaneous (509):	$68,418.00	$0.00	$68,418.00
Interest (511):	$22,443.00	$0.00	$22,443.00
Leases and Rentals (512):	$109,851.00	$0.00	$109,851.00
Annual Depreciation (513):	$21,024.00	$0.00	$21,024.00
Contributed Services (530):	$0.00	$0.00	$0.00
Allocated Indirect Expenses:	$226,560.00	$0.00	$226,560.00
GRAND TOTAL:	$3,017,332.00	$0.00	$3,017,332.00

LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	0	0
Private For-Profit	12	0
Public Transit Agency	1	0
Total	3	2

2. How many of the operators are coordination contractors?_____0_____

3. Does the Community Transportation Coordinator have a competitive procurement process?
   □ Yes
   √ No

4. What methods have been used in selection of the transportation operators? Not applicable.

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

LEVEL OF COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

MV Transportation, Inc. determines passenger eligibility.

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 Transportation, Inc. to schedule all trips.

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

MV Transportation, Inc. handles all trip reservations.

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

MV Transportation, Inc. handles all trip allocations.

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

MV Transportation, Inc. schedules all trips.

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

Not applicable.

North Central Florida Regional Planning Council

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II.B.

November 26, 2013

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Rural Area Capital Assistance Program Grant Application

RECOMMENDATION

Approve MV Transportation's application for Rural Capital Assistance Program Grant funds.

BACKGROUND

The Rural Area Capital Assistance Program is administered by the Florida Commission for the Transportation Disadvantaged. Grant funds awarded by this program can be used to address capital transportation needs in rural areas of the State. Eligible applicants are designated Community Transportation Coordinators.

Attached is MV Transportation's application for Rural Area Capital Assistance Program Grant funds. Also, attached are the tentative grant awards approved by the Florida Commission for the Transportation Disadvantaged.

If you have any questions concerning this grant application, please do not hesitate to contact me.

Attachments

t:\lynn\td13\alachua\memos\rcag.docx

EXHIBIT A

Commission for the Transportation Disadvantaged Grant Application Information Form for the Shirley Conroy Rural Area Capital Assistance Program Grant

1. DATE SUBMITTED: September 13, 2013
2. LEGAL NAME OF APPLICANT: MV Transporation, Inc
3. FEDERAL IDENTIFICATION NUMBER: 11-3706363
4. REMITTANCE ADDRESS: 3713 SW 42nd Ave Suite #3
5. CITY AND STATE: Gainesville, FL ZIP CODE: 32608
6. CONTACT PERSON FOR THIS GRANT: Kelly Gonzalez, General Manager
7. PHONE NUMBER: (352) 375-2784 FAX NUMBER: (352)378-6117
8. E-MAIL ADDRESS: egriffin@mvtransit.com
9. PROJECT LOCATION [County(ies)]: Alachua
10. PROPOSED START DATE: July 1, 2013 ENDING DATE: June 30, 2014
11. ESTIMATED PROJECT FUNDING REQUESTED:

    Grant Funds $ 115,776.00

    Local $ **12,864.00**

    TOTAL $ 128,640.00

12. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

Edward I. Griffin

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE

SIGNATURE OF AUTHORIZED REPRESENTATIVE

9-13-2013

DATE

13. **Local Coordinating Board Approval**

I hereby certify that this grant has been reviewed in its entirety by the

Alachua County Coordinating Board.

TODD N. CHASE

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

9/16/13

DATE

EXHIBIT B

PROPOSED PROJECT FUNDING

I. Project Description and Cost

Capital equipment - **Prioritize based on need.**
If vehicle, specify type of vehicle and fuel type
(gas, diesel, alternative)

1. (1) 23' 12-2 Ford Cut-away gas type vehicle $64,320
2. (2) 23' 12-2 Ford Cut-away gas type vehicle $64,320
3. $

Total Project Cost $128,640.00

II. Funding Participation

A.	Transportation Disadvantaged Trust Funds	(90%)	$115,776.00
B.	Local Match	(10%)	$12,864.00
C.	**Total Project Cost**		**$128,640.00**

EXHIBIT C

SCOPE

Who:
Grant funds would be used to serve transportation disadvantaged individuals residing in the rural areas of Alachua County. In analysis of the population of rural Alachua County outside of Gainesville, over 11,000 are over the age of 65, and will require transportation to Major Trip Generators and Attractors.

What:
This request is for the purchase of two (2) 25' cut-away type vehicles to be used to replace vehicles in the existing vehicle fleet that are scheduled for replacement in 2012 and 2013. Based on current and continuing average annual mileage, these vehicles will have exceeded useful life standards. Exhibit E shows the current vehicle inventory, with the vehicles identified for replacement.

Where:
MV Transportation has been the Community Transportation Coordinator in Alachua County since 2003. Over the years we have established an exemplary effort of coordinating services with the multiple stakeholders in the system to promote cost-effective service. Through our partnerships with Alachua County and the Regional Transit Sytem (RTS) we have incorporated grant vehicles into the system to serve all stakeholders. We have applied annually for the Shirley Conroy grant and have used these vehicles to serve passengers in the rural areas of the County.

When:
MV Transportation will begin the process of purchasing the vehicles based on specifications as outlined in the Florida Vehicle Procurement Program as soon as the award notification is received from the Florida Commission for the Transportation Disadvantaged.

How:
These vehicles will increase the capacity that is currently used on the service. Currently riders are able to connect to the RTS bus system and also provide accessible to common shopping areas. The local match will be provided by MV Transportation. The vehicles will be operated by MV Transportation.

Why:
MV Transportation will improve productivity and increase system efficiency by adding larger capacity ADA accessible vehicles to replace existing fleet and accommodate new service demands.

Providing transportation service in rural areas of Alachua County involves long trip lenghts and many unpaved roads. The maintenance costs for vehicles is higher for rural transportation and

the average vehicle life is shorter. Providing replacement vehicles and providing vehicles for enhanced service for rural residents will greatly benefit our passengers. Thank you for your consideration in receiving a portion of the Rural Area Capital Assistance Grant funds.

MV Transportation, Inc.

360 Campus Lane, Suite 201
Fairfield, CA 94534
Phone: (712) 764-3779
Facsimile: (707) 646-7947
contracts@mvtransit.com

AUTHORIZING RESOLUTION

RESOLUTION of the BOARD OF DIRECTORS of MV Contract Transportation, Inc. (Applicant), hereinafter BOARD, hereby authorizes the filing of a Transportation Disadvantaged Trust Fund Grant Application with the Florida Commission for the Transportation Disadvantaged.

WHEREAS, this BOARD has the authority to file a Transportation Disadvantaged Trust Fund Grant Application and to undertake a transportation disadvantaged service project as authorized by Section 427.0159, Florida Statutes, and Rule 41-2, Florida Administrative Code.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD THAT:

1. The BOARD has the authority to file this grant application.

2. The BOARD authorizes Edward Griffin to file and execute the application on behalf of MV Contract Transportation, Inc. with the Florida Commission for the Transportation Disadvantaged.

3. The BOARD'S Registered Agent in Florida is CT Corporation System
The Registered Agents address is: 1200 South Pine Island Road, Plantation, Florida 33324

4. The BOARD authorizes Edward Griffin to sign any and all agreements or contracts which are required in connection with the application.

5. The BOARD authorizes Edward Griffin to sign any and all assurances, reimbursement invoices, warranties, certifications and any other documents which may be required in connection with the application or subsequent agreements.

DULY PASSED AND ADOPTED THIS 28th DAY OF May, 2009

BOARD OF MV Contract Transportation, Inc.

Jon Monson
Chairperson

SONJA E. FRY
Comm# DD0700363
Expires 8/1/2011
Florida Notary Assn., Inc

Signature of Chairperson

ATTEST: Sonja E. Fry (personally known)
Signature

The Standard of Excellence Since 1976

EXHIBIT E

STANDARD ASSURANCES

The recipient hereby assures and certifies that:

(1) The recipient will comply with the federal, state, and local statutes, regulations, executive orders, and administrative requirements which relate to discrimination on the basis of race, color, creed, religion, sex, age, and handicap with respect to employment, service provision, and procurement.

(2) Public and private for-profit, transit and paratransit operators have been or will be afforded a fair and timely opportunity by the local recipient to participate to the maximum extent feasible in the planning and provision of the proposed transportation planning services.

(3) The recipient has the requisite fiscal, managerial, and legal capacity to carry out the Transportation Disadvantaged Program and to receive and disburse State funds.

(4) The recipient intends to accomplish all tasks as identified in this grant application.

(5) Transportation Disadvantaged Trust Funds will not be used to supplant or replace existing federal, state, or local government funds.

(6) All project equipment or vehicles shall meet or exceed the applicable criteria set forth in the Florida Department of Transportation's Guidelines for Acquiring Vehicles on file with the Commission on July 1, 2000 or criteria set forth by any other federal, state, or local government agency.

(7) Capital equipment purchased through this grant shall comply with the competitive procurement requirements of Chapter 287 and Chapter 427, Florida Statutes.

(8) If capital equipment is purchased through this grant, the demand response service offered to individuals with disabilities, including individuals who use wheelchairs, is equivalent to the level and quality of service offered to individuals without disabilities. Such service, when viewed in its entirety, is provided in the most integrated setting feasible and is equivalent with respect to:

(a) response time,
(b) fares,
(c) geographic service area,
(d) hours and days of service,
(e) restrictions on trip purpose,

(f) availability of information and reservation capability, and
(g) contracts on capacity or service availability.

In accordance with 49 CFR Part 37, public entities operating demand response systems for the general public which receive financial assistance under 49 U.S.C. 5310 or 5311 of the Federal Transit Administration (FTA) have filed a certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds have also filed a certification with the appropriate program office. Such public entities receiving FTA funds under any other section of the FTA have filed a certification with the appropriate FTA regional office.

This certification is valid for no longer than the contract period for which the grant application is filed.

Date: 9-13-2013 Signature: _____

Name: Edward I. Griffin

Title: Vice President

Division 65 Vehicles												
Vehicle #	Description	VIN#	Capacity / Fuel Type	Capacity (Pass/WC)	Status	Owner	Lic Plate	Body Manufacturer	Age of Vehicle	Mileage	New Engine Date	New Transmission Date
3720	2012 Ford E450	1FDFE4FS6CDB04660	UNLEADED	12/2	ACTIVE	MV	T545651	Champion	0.8	43,391		
3716	2012 Ford E450	1FDFE4FS5CDA02721	UNLEADED	12/2	ACTIVE	Client	ARP5164	Goshen	0.8	83,125		
3715	2012 Ford E450	1FDFE4FS8CDA02714	UNLEADED	12/2	ACTIVE	Client	ARP5144	Goshen	0.8	68,951		
3675	2011 Chevy 3500	1GB3G2BG8B1144718	8/2 Unleaded	8/2	ACTIVE	Client	XB0710	Goshen	1.8	88,112		
3674	2011 Chevy 3500	1GB3G2BG8B1143021	8/2 Unleaded	8/2	ACTIVE	Client	YB0707	Goshen	1.8	117,604		
3673	2011 Chevy 3500	1GB3G2BG5B1146863	8/2 Unleaded	8/2	ACTIVE	Client	XB0712	Goshen	1.8	96,458		
3672	2011 Chevy 3500	1GB3G2BG8B114855	8/2 Unleaded	8/2	ACTIVE	Client	XB0712	Goshen	1.8	107,709		
3671	2011 Chevy 3500	1GB3G2BG1B1143510	8/2 Unleaded	8/2	ACTIVE	Client	XB0706	Goshen	1.8	92,901		
3626	2010 Chevy 3500	1GB6G2AG3A1160922	8/2 Unleaded	8/2	ACTIVE	Client	T-536847	Champion	2.8	128,211		
3625	2010 Chevy 3500	1GB6G2AG4A1161223	8/2 Unleaded	8/2	ACTIVE	Client	T-536846	Champion	2.8	119,174		
3624	2010 Chevy 3500	1GB3G2BG4B1111566	8/2 Unleaded	8/2	ACTIVE	Client	T-536844	Champion	2.8	151,338		
3623	2010 Chevy 3500	1GB6G2AG5A1160694	8/2 Unleaded	8/2	ACTIVE	Client	T-536845	Champion	2.8	129,107		
3618	2010 Chevy 3500	1GB6G2AG6A1147226	8/2 Unleaded	8/2	ACTIVE	Client	T-536821	Champion	2.8	196,133		
3164	2007 Chevrolet - 3500	1GBJG31U471134134	8/2 Unleaded	8/2	ACTIVE	MV	780HKE	Startrans	5.8	228,166		
3499	2009 Chev 3500 -3499	1GBJG31K391168177	8/2 Unleaded	8/2	ACTIVE	Client	T-536049	Champion	3.8	203,414		
3219	2010 Chevy 3500	1GBJG31K091173174	8/2 Unleaded	8/2	ACTIVE	Client	TC2641	Champion	2.8	134,502		
3218	2010 Chevy 3500	1GBJG31K091174171	8/2 Unleaded	8/2	ACTIVE	Client	TC2644	Champion	2.8	160,956		
3217	2010 Chevy 3500	1GBJG31K091174115	8/2 Unleaded	8/2	ACTIVE	Client	TC2645	Champion	2.8	167,616		
3216	2010 Chevy 3500	1GBJG31K591173722	8/2 Unleaded	8/2	ACTIVE	Client	TC2642	Champion	2.8	147,787		6/10/2013
3215	2010 Chevy 3500	1GBJG31K491171525	8/2 Unleaded	8/2	ACTIVE	Client	TC2640	Champion	2.8	149,001		
3214	2010 Chevy 3500	1GBJG31K491173520	8/2 Unleaded	8/2	ACTIVE	Client	TC2643	Champion	2.8	139,930		
3212	2007 Chev 3500 - 3212	1GBJG31U271145519	8/2 Unleaded	8/2	ACTIVE	Client	XA0550	Champion	5.8	276,686		6/10/2012
3211	2007 Chev 3500 - 3211	1GBJG31U871145380	8/2 Unleaded	8/2	ACTIVE	Client	XA0548 CITY	Champion	5.8	247,148		
3210	2007 Chev- 3210	1GBG31U071144357	8/2 Unleaded	8/2	ACTIVE	Client	Q988419	Champion	5.8	274,849	10/26/2013	10/1/2013
3208	2007 Chev- 3208	1GBJG31U171145012	8/2 Unleaded	8/2	ACTIVE	Client	Q988420	Champion	5.8	268,352		
3162	2006 Ford E350 - 3162	1FDWE35L56DA13732	8/2 Unleaded	8/2	ACTIVE	Client	J459433	Startrans	6.8	162,049		
3148	2006 Ford E350 - 3148	1FDWE35L36DA44295	8/2 Unleaded	8/2	ACTIVE	Client	242270	Champion	6.8	181,073		
3147	2007 Chevy 3500	1GBJG31U071144501	8/2 Unleaded	8/2	ACTIVE	Client	XA0546	Champion	5.8	176,810		
3146	2009 Chev 3500	1GBJG31K191142810	8/2 Unleaded	8/2	ACTIVE	Client	NA	Champion	3.8	192,044		8/5/2013
3145	2009 Chev 3500	1GBJG31K491143143	8/2 Unleaded	8/2	ACTIVE	Client	NA	Champion	3.8	157,880		
2906	2005 Ford E350 - 2906	1FDWE35L45HA19415	9 OR 3 UNLEADED	9 or 3	ACTIVE	MV	P3781L	TURTLE TOP	7.8	271,708		
2905	2005 Ford E350 - 2905	1FDWE35L45HA19414	9 OR 3 UNLEADED	9 or 3	ACTIVE	MV	P3791L	TURTLE TOP	7.8	317,654		
302	2003 Ford Braun - 20053	1FTSS34LX3HB72941	8/2 Unleaded	8/2	ACTIVE	MV	X92PLP	Braun	9.8	276,503		
300	2003 FORD E-350 - 2003	1FTSS34L13HB72939	8/2 UNLEADED	8/2	ACTIVE	MV	X87PLP	Braun	9.8	240,059		
214	2003 Ford E350 - 31053	1FTSS34L53HA67675	7/2 UNLEADED	7/2	ACTIVE	MV	X85PLP	Braun	9.8	274,177		
209	2003 Ford Braun - 20133	1FBSS31L23HA77511	10/2 Unleaded	10/2	ACTIVE	MV	X00PLQ	Braun	9.8	246,328		
204	2003 Ford Braun - 20083	1FBSS31L93HA77506	10/2 Unleaded	10/2	ACTIVE	MV	X94PLP	Braun	9.8	248,156		
203	2003 Ford Braun - 20073	1FBSS31L63HA74353	8/2 Unleaded	8/2	ACTIVE	MV	X82PLP	Braun	9.8	262,090		
201	2003 Ford Braun - 20043	1FTSS34L83HB72940	8/2 Unleaded	8/2	ACTIVE	MV	X93PLP	Braun	9.8	265,546		
53	2003 Ford - 53	1FDXE45S33HA62298	14/2 Unleaded	14/2	ACTIVE	MV	R346CQ	Champion	9.8	334,229		
3721	2012 Ford E450	1FDFE4FS9DDA92974	14/2 Unleaded	14/2	ACTIVE	MV	CB5166	Champion	0.8	5,585		

ORDER FORM – PAGE ONE

CONTRACT # TRIPS-11-CA-TP

ORDER FORM FOR CHAMPION CUTAWAY TRANSIT VEHICLES

CREATIVE BUS, INC.

AGENCY NAME: MV Transportation DATE: _____

PURCHASE ORDER NUMBER: _____

CONTACT PERSON: _____
(Name, Telephone Number and Email Address)

December 2012

Item					Unit Cost	Quantity	Total Cost
Base Vehicle Type							
Chevrolet	12300 GVWR	21'	6.0 Gas		$ 56,644		
Ford	12500 GVWR	21'	5.4 Gas		$ 58,209		
Chevrolet	14200 GVWR	23'	6.0 Gas		$ 58,970		
			25' Option	*add*	$3,400		
Ford	14500 GVWR	23'	6.8 V10 Gas		$ 58,390	1	58340
			25' Option	*add*	$2,483		
Ford	18000 GVWR	25'	6.8 V10 Gas		$ 73,217		
			27' Option	*add*	$696		
International	19500 GVWR	25'	MF 7 Diesel		$ 88,931		
			27' Option	*add*	$1,361		
			29' Option	*add*	$4,841		
Ford	19500 GVWR	29'	6.8 V10 Gas		$ 76,491		
International	23500 GVWR	31'	MF 7 Diesel		$ 111,908		
			33' Option	*add*	$1,664		
Freightliner	26000 GVWR	31'	6.7 ISB Diesel		$ 115,886		
			33' Option	*add*	$1,664		
			35' Option	*add*	$3,815		
			38' Option	*add*	$5,292		
International	26000 GVWR	35'	MF 7 Diesel		$ 121,617		
			38' Option	*add*	$2,132		
Paint Scheme Choices							
Scheme #1					$600		
Scheme #2					$600		
Scheme #3					$600		
Base Seating (Freedman)							
Standard Seat *(per person)*					$140	12	1680
Foldaway Seat *(per person)*					$290		
Children's Seat *(per person)*					$550		
Securement Systems							
Q'Straint QRTMAX securement *(per position)*					$475	2	950
Sure-Lok Titan securement *(per position)*					$625		
Seat belt extensions *(2-sets standard)*					$20		
PAGE ONE SUB-TOTAL					---	---	61020

ORDER FORM – PAGE TWO
CONTRACT # TRIPS-11-CA-TP
ORDER FORM FOR CHAMPION CUTAWAY TRANSIT VEHICLES
CREATIVE BUS, INC.

December 2012

Item	Unit Cost	Qty	Total Cost
Side Wheelchair Lift Choices			
Braun Model NCL919IB-2 (or latest)	$3,300	1	3300
~~Maxon Model WL BA3353 (or latest)~~	~~$3,700~~		
Ricon Model S5510 (or latest)	$3,300		
Rear Wheelchair Lift Choices			
Ricon Klear-View lift **(prior approval from FDOT required)**	$3,500		
Braun model NVL917IB lift **(prior approval from FDOT required)**	$3,300		
Ricon Model 1000 LB	$3,550		
Braun Model 1000 LB	$3,550		
Optional Engines			
Diesel engine meeting current EPA requirements			
12300, 14200 Chevy diesel option 6.6 Duramax	$11,492		
F550 Ford diesel option 6.7 Power Stroke	$6,380		
International and Freightliner Eaton Hybrid Drive Option	$59,000		
Compressed Natural Gas (CNG) Engine meeting current EPA requirements Size:_____Make:_____Manufacturer:_BAF	———		
Ford 14,500 GVWR Chassis 3 Tank CNG (29GGE) by GAS	$25,000		
Ford 14,500 GVWR Chassis 4 Tank CNG (39GGE) by GAS	$28,000		
Ford 14,500 GVWR Chassis 2 Tank Propane (+41GGE) Roush	$17,000		
Chevrolet 14,200 GVWR Chassis 3 Tank CNG (29GGE) by GAS	$25,000		
Chevrolet 14,200 GVWR Chassis 4 Tank CNG (39GGE) by GAS	$28,000		
Ford F Series 16,500 and 19,500 GVWR Chassis 4 Tank CNG (54GGE) by GAS	$29,500		
Aluminum wheels (Excluding Chevrolet)	$1,100		
Stainless steel wheel liners / inserts, front and rear wheels	$235		
Seating			
Freedman Featherweight High Back standard seats (per seat)	$155		
Dimensions vinyl line of coated transit bus seating fabric with antimicrobial Nanocide	$25		
Upgrade interior side wall panels with Nanocide	$1,200		
USSC Evolution G2E with pedestal	$1,300		
Freedman Sport Driver seat with Relaxor	$465		
Stretcher Securement System	$1,100		
Replacement Stretcher bed (only)	$4,400		
PAGE TWO SUB-TOTAL	—	—	3300

ORDER FORM – PAGE THREE

CONTRACT # TRIPS-11-CA-TP

ORDER FORM FOR CHAMPION CUTAWAY TRANSIT VEHICLES

CREATIVE BUS, INC.

December 2012

Item	Unit Cost	Qty	Total Cost
Fire Suppression			
Amerex Small Vehicle System automatic fire suppression powder system	Add $1,827		
Kidde Automatic Fire Detection and Suppression System	Add $627		
Route/Head Signs			
Transign manually operated roller curtain type sign (Plus $22 per destination)	$990		
TwinVision *"Elyse"* software electronic destination system	$6,625		
TwinVision *"Mobi-Lite"* electronic destination sign	$3,600		
Transign "Vista Star" electronic destination sign	$3,500		
Transign LLC 2-digit Block / Run Number box unit	$320		
Transign LLC3-digit Block / Run Number box unit	$325		
Transign LLC passenger ***"STOP REQUESTED"*** sign	$200		
Camera Systems			
SEON 2 camera security system	$1,781		
REI 2 camera security system	$1,783		
Gatekeeper 2 camera security system	$2,140		
AngelTrax 2 camera security system	$2,254		
Apollo 2 camera security system	$2,067		
247 2 camera security system	$1,567		
Price for single replacement camera	$275		
Other Options Available			
Altro Transflor slip resistant vinyl flooring	$625		
Driver Safety Partition	$125		
Bentec Powder-Coated handrails and stanchions *(provide standard colors)*	$245		
Exterior remote controlled mirrors	$725		
Romeo Rim HELP rear bumper (w/o HawKEye)	$605		
HawKEye Reverse Assistance System	$415		
PAGE THREE SUB-TOTAL	----	----	-0-

ORDER FORM – PAGE FOUR

CONTRACT # TRIPS-11-CA-TP

ORDER FORM FOR CHAMPION CUTAWAY TRANSIT VEHICLES

CREATIVE BUS, INC.

December 2012

Reverse camera and monitor backing system: *Manufacturer* REI	$350		
Air purification system	$2,200		
"Mentor Ranger" in vehicle computer	$4,800		
REI Public Address System	$330		
Upgrade the standard vehicle AM/FM Radio	$100		
Hybrid drive for International and Freightliner	$59,000		
Alternative Body Style (12,300 chassis only)	$2,000		
FRP Interior	$550		
Radio Prep	$55		
Delete Radio	($100)		
~~Low Floor Option~~			
~~Base 14200 GVWR Chevrolet Chassis to Low Floor model~~	~~$42,000~~	Not	Available
~~Base 14500 GVWR Ford Chassis to Low Floor model~~	~~$42,000~~	Not	Available
~~Base 19500 GVWR International Chassis to Low Floor model~~	~~$42,000~~	Not	Available
PAGE FOUR SUB-TOTAL *(sub-total of fourth page)*			-0-
PAGE THREE SUB-TOTAL *(sub-total of third page)*			-0-
PAGE TWO SUB-TOTAL *(sub-total of second page)*			3300
PAGE ONE SUB-TOTAL *(sub-total of first page)*			61020
GRAND TOTAL *(sum of pages 1, 2, 3, and 4 sub-totals)*			64320

CHOICES FORM

CONTRACT # TRIPS-11-CA-TP

ORDER FORM FOR CHAMPION CUTAWAY TRANSIT VEHICLES

CREATIVE BUS, INC.

SEATING AND FLOORING CHOICES

Seating Colors:	(circle one)	Blue	Gray	Beige	
Flooring Colors:	(circle one)	Blue	Gray	Beige	Black
Paint Scheme:	(circle one)	#1	#2	#3	Other None

Paint Schemes Note: If an agency requires a paint and lettering scheme that is NOT GENERALLY covered by one of those listed above, they may make separate arrangements either with the manufacturer or a local vendor to provide these services. Agencies will select colors (2) for background and stripes when orders are placed. All paint scheme pricing shall reflect white base coat.

Upholstery Information-Vinyl Colors Available:

BLUE CMI VINYL - Center insert of seat to be MEDALLION KEOPS AZUL BLUE INSERT, style VP-MEDLI-KEAZU; outside wrap and back of seat to be solid MEDALLION MORRENO TROPICAN AZUL, style VP-MEDMO-TRAZU.

BEIGE CMI VINYL - Center insert of seat to be MEDALLION KEOPS VERDE TAN INSERT, style VP-MEDLI-KEVER; outside wrap and back of seat to be solid, MEDALLION DOCCA SAND BEIGE, style VP-MEDLI-DOSNB.

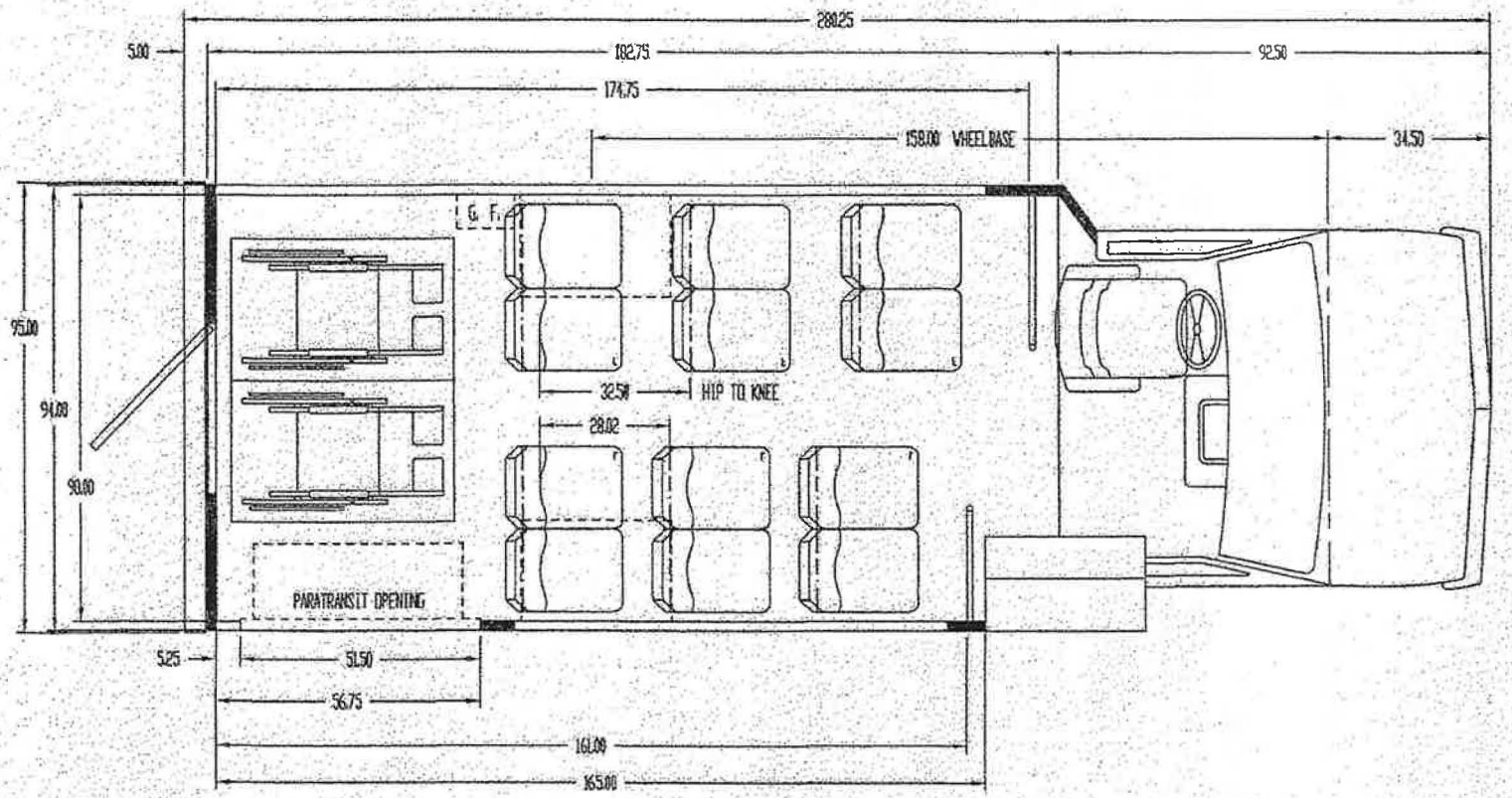
GREY CMI VINYL - Center insert of seat to be MEDALLION KEOPS VERDE TAN INSERT, style VP-MEDLI-KEVER; outside wrap and back of seat to be solid, MEDALLION MORRENO TROPICAN GREY, style VP-MEDMO-TRGRY.

WHEELCHAIR LIFT CHOICE

Wheelchair Lift:	(circle one)	Braun	Ricon	Maxon

SECUREMENT RETRACTOR CHOICE

W/C Securement:	(circle one)	Sure-Lok Titan	Q'Straint QRTMAX



CB021911 F DOT

REV	DATE	ECN	DESC. OF CHANGES	BY	APP'D

PART NO. CB021911

CHAMPION BUS INC.
a THOR company

ECN # N/A

DO NOT SCALE

MATERIAL: FREEMAN SEATS - MID HIGHFEATHERWEIGHT

TOLERANCES UNLESS OTHERWISE NOTED
.XX = .03
.XXX = .020
X° = 1°

DRAWN BY: S FINDLEY
DATE: 11/29/11
CHK.
DATE:
SCALE:
APP'D
DATE:

PURCH./MFG.: MFG.

TITLE: FLOORPLAN CH-231 REAR LIFT
158" W/B
(12) PASSENGERS & (2) W/C'S

MODEL: CHALLENGER

State of Florida
Commission for the Transportation Disadvantaged
Commission Business Meeting

MEETING DATE: October 16, 2013

AGENDA ITEM:
VIII. 2013 Shirley Conroy Rural Area Capital Assistance Program Grant Award Recommendations

BACKGROUND INFORMATION:
The Department of Transportation authorizes a transfer of $1.4 million to the Transportation Disadvantaged Trust Fund in its 5-year work program. The purpose of the allocation is to assist rural areas with the purchase of capital equipment.

Grant Application packages were emailed to eligible applicants on August 23, 2013, with a deadline of September 20, 2013. The Shirley Conroy Rural Area Capital Assistance Program Grant Subcommittee met on October 10, 2013. In attendance were Commissioner Mike Willingham (via conference call); Agency Advisors Diane Harris and Erin Schepers; and Steve Holmes, Karen Somerset, and Sheri Powers from Commission staff. Twenty-six applications were submitted totaling over $2,000,000.00. The committee reviewed all capital equipment requests and the award recommendations are attached.

ATTACHMENTS:
2013 Shirley Conroy Rural Area Capital Equipment Support Grant Recommendations

EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:
Recommend that the Commission approve the Shirley Conroy Rural Area Capital Assistance Program Grant SubCommittee Report.

Steve Holmes
Executive Director
Date: October 16, 2013

ACTION TAKEN AT MEETING:

2013-14 Shirley Conroy Rural Area Capital Equipment Support Grant Summary

County	Applicant Name	Total Dollar Amount Requested	Total TD Dollar Amount (90%)	Capital Equipment Requested (Prioritized as listed)	Profit or Non-Profit	Staff Suggestion	TD Dollar Amount (90% or REDI)
Alachua	MV Transportation	$128,640.00	$115,776.00	Two 23' 12/2 Ford Cutaway Vehicles (REPLACEMENT)	For Profit	One Cutaway ($64,320)	$57,888.00
Baker	Baker Co COA	$7,780.00	$7,780.00	1) 15 Wheel Chair Racks $2,550 to mount outside of each vehicle 2) 2 Bike Racks for our two Shuttle Buses that transport workers from Baker to Duval Co. $950 3) 2 Replacement Computers with Dual Monitors (4) and four wireless headsets $4,280 (for dispatch and schedulers) Requesting waiver of match due to REDI	Non Profit	1) Wheel Chair Racks 2) 2 Bike Racks 3) two computers with dual monitors and four wireless headsets	$7,780.00
Bradford	Suwannee River Economic Council	$66,000.00	$59,400.00	One Small Cutaway Vehicle (REPLACEMENT)	Non Profit		$0.00
Calhoun	Calhoun Co Sr Citizens Assoc	$48,200.00	$43,380.00	1) 5 Computers with widescreen monitors, application software and 3 printers $11,500 2) Shop equipment incl parts washer, rim clamp tire changer, computer analizer software update and related equip $6,700 3) 12 Double Camera System with video recording features, GPS mapping, antenna, software and installation $24,000 4) 10 Tablets for drivers to use for their scheduling, mileage recording, GPS, used to eliminate paperwork $6,000	Non Profit	1) Five computers, monitors, standard software and 3 printers $11,500 3) 12 Dble Camera System $24,000 4) 10 tablets for drivers $6,000	$37,350.00
Clay	Clay Co COA	$201,100.00	$180,990.00	1) Two Standard Cutaway Chev 4500 Gas with two-way radio and signage $169,600 (REPLACEMENT) 2) One Ford Flex for longer-distance trips $31,500	Non Profit	One Cutaway $84,800	$76,320.00
Collier	Collier Co BOCC	$192,250.00	$173,025.00	Two Chevy 3500 Cutaway Vehicles with wheelchair lift, two-way radio and camera security system (REPLACEMENT)	Govt	One Cutaway w/ requested options $96,125	$86,512.00
Columbia/ Hamilton/ Suwannee	Suwannee Valley Transit Authority	$251,013.00	$251,013.00	1) Acquisition and setup of Trapeze Software and Mobile Data Terminals for 30 vehicles $166,727 2) Six 50" monitors for dispatch, 4 new computer towers with dual monitors needed as a result of Trapeze Software Acquisition $9,421 3) Generac 800 amp/100 kw generator and set up $52,500 Requesting waiver of match due to REDI	Govt	Trapeze Software, MDTs, 3 monitors, computer towers $176,148	$196,628.00
Dixie/Gilchrist	Suwannee River Economic Council	$66,000.00	$59,400.00	One small cutaway vehicle gasoline (REPLACEMENT)	Non Profit	One Cutaway	$59,400.00
Flagler	Flagler Co BOCC	$76,000.00	$76,000.00	24' Cutaway Vehicle Gas 14/2 (TRIPS-11-CA-FCCSC) (REPLACEMENT VEHICLE) Requesting waiver of match due to REDI	Govt	One Cutaway	$76,000.00

Gadsden/ Madison/ Jefferson/ Taylor	Big Bend Transit	$260,700.00	$234,630.00	Four 23' Cutaway Vehicles - Gasoline ($65,175 each) (REPLACEMENT)	Non Profit	Two Cutaways ($130,350)	$117,315.00
Franklin	Croom's Inc	$54,000.00	$54,000.00	1) One Computer Server, Tripmaster System software with vehicle Ipads (15), two workstations, laptop and projector and accounting software upgrade $45,000 2) Cellular telephone dock and lock kits for vehicles $4,000 3) Copier $5,000 Requesting Waiver of Match due to REDI	Non Profit	CTS Software, 2 work-stations with software and server/tower	$44,410.00
Glades/Hendry	Good Wheels	$244,839.00	$220,355.00	Three 23' Cutaway Vehicles - diesel (Revised project amounts. Application did not have correct totals)	For Profit	One Cutaway Vehicle ($81,613)	$146,904.00
Gulf	Gulf ARC	$36,000.00	$36,000.00	1) CTS Trip Master Enterprise Edition Software, Hardware, Installation and Training $35,000 2) Genisys Deluxe Diagnostic Scan Tool will allow diagnostics of vehicles 2010 and above - Software Update $1,000 Requesting waiver of match due to REDI	Non Profit	CTS Software Upgrade, Hardware, Installation & Training	$35,000.00
Hardee/ Highlands/ Okeechobee	Veolia Trans	$156,000.00	$140,400.00	Three small conversion wheelchair accessible vans or MV-1's ($52,000 Each) (REPLACEMENT)	For Profit	Two MV1 ($104,000)	$93,600.00
Jackson	Jtrans	$26,491.40	$26,491.40	One Ford Edge SEL FWD, Gasoline 4 ambulatory seats Requesting waiver of match due to REDI	Non Profit	One Ford Edge	$26,491.00
Lake	Lake Co BOCC	$136,962.00	$123,265.80	Two 23' Cutaway Vehicles with wheelchair lifts (REPLACEMENT)	Govt	One Cutaway ($68,481)	$61,633.00
Leon	City of Tall/ StarMetro	$206,449.00	$185,804.00	1) One 31' Cutaway Vehicle w/ wheelchair lift, camera security system, reverse assistance and two-way radio (Appears to be addition to fleet) $139,449 2) StarMetro Compatible Farebox $15,000 3) Mobile Data Terminal and required wiring $5,200 Appears to be addition to fleet	Govt		$0.00
Levy	Levy Co BOCC	$70,665.00	$63,598.50	One Cutaway 12/2 Vehicle with wheelchair lift and security camera, (REPLACEMENT)	Govt	One Cutaway with lift and security cam	$63,596.00
Liberty	Liberty Co BOCC	$30,000.00	$27,000.00	One SUV Chev Traverse with signage and equipment (addition to fleet)	Govt		$27,000.00
Marion	Marion Sr Svcs	$27,883.00	$25,095.00	1) Eight Replacement computers and updated software to be able to operate newer version of Windows $7,515 2) Noise reducing equipment in dispatch and reservation areas (cubicles) $20,368 - not eligible under this grant	Non Profit	Computers and software $7,515	$6,764.00
Martin	MTM, Inc.	$71,700.00	$64,530.00	1) Ford E350 Cutaway Vehicle 12,500 GVWR-Gasoline (REPLACEMENT) - $64,400 2) Two Smart Drive On-Board Camera Systems and monthly subscription fees (for 36 mos) - $7,300	For Profit	One Cutaway Vehicle & camera without mo subscription fees($68,100)	$61,290.00

Nassau	Nassau Co COA	$75,000.00	$67,500.00	One Cutaway (gasoline) Vehicle 23' 14 passengers, wheelchair lift with ability to transport 3 wheelchairs - REPLACEMENT VEHICLE	Non Profit		$67,500.00
Orange/ Osceola/ Seminole	LYNX	$59,783.80	$53,805.51	17 Mentor Ranger MDTs for 17 paratransit vehicles recently purchased (quoted $3197 but anticipating price to increase to $3517 each)	Govt	As many of the 17 MDTs that can be purchased	$30,189.00
Putnam	Ride Solution	$119,519.00	$107,567.10	1) Driving Simulator $25,000 2) Set of Rotary Mach 4 Lifts (18000 lbs) $38,600 3) RS18 Jack Stands $1,023 4) NW-980 MR Tire Changer/NW-953 Balancer $5,050 5) CEMB DWA 1000 XLT Truck Wheel Alignment System $15,195 6) OTC 10 Ton Lift Jack $3,852 7) TCB-HT1224 Booster Pack $1,499 8) Set of Rotary Mach 4 Lifts (13000 lbs) $29,300	Non Profit		$0.00
Sumter	Sumter Co BOCC	$2,700.12	$2,430.11	26 - 65 lb Child Safety Seats and 26- 30-100 lb booster seats including shipping and handling	Govt	Child safety and booster seats	$2,430.00
Wakulla	Wakulla Sr Svcs/ Wakulla Co Trans	$20,000.00	$18,000.00	1) Software to bring system up to date with CTS's Trip Master scheduling, dispatching, billing and reporting software $19,400 2) One Laptop $600	Non Profit	CTS Software upgrade and 1 laptop	$18,000.00
Total		$2,635,675.32	$2,417,236.42				$1,400,000.00
					Remaining funds:		$0.00

II.c.

North Central Florida Regional Planning Council

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November 26, 2013

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2012-2013 Annual Operations Report

RECOMMENDATION

Review the 2012-2013 Annual Operations Report.

BACKGROUND

MV Transportation is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is MV Transportation's 2012-2013 Annual Operations Report for Alachua County. If you have any questions concerning this report, please contact me at extension 110.

Attachment

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FLCTD
Annual Operations Report
Section I: Face Sheet

County: **Alachua**	Fiscal Year: **July 1, 2012 - June 30, 2013**
Status: Submitted to FLCTD	
Report Date:	09/06/2013
Period Covered:	July 1, 2012 - June 30, 2013
Coordinator's Name:	MV Transportation Inc
Address:	3713 SW 42nd St Suite 3
City:	Gainesville
Zip Code:	32608
Service Area:	Alachua
Contact Person:	Kelly Gonzalez
Title:	General Manager
Phone:	(352) 375 - 2784
Fax:	(352) 378 - 6117
Email:	kelly.gonzalez@mvtransit.com
Network Type:	Partial Brokerage
Organization Type:	Private For-Profit

CTC Certification:

I, Kelly Gonzalez, 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)
Kelly Gonzalez - 09/06/2013

LCB Statement:

I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Signature

_____

FLCTD
Annual Operations Report
Section II: General Info

County: **Alachua** Fiscal Year: **July 1, 2012 - June 30, 2013**

Status: Submitted to FLCTD

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 1

Number of Private For-Profits: 1

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 2

2. How many of the providers listed in 1 are coordination contractors?

0

FLCTD
Annual Operations Report
Section III: Passenger Trip Info

County: **Alachua**		Fiscal Year: **July 1, 2012 - June 30, 2013**	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	**Service Area**		
Fixed Route/Fixed Schedule	**Within**	**Outside**	**Total**
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	80263	0	80263
Non-Ambulatory	33819	0	33819
Stretcher	571	0	571
Other Services			
School Board Trips	0	0	0
Total Trips	114653	0	114653
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			3331
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			39424
Agency for Persons with Disabilities			0
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			17421
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			725
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	57082
Local Non-Government	1
Other Federal Programs	0
Total:	114653
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	20374
Disabled:	5561
Low Income and Disabled:	5943
Other:	0
Children	
Low Income:	10758
Disabled:	0
Low Income and Disabled:	567
Other:	0
Other	
Low Income:	22248
Disabled:	11729
Low Income and Disabled:	37473
Other:	0
Total:	114653
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	75618
Employment Purpose	17076
Education/Training/Daycare Purpose	1191
Nutritional Purpose	1583
Life-Sustaining/Other Purpose	19185
Total:	114653
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	2220

5b. Fixed Route	0
Total:	2220
6. Number of Unmet Trip Requests	0
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	11128
Passenger No-Shows by Funding Source (optional)	
CTD:	1078
AHCA:	4444
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	102
Other:	5504
8. Complaints	
Complaints by Service	15
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
Complaint Total:	15
9. Commendations	
Commendations by CTC	19

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	19

FLCTD
Annual Operations Report
Section IV: Vehicle Info

County: **Alachua**		Fiscal Year: **July 1, 2012 - June 30, 2013**	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		**Revenue Miles**
CTC:	1377805		1167655
Transportation Providers:	20779		18883
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	1398584		1186538
2. Roadcalls	53		
3. Accidents			
	Chargeable		**Non-Chargeable**
Total Accidents Person Only:	2		1
Total Accidents Vehicle Only:	2		6
Total Accidents Person & Vehicle:	0		0
Total Accidents:	4		7
Grand Total:	11		
4. Total Number of Vehicles	43		
		Count	**Percentage**
a. Total vehicles that are wheelchair accessible:		41	95.00%
b. Total vehicles that are stretcher equipped:		3	6.00%

FLCTD
Annual Operations Report
Section V: Employee Info

County: **Alachua**		Fiscal Year: **July 1, 2012 - June 30, 2013**	
Status: Submitted to FLCTD			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	46		95680
Part-Time Drivers	6		6240
Volunteer Drivers	0		0
		Total Hours:	101920
Maintenance Employees	3		
Dispatchers	4		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	2		
Other Operations Employees	2		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	5		
Total	71		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
		Total Hours:	0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	0		
Management Employees	0		
Total	0		
		TOTAL HOURS:	101920

FLCTD
Annual Operations Report
Section VI: Revenue Sources

County: **Alachua**		Fiscal Year: **July 1, 2012 - June 30, 2013**	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	**CTC and Transportation Providers**	**Coordination Contractors**	**TOTAL REVENUES**
Agency for Health Care Administration			
Medicaid Non-Emergency	$1,228,730.00	$0.00	$1,228,730.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	$0.00	$0.00	$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	$0.00	$0.00	$0.00
Developmental Services	$0.00	$0.00	$0.00
Other (specify)	$0.00	$0.00	$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	$0.00	$0.00	$0.00
Other (specify)	$0.00	$0.00	$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	$497,732.00	$0.00	$497,732.00

Non-Sponsored Cap. Equip.	$0.00	$0.00	$0.00
Rural Capital Equip.	$61,361.00	$0.00	$61,361.00
TD Other (specify)	$0.00	$0.00	$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	$0.00	$0.00	$0.00
Family Safety & Preservation	$0.00	$0.00	$0.00
Other (specify)	$0.00	$0.00	$0.00
Department of Community Affairs			
Community Services	$0.00	$0.00	$0.00
Other (specify)	$0.00	$0.00	$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	$0.00	$0.00	$0.00
Division of Blind Services	$0.00	$0.00	$0.00
Vocational Rehabilitation	$0.00	$0.00	$0.00
Day Care Programs	$0.00	$0.00	$0.00
Other (specify)	$0.00	$0.00	$0.00
Department of Elder Affairs			
Older Americans Act	$24,053.00	$0.00	$24,053.00
Community Care for the Elderly	$0.00	$0.00	$0.00
Other (specify)	$0.00	$0.00	$0.00
Department of Health			
Children's Medical Services	$0.00	$0.00	$0.00
Office of Disability Deter.	$0.00	$0.00	$0.00

County Public Health Unit	$0.00	$0.00	$0.00
Other (specify)	$0.00	$0.00	$0.00
Department of Juvenile Justice			
(specify)	$0.00	$0.00	$0.00
Department of Transportation			
49 USC 5307 (Section 9)	$0.00	$0.00	$0.00
49 USC 5310 (Section 16)	$0.00	$0.00	$0.00
49 USC 5311 (Section 18)	$0.00	$0.00	$0.00
490USC 5311(f) (Section 18i)	$0.00	$0.00	$0.00
Block Grant	$0.00	$0.00	$0.00
Service Development	$0.00	$0.00	$0.00
Commuter Assistance Program	$0.00	$0.00	$0.00
Other DOT (Specify)	$0.00	$0.00	$0.00
Local Government			
School Board Service	$0.00	$0.00	$0.00
Complementary ADA Service	$1,256,757.00	$0.00	$1,256,757.00
County Cash	$179,931.00	$0.00	$179,931.00
County In-Kind	$0.00	$0.00	$0.00
City Cash	$0.00	$0.00	$0.00
City In-Kind	$0.00	$0.00	$0.00
Other Cash (specify)5311 & 5317 Grants	$88,261.00	$0.00	$88,261.00
Other In-Kind (specify)	$0.00	$0.00	$0.00
Local Non-Government			

Farebox	$31,379.00	$0.00	$31,379.00
Donations, Contributions	$0.00	$0.00	$0.00
In-Kind Services	$0.00	$0.00	$0.00
Other Non-Government	$0.00	$0.00	$0.00
Other Federal or State Programs			
(specify)	$0.00	$0.00	$0.00
(specify)	$0.00	$0.00	$0.00
(specify)	$0.00	$0.00	$0.00
GRAND TOTAL:	$3,368,204.00	$0.00	$3,368,204.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: **Alachua**		Fiscal Year: **July 1, 2012 - June 30, 2013**	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	**Community Transportation Coordinator**	**Coordination Contractor**	**TOTAL EXPENSES**
Labor (501):	$1,454,781.00	$0.00	$1,454,781.00
Fringe Benefits (502):	$29,611.00	$0.00	$29,611.00
Services (503):	$40,565.00	$0.00	$40,565.00
Materials and Supplies Cons. (504):	$701,493.00	$0.00	$701,493.00
Utilities (505):	$46,658.00	$0.00	$46,658.00
Casualty and Liability (506):	$255,625.00	$0.00	$255,625.00
Taxes (507):	$2,508.00	$0.00	$2,508.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	$0.00	$0.00	$0.00
School Bus Expenses:	$0.00	$0.00	$0.00
Other:	$37,795.00	$0.00	$37,795.00
Miscellaneous (509):	$68,418.00	$0.00	$68,418.00
Interest (511):	$22,443.00	$0.00	$22,443.00
Leases and Rentals (512):	$109,851.00	$0.00	$109,851.00
Annual Depreciation (513):	$21,024.00	$0.00	$21,024.00
Contributed Services (530):	$0.00	$0.00	$0.00
Allocated Indirect Expenses:	$226,560.00	$0.00	$226,560.00
GRAND TOTAL:	$3,017,332.00	$0.00	$3,017,332.00

PERFORMANCE TRENDS
ALACHUA COUNTY, 2010 - 2012

PERFORMANCE STANDARD	MEASURE	2010	2011	2012	Percent Change (2011-2012)
TOTAL SERVICE	Total Passenger Trips	120,832	187,049	114,653	-63%
	Bus Passes	13,960	70,840	0	#DIV/0!
	Total Revenue Vehicle Miles	1,050,116	1,235,988	1,186,538	-4%
	Total Vehicle Miles	1,239,074	1,496,539	1,398,584	-7%
	Total Driver Hours	84,978	94,640	101,920	7%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.12	0.15	0.10	-57%
	Passenger Trips/Vehicle Mile	0.10	0.12	0.08	-52%
	Passenger Trips/Driver Hour	1.42	1.98	1.12	-76%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	$3,059,528	$3,344,035	$3,368,204	1%
	Total Expenses	$2,903,072	$3,209,787	$3,017,332	-6%
	Cost/Passenger Trip	$24.03	$17.16	$26.32	35%
	Cost/Vehicle Mile	$2.34	$2.14	$2.16	1%
	Cost/Revenue Vehicle Mile	$2.76	$2.60	$2.54	-2%
	Cost/Vehicle	$70,807	$76,424	$70,171	-9%
	Cost/Driver Hour	$34.16	$33.92	$29.60	-15%
VEHICLE UTILIZATION	Total Vehicles	41	42	43	2%
	Passenger Trips/Vehicle	2,947	4,454	2,666	-67%
	Total Vehicle Miles/Vehicle	30,221	35,632	32,525	-10%
	Total Revenue Vehicle Miles/Vehicle	25,613	29,428	27,594	-7%
	Revenue Vehicle Miles/Driver Hour	12	13	12	-12%
	Driver Hours/Vehicle	2,073	2,253	2,370	5%
SAFETY	Total Number of Accidents	27	12	11	-9%
	Accidents/100,000 Miles	2.18	0.80	0.79	-2%
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	14,577	29,931	26,388	-13%
	Roadcalls	85	50	53	6%
	Passenger No Shows	8,872	10,078	11,128	9%
	Number of Unmet Trip Requests	0	1574	0	#DIV/0!

Source: Annual Operations Reports

II.D.

North Central Florida Regional Planning Council

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November 26, 2013

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Florida's Managed Medical Assistance Program

RECOMMENDATION

For information only. No action is required.

BACKGROUND

Attached is the implementation plan for Florida's Managed Medical Assistance Program. Please do not hesitate to contact me if you have any questions concerning this matter.

Attachment

t:\lynn\td13\alachua\memos\medicaidimplplan.docx

Lynn Godfrey

From: Holmes, Steven [Steven.Holmes@dot.state.fl.us]
Sent: Wednesday, November 20, 2013 12:12 PM
To: Holmes, Steven
Subject: Transition to Managed Medical Assistance
Attachments: AHCA MMA Impl Plan.pdf

CTCs, STPs and Planners,

Attached is the Implementation Plan for the Managed Medical Assistance Program.

Page 5 has the Implementation Schedule. Regions 2, 3, and 4 begin implementation on May 1; Regions 5, 6 and 8 transitions on June 1; Regions 10 and 11 on July 1; and Regions 1, 7 and 9 on August 1. You can find the counties in each Region on page 6.

The Managed Medical Assistance Plans for each Region are in a chart on page 14. If you are interested in providing NEMT to the Managed Care Organizations in your Region, then you should contact them quickly. Networks are already being created.

Once the transition of NEMT from the Commission to Managed Care Organizations occur, the amount of the Medicaid contract between the Commission and the CTC/STPs will be reduced to an amount that will cover NEMT for PPEC and a small group Medicaid Beneficiaries who are not enrolled in a plan. We are still working with AHCA to get an estimate on the of people who may need NEMT and the budget to provide those services.

We'll keep you updated as we learn more information.

Steve Holmes
Executive Director
Florida Commission for the Transportation Disadvantaged
850 688-2953 (c)

Join us on Facebook and Twitter

Implementation Plan

Florida's Managed Medical Assistance Program

October 30, 2013

1115 Research and Demonstration Waiver

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Table of Contents

List of Tables

I. Executive Summary

This document summarizes the implementation schedule and key activities the Agency for Health Care Administration (the Agency) has undertaken or will undertake to implement the Managed Medical Assistance (MMA) program. The following is a brief overview of the waiver, program goals, overall objectives and consumer protections.

During implementation, the Agency will focus on four key objectives, with meeting these objectives constituting a successful rollout.

- First, the rollout in each region must preserve continuity of care. This entails, to the greatest extent possible, that recipients can keep their current primary care provider and their current prescriptions, and no recipient will have an ongoing course of treatment interrupted.
- Second, the plans in the rollout must have sufficient and accurate networks under contract and taking patients, so as to allow an informed choice of plans for recipients and the ability to make appointments.
- Third, the plans in the rollout must have the ability to pay providers fully and promptly to preclude any provider cash flow or payroll issues. This includes giving providers ample opportunity to learn and understand each plan's prior authorization procedures.
- Fourth, the Agency's choice counseling call center and website must be able to handle the volume of recipients engaged in plan choice at any one time.

A. Waiver Overview

Florida's Section 1115 Research and Demonstration Waiver, entitled "Managed Medical Assistance Waiver," (#11-W-00206/4), is designed to implement a new statewide managed care delivery system that will improve outcomes, improve consumer satisfaction, reduce and control costs and continue the Low Income Pool program. The MMA program will build upon the successful elements of the previous demonstration while incorporating stronger protections for consumers as well as higher standards and more significant positive and negative incentives for plans.

In addition, the following three statewide programs will transition January 1, 2014 under the authority of the MMA Waiver as they operate today and as specified in Special Term and Conditions #70 and #71 of the approved waiver.

- The Healthy Start Program;
- The Program for All Inclusive Care for Children; and
- The Comprehensive Hemophilia Management Program

The MMA program was established as a component of the Statewide Medicaid Managed Care program in Part IV of Chapter 409, Florida Statutes, by the Florida Legislature in 2011. The MMA program is guided by principles designed to improve coordination and patient care while fostering fiscal responsibility. The following paragraphs outline the MMA program goals, objectives and consumer protections. A detailed description of the MMA program is available on the Agency's Website: http://ahca.myflorida.com/smmc.

B. Goals and Objectives

1. Goals and Objectives: The goals of the MMA program are to improve outcomes through care coordination, patient engagement in their own health care, and maintaining fiscal responsibility. The Agency envisions a Medicaid program where all recipients will choose their MCO from a list of nationally accredited managed care plans with broad networks, expansive benefits packages, top quality scores, and high rate of customer satisfaction. The state's role has changed so that it is largely a purchaser of care, providing oversight focused on improving access and increasing quality of care. The overall program objectives are:

- Improving program performance, particularly improved scores on nationally recognized quality measures (such as HEDIS scores), through expanding key components of the Medicaid managed care program statewide and competitively procuring plans on a regional basis to stabilize plan participation and enhance continuity of care. A key objective of improved program performance is to increase patient satisfaction.
- Improving access to coordinated care by enrolling all Medicaid participants in managed care except those specifically exempted due to short-term eligibility, limited service eligibility, or institutional placement (other than nursing home care).
- Enhancing fiscal predictability and financial management by converting the purchase of Medicaid services to capitated, risk-adjusted payment systems. Strict financial oversight requirements are established for managed care organizations (MCOs) to improve fiscal integrity.

C. Consumer Protections

The MMA program will increase consumer protections as well as quality of care and access for Floridians in many ways including:

1. Increasing recipient participation on Florida's Medical Care Advisory Committee and convening smaller advisory committees to focus on key special needs populations;
2. Ensuring the continuation of services until a primary care or behavioral health provider reviews the enrollee's treatment plan;
3. Ensuring immediate review of recipient complaints, grievances and appeals for resolution as part of the Rapid Cycle Improvement Process;
4. Establishing Healthy Behaviors programs to encourage and reward healthy behaviors and, at a minimum, requiring plans offer a medically approved smoking cessation program, a medically directed weight loss program and a medically approved alcohol or substance abuse recovery program;
5. Requiring Florida's External Quality Review Organization to validate each plan's encounter data;
6. Enhancing consumer report cards to ensure recipients have access to understandable summaries of quality, access and timeliness regarding the performance of each participating managed care plan;
7. Enhancing the plan's performance improvement projects by focusing on six key areas with the goal of achieving improved patient care, population health and reducing per capita Medicaid expenditures;
8. Enhancing metrics on plan quality and access to care to improve plan accountability; and

9. Creating a comprehensive and continues state quality strategy to focus on all aspects of quality improvement in Medicaid.
10. Adding benefits, particularly dental care, disease management and other initiatives that improve health outcomes.

Remainder of page intentionally left blank.

II. Phased Implementation

A. Implementation Overview

The Agency will phase-in the implementation of the program and has carefully planned the transition of the affected recipients to preserve continuity of care. The Agency will follow a multi-layered approach when transitioning recipients into the program by:

- Coordinating with the contracted plans and the Agency's choice counseling vendor to create a phased transition to ensure that the volume of recipients being transitioned occurs in an organized manner. This will allow recipients to access choice counseling in stages via phone or via internet, and will make it easier for the Agency and its choice counseling vendor to provide excellent customer services during the roll out.
- Planning, organizing and implementing a thorough desk and on-site review of all plans to ensure processes and systems are in place before recipients are enrolled, including assessing the capacity of the contracted plans' provider networks.
- Ensuring continuity of care and continued availability of current primary care and behavioral health providers with the new plan by monitoring plan network participation.
- Ensuring appropriate and timely notice to recipients, including outreach and education to locations and providers frequented by impacted recipients to help recipients understand the changes that are occurring.
- Engaging key stakeholders and advocacy groups as well as monitoring complaints through the Rapid Cycle Improvement Process.

Appendix I provides a list of the key implementation activities the Agency has or will undertake to implement the MMA program.

B. Implementation Schedule

Table 1 provides the phased implementation schedule for the MMA program. The estimated total enrollment for the MMA program is 3,071,171 recipients in state fiscal year 2014-2015. This projection is based upon the proportion of the total Medicaid population eligible for the MMA program, applied to the Long Range Economic and Demographic Research forecast for the Medicaid caseloads in state fiscal year 2014-2015. Table 2 located on the following page shows the projected regional enrollment in state fiscal year 2014-2015.

Table 1
Draft Implementation Schedule

Regions	Enrollment Date	Projected Enrollment
2, 3 and 4	May 1	681,108
5, 6 and 8	June 1	811,372
10 and 11	July 1	828,486
1, 7 and 9	August 1	750,205

Table 2 Projected Enrollment by Region for State Fiscal Year 2014-2015	
Managed Medical Assistance Regions	**Projected Enrollment**
Region 1: Escambia, Okaloosa, Santa Rosa, Walton	103,383
Region 2: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	118,181
Region 3: Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union	260,346
Region 4: Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia	302,581
Region 5: Pasco, Pinellas	189,529
Region 6: Hardee, Highlands, Hillsborough, Manatee, Polk	413,256
Region 7: Brevard, Orange, Osceola, Seminole	388,517
Region 8: Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota	208,587
Region 9: Indian River, Martin, Okeechobee, Palm Beach, St. Lucie	258,305
Region 10: Broward	253,299
Region 11: Miami-Dade, Monroe	575,187

Source: Florida Agency for Health Care Administration, October 2, 2013.

C. Implementation Triggers, Risks and Mitigation Strategy

The triggers and risks that would prevent the Agency from proceeding with implementation include:

- System failures that prevent recipients from plan enrollment;
- Lack of choice of two plans in a region due to unresolved litigation (bid protests);
- Failure of selected plans to meet the readiness review standards and more specifically failure of the plans in the a region to, in the aggregate, build networks sufficient to service the regions population;
- Systems failures that compromise ongoing courses of treatment and that cannot be resolved through a rapid improvement process.

The triggers and risks described above are also the circumstances that would stop the Agency proceeding with implementation to the next region.

The Agency will use the following mitigation strategies for the identified risks that could prevent proceeding with implementation in a region:

- The Agency will monitor the enrollment process daily to determine if any systems issues have developed that prevent recipients from enrolling in their selected plan. The enrollment process the Agency uses has been operational for many years and has effectively functioned during the roll out of the Long-term Care program. The Agency does not anticipate significant problems in this area but will monitor the enrollment process daily to ensure problems are resolved immediately.
- The Agency is working through the competitive procurement bid protest process. The Agency will not implement the program in a region that does not have at least two plans available.

- The Agency will conduct the plan readiness review process to ensure all plans are ready to accept recipients upon implementation and have networks in place to serve them. The plan readiness review process is outlined in Section II.J of this document. The Agency will notify the Centers for Medicare and Medicaid Services at least 30 days in advance of conducting on-site readiness review of the plans.
- The Agency has established a Rapid Cycle Improvement Process to address recipient complaints including complaints about disruption in services. The Agency has historically resolved recipient complaints quickly as demonstrated in the quarterly and annual reports. A description of the Rapid Cycle Improvement Process is provided under Section II.E of this document.

The Agency's fail-safe or back-up plan in the event that the mitigation strategy fails is to allow recipients to access the Medicaid fee-for-service system.

D. Implementation – Stakeholder's Role

Stakeholder feedback will be reviewed and taken into consideration when determining further implementation of the program to the next region. Stakeholder feedback is a valued component of the Agency's continuous quality improvement strategy to ensure recipients have access to high quality services through the selected MMA plans. The Agency will closely monitor stakeholder feedback through the Rapid Cycle Improvement process described below.

E. Rapid Cycle Improvement Process

Complaints received by the Agency regarding the MMA plans will provide the Agency with feedback on the operation of the program. Complaints may come from recipients, advocates, providers and other stakeholders and are triaged through the Medicaid managed care complaint center.

MMA complaints are submitted to the SMMC complaint center via the online complaint form where they are then recorded, triaged and tracked by SMMC complaint center staff. Complaints are then assigned to and researched/resolved by Florida Medicaid field staff and/or Headquarters staff, depending on the nature and complexity of the complaint. Some complaints are referred directly to the MMA plan for resolution, and the Agency will track these complaints to ensure resolution. Agency staff will use the Complaints/Issues Reporting and Tracking System, which will allow for real-time, secure access through the Agency's web portal. During implementation, the SMMC complaint center will provide a daily report of recorded MMA complaints by complaint type. The daily report will be used to quickly identify and resolve critical issues. The Agency will also track the complaints by plan to review complaint data on individual plans on a weekly basis during the first 90 days of implementation in a region. After the first 90 days of implementation, the complaints will be tracked by plan on a monthly basis to review complaint data on individual plans.

F. Comprehensive Outreach and Education Strategy

1. Overall Outreach and Communication Strategy

The Agency has developed a multi-pronged outreach and communication strategy for sharing information about the MMA program. The Agency has separate strategies for outreach to recipients, providers and other stakeholder groups, yet there are some common resources available to all audiences. For example, the Agency has created a dedicated Website,

www.myflorida.com/SMMC, specifically for the Statewide Medicaid Managed Care (SMMC) program. The Website has dedicated sections for both the Long-term Care (LTC) program and the MMA program. The Website includes a calendar of events, which will be populated with the dates of mailings, webinars and public meetings. It also displays the email address dedicated to the SMMC program (FLMedicaidManagedCare@ahca.myflorida.com) where questions, comments or concerns can be submitted. All questions are responded to and included in the posted Frequently Asked Questions document. The posted Frequently Asked Questions document is in a searchable PDF format with a table of contents and includes sections for LTC and MMA. The posted Frequently Asked Questions document is updated regularly with new questions and includes the date for which the most recent update was made.

Earlier this year, the Agency developed profiles on Facebook, Twitter and YouTube to post information about SMMC program features, updates, resources, dates of importance and webinars. The Facebook and YouTube profiles can also accept reports of complaints or concerns through a private message.

Another communication resource that crosses all three outreach groups is the SMMC interested parties email list-serve, which currently has 4,257 individuals signed up. Anyone who is interested in learning more about the SMMC program and would like to receive an email alert when key new information is available, for example when guidance statements are released and webinars are scheduled, may be added to the distribution list by signing up on the Agency Website.

With the MMA program being the second phase of SMMC to be implemented, the Agency has been broadly communicating about it for more than two years since the legislation that created the program became law. Since that time, the Agency has shared information about both LTC and MMA to stakeholder groups. The communication and outreach strategy delineated in this document is a prospective plan for MMA-specific communication activities, which are anticipated to begin in December 2013.

2. Recipient Outreach

Of utmost concern is direct, clear and timely communication to recipients. The primary method of direct communication with recipients is via letter mailed to their address of record. The Agency plans to send a "pre-welcome" letter to each recipient 120 days ahead of the "go live" date for their respective region. The pre-welcome letter introduces the new program and places the recipient on alert for forthcoming correspondence about the upcoming plan choice. Approximately 60 days before implementation in a region, recipients will be mailed a welcome letter, a packet of information about the plans available in their region and information about accessing the available choice counseling services. Recipients who do not select a plan by 30 days before implementation will receive a third letter reminding them to make their plan choice by an assigned date or they will be automatically assigned to the plan listed in their letter.

The Agency continues to use choice counseling services to assist recipients. Recipients are encouraged to use the choice counseling services to learn more about the plans that will be offered in their areas and to make their plan selection. The Agency will have a call center, located in Tallahassee as well as 22 contracted field staff and an additional local Medicaid office staff who will be certified choice counselors to assist in person. The Agency's choice counseling vendor, Automated Health Systems, will also conduct an outbound call campaign. Field choice counseling efforts and outbound calls will focus on recipients with special needs who may require additional assistance in choosing a plan.

The Agency has previously been successful in using traditional media outlets to assist with sharing information. In addition, the Agency has previously been successful in submitting guest columns that contain information about the program and upcoming choice timeframes in local newspapers. This strategy was used during the LTC program implementation as another avenue to notify recipient that (1) they should have already received at least one letter from the Agency about the new program and (2) the date by which the recipient should select their plan before auto assignment will take effect. This is a very broad strategy, but one that notifies both recipients and the general public about the program.

3. Provider Outreach

Communication to providers, directly and via their respective membership associations, is the second layer of the Agency's outreach and communication strategy. The earliest official communication about the MMA program to service providers will likely come from provider alert emails and via the Agency's quarterly provider bulletin. These avenues are used to educate providers about resources, guidance statements, upcoming trainings and other relevant information. Provider alert emails are sent on an as needed basis, and provider bulletins are distributed and posted on the Agency's Website quarterly.

Similar to the LTC program communication strategy, the Agency will host many webinars of varying topics including MMA 101, Choice Counseling, specific provider related issues, transition of special populations continuity of care requirements, and more. Questions submitted through the webinars are responded to during the live event and are also answered in writing as well as incorporated into the Frequently Asked Questions document that is posted on the SMMC Website. It is anticipated webinars will begin at least 90 days ahead of implementation in the first region, will continue through all regions going live and will not cease until the Agency feels additional webinars are no longer requested or necessary based on feedback received from providers or their respective associations. Webinars will continue to be recorded and posted via the Agency's YouTube and Slideshare accounts so they remain available at all times for anyone to view and/or download.

The Agency plans to engage providers in each region directly with educational sessions specific to the different provider types. These meetings will be scheduled approximately 60-90 days ahead of the regional "go live" date. The Agency will also engage with providers via local events and as requested.

The Agency has begun engaging provider associations about MMA through formal correspondence and, at about the same time, the mailing of recipient letters will begin and the provider webinar series will be initiated. After this time, the Agency will keep open lines of communication with many of the associations via targeted emails and regular phone calls that will occur through the full MMA program implementation. Similar to LTC, the Agency will share articles, guest columns and resources with the provider associations for them to share with their membership via email or newsletter according to their respective schedules. In addition, the Agency, if invited, will participate in the various association's meetings and conferences.

The Agency currently has field staff who host weekly conference calls and webinar trainings for LTC network providers beginning two weeks prior and continuing four weeks into each region's rollout. These calls serve as a forum for specific provider types to ask questions relating to the program and to notify the Agency of any issues occurring during the transition period. This method has proven effective in identifying the training sessions and additional resources

network providers need to ensure success in their region. The region based conference calls and webinar trainings have given the providers immediate technical assistance as well as the opportunity to troubleshoot any obstacles along the way. The Agency plans to use this method for implementation of the MMA program as well.

4. Other Stakeholder Outreach

The Agency also believes in effective communication to other stakeholder groups. The MMA plans, executive and legislative staffs, sister state agencies, advocacy groups, the media and the general public are all included in this group.

Managed Medical Assistance plans: The Agency will hold calls with plans on a regular basis to share new program information, troubleshoot concerns, and discuss the transition status. The Agency anticipates holding weekly plan calls to address specific readiness issues and the transition of special populations.

Executive and Legislative Members and Staff: Agency leadership regularly meets with members of the executive and legislative branches to share information and provide written updates about the implementation of the SMMC program. These meetings will continue through the end of the implementation of the MMA program. The Agency will make presentations at legislative committee meetings during committee weeks and during legislative session, as well as other times as requested, to ensure legislators are informed about the status of implementation of the program.

Other State Agencies: Similar to communication with the providers and their associations, the Agency will send out guest columns, inclusive of resources and frequently asked questions to our sister agencies for sharing and distribution to their staff and inclusion in their respective newsletters. Agency leadership will also send targeted emails with specific resources ahead of implementation, for example, how to field calls about the program and where to direct callers who may have questions about a variety of topics. The Agency will also host specific training sessions for fellow state agencies as necessary.

Advocacy groups: Similar to the outreach activities conducted for other groups, the Agency will make targeted calls and send targeted emails to different advocacy groups to ensure they are educated about the program and timeframes for recipient communication and implementation. The Agency plans to share the recipient letters with key advocacy groups for their review and feedback prior to finalizing the correspondence.

5. Media and the General Public

The Agency will use traditional and new media avenues to relay information about the MMA program through implementation and after. Press releases are anticipated to occur that announce the pre-welcome letters being mailed as well as the go live date in each region. Facebook, Twitter and YouTube will also be used to share resources, webinars and as a means of interacting with the general public about the MMA program. The Agency anticipates hosting a public kickoff event for the launch of the MMA program where the plans, media, legislators and other stakeholders will also be invited.

6. Outreach Schedule

Appendix II provides the draft Comprehensive Outreach Schedule. The outreach schedule will be continually updated and will be provided to the Centers for Medicare and Medicaid Services regularly.

G. Recipient Enrollment

1. Enrollee Choice

Potential enrollees in the MMA regions will initially have the choice of enrolling in a plan. Potential enrollees will have a choice of two or more plans in each region.

The Agency assures Centers for Medicare and Medicaid Services that it will comply with section 1932(a)(3) of the Social Security Act (SSA) and 42 Code of Federal Regulations (CFR) 438.52, relating to choice since at least two options will be available in all MMA regions.

2. Enrollee Information

The Agency's choice counseling vendor will ensure that enrollees are provided with full and complete information about their plan options. The Agency's choice counseling vendor will provide information regarding an individual's choice to select a plan.

Through the Agency's choice counseling vendor, the Agency will develop enrollee education materials so individuals will fully understand their choices and will be able to make an informed selection. Outcomes important to enrollees will be measured consistently for each plan, and the data will be made available publicly. Specifically, the Agency's choice counseling vendor will provide information on selecting a plan.

As it does now, the Agency's designated choice counseling vendor will provide information about each plan's coverage in accordance with federal requirements. Additional plan information will include, but is not limited to, benefits and benefit limitations, cost-sharing requirements, provider network information, prescription drug formulary information and contact information. In addition, the Agency will supplement coverage information by posting performance information on each plan once such data is available. Information provided will include enrollee satisfaction survey results and performance measure data.

Enrollment materials will be provided in a variety of ways including print, telephone, online and face-to-face. All written materials will be at the fourth-grade reading level and available in a language other than English when 5% of the region speaks a language other than English. The Agency's choice counseling vendor will also provide oral interpretation services, regardless of the language, and other services for impaired recipients, such as TTD/TTY. The choice counseling vendor will operate a toll-free number that individuals may call to ask questions and obtain assistance on plans. The call center will be operational during business days, with extended hours and will be staffed with professionals qualified to address the needs of the enrollees and potential enrollees.

Individuals in mandatory groups for the MMA program will receive information (mandatory new eligible packet) about the plan choices in their region and will be informed of their option to select an authorized plan or be assigned to a plan. The choice counseling vendor will:

- Send a pre-welcome letter to each recipient 120 days prior to the MMA program "go-live" date by region. The pre-welcome letter will describe the MMA program. It places the recipient on alert for forthcoming correspondence about the upcoming 30 day plan choice period.

- Mail a welcome letter, packet of information about the MMA plans available in his or her region and information about accessing the choice counseling services approximately 60 days ahead of implementation.
- For recipients who do not choose a plan 30 days ahead of the go live date, send a third letter reminding them to make their plan choice by the assigned date or they will be automatically assigned to the plan listed in their letter.
- Upon the enrollment, the plan will send the recipient a welcome and enrollment packet.

The Agency assures the Centers for Medicare and Medicaid Services that it will provide information in accordance with Section 1932(a)(5) of the SSA and 42 CFR 438.10, Information Requirements.

H. Continuity of Care Provisions

The MMA program increases consumer protections as well as quality and access to care for eligible Medicaid recipients as noted earlier under Section I.C of this document. Key continuity of care provisions include:

- The auto-assignment process - If a recipient does not make an active selection to enroll in an MMA plan during the selection period and their existing plan was selected as an MMA plan, the recipient will remain in the plan (now an MMA plan). This process will ensure recipients stay in the same plan and with the same provider(s) whenever possible.
- The continuation of services - For at least 60 calendar days after the effective date of enrollment or until the primary care or behavioral health provider reviews the enrollee's treatment plan, recipients will receive the same prior authorized or scheduled course of treatment with their existing provider. The plans are also required to reimburse providers whether the provider is under contract or an out of network provider. This contract provision ensures payment by the MMA plans to non-participating providers.
- Prescription drugs - For the first year of operation the plans are required to cover all prescription drugs on the Agency's preferred drug list. The plans are prohibited from having prior authorization or step therapy edits that are more restrictive than the Agency's prior authorization or step therapy edits. This contract provision will allow for a smooth transition by ensuring recipients continue to receive the same drugs they are currently prescribed.

In addition to the continuity of care provisions described above, the Agency negotiated the following added benefits with select MMA plans to improve quality and access to care:

- Enhanced provider network standards ensuring the plans have robust primary care and specialty provider networks;
- Increased number of primary care and specialist providers in a region that are accepting new Medicaid recipients;
- Increased number of primary care providers that offer after hour appointment availability;
- Established utilization rates for out-of-network specialty care and hospital admissions;
- More timely processes for standard and expedited prior authorization requests. For many of the standards, the timeframes for processing the authorization request have been reduced by almost half;

- Enhanced standards related to claims processing, and enrollee/provider help line (call center operations);

I. Plan Selection

The Agency has selected the MMA plans through a competitive procurement with strict selection criteria. The program will provide for a limited number of plans in 11 geographic regions to ensure stability, but allow for significant recipient choice and further ensure coverage in rural areas of the state. The Agency initiated the procurement of the plans on December 28, 2012 and Notices of Intent of Award were published on September 23, 2013 and October 10, 2013. A listing of the plans selected for each region and relevant information about the procurement can be found via the Florida Department of Management Services' Vendor Bid System at: http://www.myflorida.com/apps/vbs/vbs_www.main_menu.

The Agency selected 14 standard, non-specialty MMA plans through a competitive procurement process. In addition, the Agency selected five companies to provide services to specialty populations, including specialty plans focused on HIV/AIDS, child welfare and foster care, severe and persistent mental illness, and dual eligbiles with chronic conditions. Table 3 on the following page provides a summary of the MMA plans selected in each region. The Agency anticipates executing the plan contracts in January 2014.

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Table 3
MMA Plans Selected by Region
([1]Plans selected as of 9/23/2013, 10/10/2013, 10/21/2013 and 10/24/13)

	REGION											
RESPONDENT NAME	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**Total Number of Awards**
General, Non-specialty Plans												
Amerigroup Florida, Inc.					X	X	X				X*	4
Better Health, LLC - PSN	X					X				X		3
Coventry Health Care of Florida, Inc.											X*	1
First Coast Advantage, LLC - PSN				X								1
Humana Medical Plan, Inc.	X					X			X	X*	X*	5
Integral Health Plan, Inc. d/b/a Integral Quality Care - PSN						X		X				2
Molina Healthcare of Florida							X		X		X	3
Preferred Medical Plan, Inc.											X	1
Prestige Health Choice - PSN		X	X		X	X	X		X		X	7
Simply Healthcare Plans, Inc.											X	1
South Florida Community Care Network										X**		1
Sunshine State Health Plan, Inc.			X*	X*	X*	X*	X*	X*	X*	X*	X*	9
UnitedHealthcare of Florida, Inc.			X*	X*			X*				X*	4
Wellcare of Florida, Inc. d/b/a Staywell Health Plan of Florida		X	X		X	X	X	X			X	7
General, Non-specialty Plans Awarded	2	2	4	3	4	7	6	3	4	4	10	46
Specialty Plans												
AHF MCO of Florida, Inc. d/b/a Positive Healthcare Florida HIV/AIDS Specialty Plan										X	X	2
Florida MHS, Inc. d/b/a Magellan Complete Care Serious Mental Illness Specialty Plan		X		X	X	X	X	X	X	X	X	9
Freedom Health, Inc. Chronic Conditions/Duals Specialty Plan			X		X	X	X	X	X	X	X	8
Simply Healthcare Plans, Inc. d/b/a Clear Health Alliance HIV/AIDS Specialty Plan	X	X	X		X	X	X	X	X	X	X	10
Sunshine State Health Plan, Inc. Child Welfare Specialty Plan	X	X	X	X	X	X	X	X	X	X	X	11
Specialty Plans Awarded	2	3	3	2	4	4	4	4	4	5	5	40

* Plans (by region) also authorized as SMMC/Long-term care plans under Florida's Long-term Care Managed Care Waiver.

**Pending settlement.

[1] As October 31, 2013, the competitive procurement process used to select the MMA plans has not been finalized.

J. Plan Readiness Review Process

In October 2013, the Agency began the process of conducting a readiness review of MMA plans. The purpose of the readiness review is to assess the ability of the plans to effectively meet contractual requirements and ensure all plans are ready to conduct key operational functions by May 1, 2014, the initial date of MMA program implementation.

The Agency developed a readiness review request that all the plans must respond to in order for the Agency to complete a through desk review of identified key areas. The key areas include:

- Administration and Management
- Care Coordination/Case Management
- Claims Management
- Covered Services
- Enrollee Materials
- Enrollee Services
- Finance
- Grievance Systems
- Information Systems
- Marketing
- Prescribed Drug Services
- Program Integrity
- Provider Network
- Quality and Utilization Management

The Agency has taken advantage of the expertise of staff across the Agency to ensure the reviewers tasked with evaluating plan readiness have the knowledge and skills to complete a detailed desk review. The plans responses will not only be reviewed to ensure all contract provisions are included, but to evaluate each plan's progress in implementing key operational activities for the MMA program. The plans will also submit all documents which require Agency approval through the plan readiness review process, such as enrollee letters and marketing materials.

The Agency will use the documents provided in each plan's response to the readiness review request to gain a detailed understanding of their internal processes and operational functionality. After the desk review is complete, Agency staff will conduct an on-site review including interviews with plan staff and leadership that manage key operational areas within the plan. The Agency will also have the opportunity to request demonstrations of processes or systems crucial to a successful implementation. The on-site reviews will begin in December 2013.

After the on-site review is conducted, the Agency will compile all findings and outstanding items requiring plan action into an Implementation Action Plan. The Implementation Action Plan will outline deadlines for resolution of all outstanding items. The Agency will make a decision on whether each plan will be included in the initial implementation of the program based on the plan's response and actions taken in response to the Implementation Action Plan. The following lists the reasons the Agency would not allow a plan to be included in the initial implementation of the program.

If the Agency finds a plan has:

- An inability to timely authorize services for enrollees
- An inadequate provider network
- An inability to pay claims timely

The Agency will make a decision on which plans are ready to participate in the initial implementation of the program 60 days before each region's implementation date. Only the authorized plans will be included as options in communications about the program to potential enrollees.

K. Plan Contracting

The Agency is following standard Agency contracting procedures to enter into clear and comprehensive managed care contracts developed in accordance with all state and federal requirements. The overarching goal is to promote the health and well-being of enrollees by assuring enrollee access to services, holding contracted plans accountable for outcomes, promoting quality and cost-effective delivery of services.

1. Contracting Assurances - Provider Network and Access Requirements

The Agency is requiring the plans ensure availability of services consistent with section 1932(c)(1)(A)(i) of the SSA and 42 CFR 438.206, that is, plans are required to have provider networks sufficient to meet the needs of the anticipated enrolled population and expected utilization of service.

To ensure access to necessary Medicaid services, the Agency established specific standards for the number, type and regional distribution of providers in plan networks. Specifically, the plans must maintain a panel of preventive and specialty care providers sufficient in number, mix and geographic distribution to meet the needs of the enrolled population. The plans are also required to maintain a provider network sufficient to serve a percentage of recipients in the region, as established by the Agency, such that, if any one plan leaves a region, the remaining plans have immediate capacity in their provider network (primary care and specialist) to serve all recipients in that region. The plans are required to have providers available within travel and distance standards established by the Agency. The plans may limit the providers in their networks, if network adequacy standards are met, but must also include providers classified in Florida law as "statewide essential provider". The plans will be required to negotiate in good faith with statewide essential providers for one year. The plans that have not contracted with all statewide essential providers in all regions as of the first date of recipient enrollment must continue to negotiate in good faith.

The Agency may authorize plans to include providers located outside of their region if appropriate to meet time and distance or other network adequacy requirements standards. While plans may use mail order as a pharmacy option, the exclusive use of mail-order pharmacies is not sufficient to meet network access standards.

In addition, plans are required to establish and maintain an accurate and complete electronic database of contracted providers, including information about licensure or registration, locations and hours of operation, specialty credentials and other certifications, specific performance indicators and such other information as the Agency deems necessary. The provider database

must be available online to the public and allow comparison of the availability of providers to network adequacy standards, and accept and display feedback from each provider's patients.

2. Plan Accountability and Performance Standards

The Agency has enhanced the monitoring activities from the current Medicaid managed care program to provide enhanced plan accountability and clear performance standards. These enhanced requirements include, but are not limited to: posting of formulary or preferred drug list on the plan's Website and to ensure the list is updated within 24 hours of any change; acceptance of electronic prior authorization requests; establishment of an internal health care quality improvement system with enrollee satisfaction and disenrollment surveys as well as incentives and disincentives for network providers; collection and reporting of Healthcare Effectiveness Data and Information Set (HEDIS) measures with results published on each plan Website; accreditation within one year of contract execution; establishment of programs and procedures to improve pregnancy outcomes and infant health; and notification of the Agency of the impending birth of a child to an enrollee.

In addition, the Agency selected plans that were committed to assisting the Agency in our efforts to increase electronic medical record adoption. The plans agreed to:

- Establish thresholds for the number of physician and hospitals that would adopt meaningful use standards by the end of the second contract year.
- Establish thresholds for the number of enrollees who are assigned to primary care providers meeting meaningful use requirements.

The Agency negotiated more timely claims more timely claims process timeframes than are required by state and federal regulations. Examples include:

- Selected plans will pay, deny, or contest electronic claims within 15 calendar days.
- Selected plans will pay, deny, or contest paper claims within 20 calendar days.
- Selected plans agreed to pay 50% of all clean claims within 7 calendar days of receipt.

The Agency will conduct periodic contract oversight and monitoring reviews to ensure plan compliance with contract requirements and has developed a thorough and consistent oversight review process so that plans are held to consistent standards.

3. Penalties and Sanctions

To ensure stability, the Agency will impose new penalties for plans that reduce enrollment levels or leave a region before the end of the contract term. Specifically, plans will be required to reimburse the Agency for the cost of enrollment changes and other transition activities associated with the plan action. If more than one plan leaves a region at the same time, costs must be shared by the departing plans proportionate to their enrollments. In addition to the payment of costs, departing plans must pay a per enrollee penalty of up to three month's payment and continue to provide services to the enrollee for 90 days or until the enrollee is enrolled in another plan, whichever occurs first. In addition to payment of costs, plans must pay a penalty of 25% of the minimum surplus requirement pursuant to state law. Plans are required to provide at least 180 days notice to the Agency before withdrawing from a region. If a contracted plan leaves a region before the end of the contract term, the Agency is required by law to terminate all contracts with that plan in other regions.

If a plan that is awarded an "additional contract" to ensure plan participation in Regions 1 and 2 is subject to penalties pursuant to state law for activities in Region 1 or Region 2, the additional contract is automatically terminated 180 days after the imposition of the penalties. The plan is required to reimburse the Agency for the cost of enrollment changes and other transition activities.

In addition to the above sanctioning capability, the Agency will sanction as a means of a financial disincentive to plans that violate contract requirements. Sanctions cover failure to meet any plan contract requirements and include sanctions for failing to meet performance measure scores (up to $10,000 for failure to meet certain performance measure group thresholds), encounter data reporting ($5,000 per day for each day of noncompliance at the 31st calendar day), fraud and abuse ($2,000 per day for failure to submit an acceptable anti-fraud plan or failure to submit the annual fraud report, $10,000 for failure to implement an anti-fraud plan or investigative unit, and $1,000 per day failure to timely report suspected or confirmed instances of provider or recipient fraud) and failure of plans, after two years of continuous operation under the new program, to pay physicians at payment rates at least equal to Medicare rates (no set sanction amount prescribed). The Agency may initiate contract termination procedures on the 90th day unless the plan comes into compliance on encounter data before that date.

The Agency may also impose liquidated damages in the event of a plan's breach of contract requirements. The plan contract allows for over 60 different liquidated damages. Damages include breaches in the following areas: staffing, failure to provide continuity of care and a seamless transition consistent with services in place prior to the new enrollee's enrollment in the plan, failure to timely complete a comprehensive assessment or timely develop a treatment or service plan or to authorize and initiate services, failure to facilitate transfers between health care settings, imposition of arbitrary utilization guidelines, reporting requirements, fraud and abuse compliance, maintenance of required insolvency protection and surplus accounts at appropriate levels, submission of timely and audited financial statements, failure to resolve problems with individual encounter records, failure to obtain Agency approval of enrollee and provider materials, non-submission of performance improvement plans, compliance with community outreach and marketing requirements, notice of action failures and other enrollee notification failures, medical and behavioral health network adequacy failures. The liquidated damages range from $250 per occurrence (failure to certify reports correctly) to $25,000 per occurrence (example – imposition of arbitrary utilization guidelines).

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Appendix I
Implementation Activities – October 2013

IMPLEMENTATION ACTIVITIES	
1. Plan Selection	**Objective:** The Agency will develop a plan selection process to ensure contracting with high quality plans that have experience serving the Medicaid population. **Status:** Completed 1.1 Develop procurement evaluation plan. 1.2 Issue MMA Invitation to Negotiate (ITN). 1.3 Appoint and train evaluation team/negotiators. 1.4 Receive MMA bids from potential managed care plans. 1.5 Evaluate plan proposals for mandatory requirements. 1.6 Solicit and evaluate provider input of potential managed care plans. 1.7 Review and evaluate the responses to the MMA ITN with particular attention to the plans' past performance in the provision of health care services and quality improvement. 1.8 Select plans for negotiation and finalize rates in negotiations with plans. 1.9 Select plans and posted MMA awards on Florida's designated procurement site.
2. Comprehensive Outreach and Education	**Objective:** The Agency will develop and continue to refine a comprehensive outreach and education program to facilitate a smooth transition to the MMA program by ensuring all affected recipients, providers and all stakeholders are informed of changes and the potential impact. **Status:** In Progress 2.1 Develop recipient outreach and education plan. 2.2 Develop provider outreach and education plan. 2.3 Conduct public meetings and workshops for recipients and advocacy groups. 2.4 Conduct public meetings, workshops and webinars for providers. 2.5 Make information available on the Agency's Website, where official documents and updates are posted. 2.6 Publish public notices to announce meetings/workshops to provide updates and obtain public input on the implementation of the MMA program.
3. Plan Readiness Review	**Objective:** The Agency will develop plan readiness review process and procedures that will ensure the MMA plans are capable of fulfilling all state and federal requirements. **Status:** Completed 3.1-3.2; In Progress 3.3-3.15

	IMPLEMENTATION ACTIVITIES
	3.1 Review the current process and procedures utilized in plan readiness processes. 3.2 Develop plan readiness processes and tools to be utilized with the implementation of the program. 3.3 Appoint readiness review teams and schedule reviews for each region by the staggered implementation timeline. 3.4 Conduct any follow-up financial review and approval. 3.5 Conduct any follow-up organizational and administration review and approval. 3.6 Conduct quality review and approval of policies and procedures. 3.7 Conduct member and provider correspondence review and approval. 3.8 Conduct conductivity testing and file transfer between Agency and plans. 3.9 Review MMA plans' provider credentialing process and conduct provider network review and approval (includes provider, subcontractor, facility, etc.). 3.10 Review MMA plans' Board of Directors/committee meeting minutes and conduct staff interviews. 3.11 Review MMA plans' fraud and abuse program. 3.12 Review MMA plans' staff training plan and schedule. 3.13 Review MMA plans' provider training manual, training schedule, monitoring plan, and schedule. 3.14 Review MMA plans' list of all delegated services and pre-delegation audit reports of those services. 3.15 Complete on-site operational review and review MMA plans' demonstrations of various systems (enrollment/disenrollment, member services, claims processing, report production, case management/care coordination, utilization management, quality improvement, etc.).[2]
4. Contract Execution	**Objective:** The Agency will execute contracts with selected managed care plans capable of fulfilling all state and federal requirements. **Status:** In Progress 4.1 Finalize contracts and negotiation agreements. 4.2 Appoint and train designated contract managers. 4.3 Route contracts for signature with the selected MMA plans. 4.4 Record final contract copies with signatures from plans and the Agency. 4.5 Ensure policy and compliance offices have copies of executed contracts. 4.6 Submit certification of actuarially sound rates to the Centers for Medicare and Medicaid Services. 4.7 Submit executed contracts to the Centers for Medicare and Medicaid Services. 4.8 Perform administrative functions to close initial contract process. 4.9 Perform administrative functions to set up FLMMIS provider files. 4.10 Post model contract, plan information and related documents on the Agency's Website.

[2] The elements outlined above are not all-inclusive and additional information may be requested at any time during the readiness review process.

IMPLEMENTATION ACTIVITIES	
5. Recipient Enrollment	**Objective:** The Agency will implement the enrollment process. The Agency assures that information to potential MMA enrollees will meet requirements under Section 1932(a)(5), Provision of Information. **Status:** In Progress 5.1; Not Started 5.2 – 5.11 5.1 Develop and test auto-assignment algorithm. 5.2 Operationalize toll-free hotline with interpretation services, bilingual and multilingual staff, usage of a standardized telephone script and Automated Voice Response System, call monitoring, distribution, scheduling and reporting software, face-to-face and online enrollment processes. 5.3 Notify recipients of their new options for MMA plan enrollment. 5.4 Initiate choice counseling call center and online enrollment application process. 5.5 Mail recipient letters regarding participation in MMA program and 30-day choice period. 5.6 Send confirmation letters for enrollees who select a plan 30 days prior to transition date. 5.7 Send notification letters to affected enrollees not selecting a plan 30 days prior to transition date. 5.8 Process self-selection enrollments through the choice counselor effective the next possible month according to the Agency's monthly processing cycle. 5.9 Process auto-assignment for mandatory recipients who have not selected a plan to be effective the next possible month after the 30th calendar day following the date on the mandatory new eligible letter/auto-assignment letter, according to the Agency's monthly processing cycle. 5.10 Process plan change and disenrollment requests from verified callers, including processing "For Cause" or "Good Cause" changes in accordance with 42 CFR 438.56. 5.11 Process plan change within 90 days after enrollment for selection of another plan without cause.
6. Transition Process and Plan Monitoring	**Objective:** The Agency will implement a transition and monitoring process to ensure continuity of care for recipients transitioning into MMA plans. **Status:** In Progress 6.1 – 6.2; Not Started 6.3 – 6.13 6.1 Analyze existing plans to identify enrollees' primary care providers to facilitate transition into the MMA plans. 6.2 Assist primary care providers (PCPs) unique to existing plans through the Medicaid provider registration process to facilitate an existing PCP's enrollment in MMA plan networks. 6.3 Implement transition plans, including review of provider networks to assess availability of network providers within each region and each plan, for recipients enrolled in the existing programs: 6.4 Develop and implement operational transition plan for Agency staff to ensure staff will: - Assess capacity of plans. - Coordinate with choice counseling to ensure appropriate and timely notice of plan choice. - Coordinate with plans to ensure existing provider relationships are maintained as possible.

	IMPLEMENTATION ACTIVITIES
	- Determine whether each recipient has received services from one of the plans' PCP. 6.5 Establish protocols with MMA plans and stakeholders to ensure appropriate feedback from impacted enrollees and providers to help ensure understanding of program changes. 6.6 Conduct regular calls with Agency staff and enrollment broker to resolved issues in a timely manner. 6.7 Issue program guidance, provider alerts and recipient communication as required to address identified issues. 6.8 Develop schedule for initial monitoring including on-site surveys and desk reviews. 6.9 Distribute the self-assessment checklists to the plans for use. 6.10 Collect and analyze plans' self-assessment checklists. 6.11 Conduct initial desk reviews and on-site surveys. 6.12 Develop schedule for ongoing monitoring including on-site surveys and desk reviews. 6.13 Conduct initial desk reviews and on-site surveys.

Appendix II Draft Comprehensive Outreach Schedule

Timeline	October *2013*				November *2013*				December *2013*			
GO LIVE DATE												
Weeks	10/7-10/11	10/14 - 10/18	10/21-10/25	10/28-10/31	11/1 - 11/8	11/11 - 11/15	11/18 - 11/22	11/25 - 11/29	12/2 - 12/6	12/9 - 12/13	12/16 - 12/20	12/23 - 12/31
Target Outreach Group												
General Public	UPDATE!				UPDATE!				UPDATE!			
Legislature												
Media												
AHCA Staff												
Beneficiaries												
Standard Recipients												
Special Populations												
Providers												
MMA Network Providers												
MMA Provider Associations												
All Other Stakeholders												

Outreach Tool Key:

PowerPoint / Presentation		Webinar		TV		Radio		Calls		Press Release
Mail / Letter		Email		Facebook		Twitter		In Person		Newspapers
YouTube		Website Update	UPDATE!							

October 2013

Date Weekly:	Target Outreach Group	Outreach Conducted By	Outreach Tool Used	Notes: Additional Detail
Week of 10/7/2013				
	General Public	Outreach Team	Website Update	Monthly meetings to update SMMC Website.
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
Week of 10/14/2013				
	AHCA Staff	Executive Management	PowerPoint	Monthly AHCA Staff update on SMMC.
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
Week of 10/21/2013				
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
Week of 10/28/2013				
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.

November 2013

Date Weekly:	Target Outreach Group	Outreach Conducted By	Outreach Tool Used	Notes: Additional Detail
Week of 11/1/2013				
	General Public	Outreach Team	Website Update	Monthly meetings to update SMMC Website.
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and Frequently Asked Questions (FAQs).
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.
Week of 11/11/2013				
	AHCA Staff	Executive Management	PowerPoint	Monthly AHCA Staff update on SMMC.
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and FAQs.
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.
Week of 11/18/2013				
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and FAQs.
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.
Week of 11/25/2013				
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and FAQs.
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.

December 2013

Date	Target Outreach Group	Outreach Conducted By	Outreach Tool Used	Notes: Additional Detail
Week of 12/2/2013				
	General Public	Outreach Team	Website Update	Monthly meetings to update SMMC Website.
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and FAQs.
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.
Week of 12/9/2013				
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and FAQs.
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.
	AHCA Staff	Executive Management	PowerPoint	Monthly AHCA Staff update on SMMC.
Week of 12/16/2013				
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and FAQs.
Week of 12/23/2013				
	Plans	Readiness Team	Phone	Weekly call to provide additional assistance and instruction and allow for Q&A.
	Plans	Readiness Team	Phone	Weekly Technical Assistance Calls with the Plans.
	Providers/Beneficiaries/Stakeholders/ Special Populations	Outreach Team	Webinar	Weekly Webinars to provide program information and FAQs.

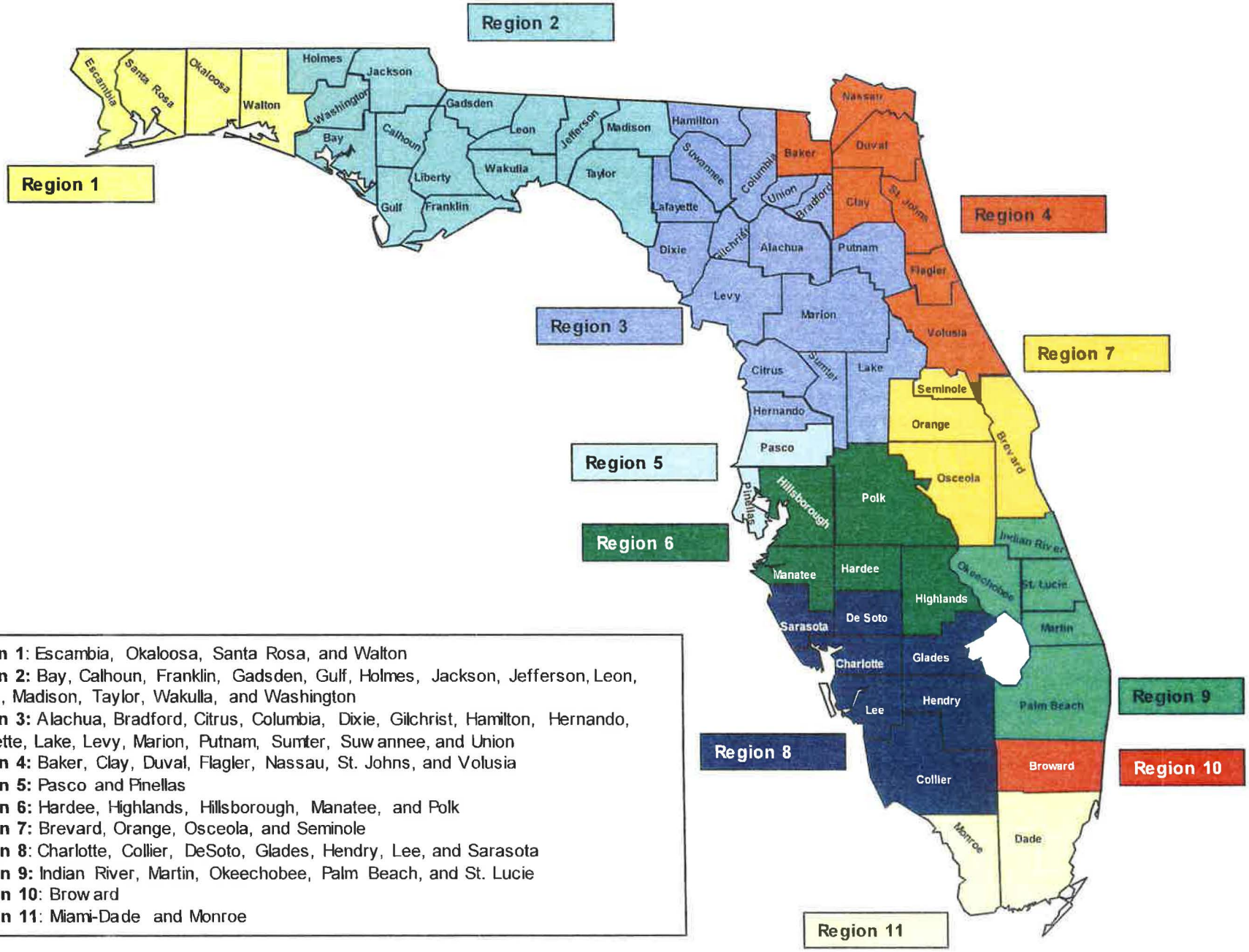
State of Florida
Rick Scott, Governor

Agency for Health Care Administration
Elizabeth Dudek, Secretary

2727 Mahan Drive
Tallahassee, FL 32308
ahca.myflorida.com

Mission Statement
Better Healthcare for All Floridians.

Statewide Medicaid Managed Care Region Map



Region 1: Escambia, Okaloosa, Santa Rosa, and Walton
Region 2: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington
Region 3: Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union
Region 4: Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia
Region 5: Pasco and Pinellas
Region 6: Hardee, Highlands, Hillsborough, Manatee, and Polk
Region 7: Brevard, Orange, Osceola, and Seminole
Region 8: Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
Region 9: Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
Region 10: Broward
Region 11: Miami-Dade and Monroe

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II.E.

November 26, 2013

TO: Alachua County Transportation Disadvantaged Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports for the Board's review:

1. Standards Report;
2. MV Transportation Operations Report July 2013 - September 2013;
3. Transportation Disadvantaged Program Status Report;
4. Medicaid Non-Emergency Transportation Program Encounter Data Report July 2013-October 2013; and
5. Medicaid Helpline Report March 2013.

If you have any questions regarding the attached reports, please contact me.

Attachments

t:\lynn\td13\alachua\memos\statdec.docx

Early/Late Report - Monthly
MV-Div: 0065 (Gainesville, FL)

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 08/02/13 02:50:43 PAC

July 2013 (Early Win: 31 Late Win: 31)

			Stop Types					Total	Total	Total	Total		Sub Categories					
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
07/01/13	Mon	394	39	0	0	0	0	433	401	32	92.61%	2	79	20	10	2	0	0
07/02/13	Tue	424	43	0	0	0	0	467	428	39	91.65%	4	71	29	6	3	0	1
07/03/13	Wed	455	46	0	0	0	0	501	450	51	89.82%	4	77	31	16	4	0	0
07/04/13	Thu	94	19	0	0	0	0	113	103	10	91.15%	3	21	5	2	3	0	0
07/05/13	Fri	347	33	0	0	0	0	380	342	38	90.00%	5	66	22	11	5	0	0
07/06/13	Sat	184	22	0	0	0	0	206	192	14	93.20%	1	42	10	3	1	0	0
07/07/13	Sun	29	4	0	0	0	0	33	29	4	87.88%	0	1	4	0	0	0	0
07/08/13	Mon	459	29	0	0	0	0	488	420	68	86.07%	10	56	41	17	8	0	2
07/09/13	Tue	476	45	0	0	0	0	521	477	44	91.55%	3	78	35	6	3	0	0
07/10/13	Wed	483	46	0	0	0	0	529	473	56	89.41%	12	74	35	9	8	2	2
07/11/13	Thu	470	29	0	0	0	0	499	458	41	91.78%	8	82	24	9	6	1	1
07/12/13	Fri	452	39	0	0	0	0	491	462	29	94.09%	2	78	22	5	2	0	0
07/13/13	Sat	174	19	0	0	0	0	193	184	9	95.34%	0	25	5	4	0	0	0
07/14/13	Sun	39	3	0	0	0	0	42	38	4	90.48%	0	8	3	1	0	0	0
07/15/13	Mon	412	35	0	0	0	0	447	419	28	93.74%	3	77	24	1	3	0	0
07/16/13	Tue	457	52	0	0	0	0	509	475	34	93.32%	6	96	20	8	5	1	0
07/17/13	Wed	491	52	0	0	0	0	543	497	46	91.53%	6	80	30	10	4	2	0
07/18/13	Thu	426	36	0	0	0	0	462	432	30	93.51%	5	82	19	6	3	2	0
07/19/13	Fri	466	30	0	0	0	0	496	465	31	93.75%	2	80	22	7	2	0	0
07/20/13	Sat	165	19	0	0	0	0	184	167	17	90.76%	1	29	12	4	1	0	0
07/21/13	Sun	26	3	0	0	0	0	29	28	1	96.55%	0	3	0	1	0	0	0
07/22/13	Mon	434	38	0	0	0	0	472	438	34	92.80%	8	86	16	10	6	0	2
07/23/13	Tue	401	41	0	0	0	0	442	404	38	91.40%	10	83	18	10	6	4	0
07/24/13	Wed	477	23	0	0	0	0	500	463	37	92.60%	5	92	28	4	4	1	0
07/25/13	Thu	403	35	0	0	0	0	438	411	27	93.84%	5	72	17	5	4	0	1
07/26/13	Fri	426	39	0	0	0	0	465	434	31	93.33%	1	93	18	12	0	0	1
07/27/13	Sat	185	16	0	0	0	0	201	189	12	94.03%	2	42	9	1	2	0	0
07/28/13	Sun	20	1	0	0	0	0	21	19	2	90.48%	0	4	2	0	0	0	0
07/29/13	Mon	370	21	0	0	0	0	391	376	15	96.16%	3	79	8	4	2	1	0
07/30/13	Tue	457	43	0	0	0	0	500	454	46	90.80%	4	60	31	11	3	1	0
07/31/13	Wed	480	51	0	0	0	0	531	476	55	89.64%	12	89	29	14	7	4	1
	Total:	10,576	951	0	0	0	0	11,527	10,604	923	91.99%	127	1,905	589	207	97	19	11

Early/Late Report - Monthly
MV-Div: 0065 (Gainesville, FL)

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 09/06/13 02:51:52 PAC

August 2013 (Early Win: 31 Late Win: 31)

			Stop Types					Total	Total *	Total	Total		Sub Categories					
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
08/01/13	Thu	405	29	0	0	0	0	434	402	32	92.63%	4	56	23	5	2	2	0
08/02/13	Fri	428	28	0	0	0	0	456	412	44	90.35%	13	86	22	9	12	1	0
08/03/13	Sat	204	21	0	0	0	0	225	214	11	95.11%	0	40	7	4	0	0	0
08/04/13	Sun	34	3	0	0	0	0	37	35	2	94.59%	0	7	2	0	0	0	0
08/05/13	Mon	440	32	0	0	0	0	472	441	31	93.43%	3	97	24	4	3	0	0
08/06/13	Tue	433	40	0	0	0	0	473	440	33	93.02%	7	69	19	7	5	1	1
08/07/13	Wed	479	51	0	0	0	0	530	457	73	86.23%	6	79	46	19	5	0	1
08/08/13	Thu	463	30	0	0	0	0	493	459	34	93.10%	1	69	24	9	1	0	0
08/09/13	Fri	436	31	0	0	0	0	467	441	26	94.43%	4	71	17	5	4	0	0
08/10/13	Sat	213	18	0	0	0	0	231	219	12	94.81%	0	46	10	2	0	0	0
08/11/13	Sun	41	1	0	0	0	0	42	40	2	95.24%	0	6	2	0	0	0	0
08/12/13	Mon	390	24	0	0	0	0	414	370	44	89.37%	7	67	25	12	6	1	0
08/13/13	Tue	445	48	0	0	0	0	493	449	44	91.08%	0	78	30	14	0	0	0
08/14/13	Wed	433	28	0	0	0	0	461	415	46	90.02%	4	74	37	5	3	1	0
08/15/13	Thu	474	25	0	0	0	0	499	459	40	91.98%	1	62	29	10	0	0	1
08/16/13	Fri	377	20	0	0	0	0	397	358	39	90.18%	1	74	25	13	1	0	0
08/17/13	Sat	214	15	0	0	0	0	229	215	14	93.89%	0	41	11	3	0	0	0
08/18/13	Sun	31	2	0	0	0	0	33	30	3	90.91%	0	5	2	1	0	0	0
08/19/13	Mon	428	35	0	0	0	0	463	412	51	88.98%	8	82	32	11	6	1	1
08/20/13	Tue	485	41	0	0	0	0	526	460	66	87.45%	17	70	39	10	9	6	2
08/21/13	Wed	512	21	0	0	0	0	533	474	59	88.93%	4	74	43	12	3	1	0
08/22/13	Thu	493	41	0	0	0	0	534	476	58	89.14%	5	56	40	13	3	1	1
08/23/13	Fri	487	31	0	0	0	0	518	477	41	92.08%	2	83	31	8	2	0	0
08/24/13	Sat	180	22	0	0	0	0	202	189	13	93.56%	2	33	6	5	2	0	0
08/25/13	Sun	34	1	0	0	0	0	35	32	3	91.43%	0	6	2	1	0	0	0
08/26/13	Mon	427	32	0	0	0	0	459	426	33	92.81%	1	97	25	7	1	0	0
08/27/13	Tue	467	32	0	0	0	0	499	450	49	90.18%	10	75	31	8	7	1	2
08/28/13	Wed	498	30	0	0	0	0	528	472	56	89.39%	7	92	44	5	5	2	0
08/29/13	Thu	472	26	0	0	0	0	498	469	29	94.18%	1	76	25	3	1	0	0
08/30/13	Fri	424	39	0	0	0	0	463	415	48	89.63%	7	61	28	13	7	0	0
08/31/13	Sat	166	17	0	0	0	0	183	159	24	86.89%	3	34	17	4	3	0	0
	Total:	11,013	814	0	0	0	0	11,827	10,767	1,060	91.04%	118	1,866	720	222	91	18	9

Early/Late Report - Monthly
MV-Div: 0065 (Gainesville, FL)

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 10/16/13 02:51:09 PAC

September 2013 (Early Win: 31 Late Win: 31)

			Stop Types					Total	Total	*Total	Total		Sub Categories					
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
09/01/13	Sun	25	5	0	0	0	0	30	30	0	100.00%	0	2	0	0	0	0	0
09/02/13	Mon	126	10	0	0	0	0	136	134	2	98.53%	0	31	1	1	0	0	0
09/03/13	Tue	479	42	0	0	0	0	521	486	35	93.28%	4	87	21	10	3	1	0
09/04/13	Wed	473	45	0	0	0	0	518	471	47	90.93%	4	89	36	7	4	0	0
09/05/13	Thu	479	33	0	0	0	0	512	480	32	93.75%	4	63	21	7	3	0	1
09/06/13	Fri	473	38	0	0	0	0	511	460	51	90.02%	5	77	36	10	5	0	0
09/07/13	Sat	225	16	0	0	0	0	241	222	19	92.12%	1	43	15	3	0	0	1
09/08/13	Sun	36	2	0	0	0	0	38	38	0	100.00%	0	6	0	0	0	0	0
09/09/13	Mon	473	32	0	0	0	0	505	456	49	90.30%	5	72	32	12	4	0	1
09/10/13	Tue	457	30	0	0	0	0	487	436	51	89.53%	3	58	41	7	2	0	1
09/11/13	Wed	532	28	0	0	0	0	560	482	78	86.07%	8	66	56	14	7	1	0
09/12/13	Thu	505	45	0	0	0	0	550	487	63	88.55%	4	52	47	12	3	1	0
09/13/13	Fri	525	27	0	0	0	0	552	482	70	87.32%	16	91	34	20	13	2	1
09/14/13	Sat	188	13	0	0	0	0	201	183	18	91.04%	0	27	12	6	0	0	0
09/15/13	Sun	44	3	0	0	0	0	47	47	0	100.00%	0	4	0	0	0	0	0
09/16/13	Mon	463	59	0	0	0	0	522	470	52	90.04%	10	74	27	15	10	0	0
09/17/13	Tue	441	40	0	0	0	0	481	427	54	88.77%	7	64	35	12	5	2	0
09/18/13	Wed	479	41	0	0	0	0	520	446	74	85.77%	9	63	36	29	7	2	0
09/19/13	Thu	499	45	0	0	0	0	544	483	61	88.79%	5	61	47	9	5	0	0
09/20/13	Fri	458	46	0	0	0	0	504	442	62	87.70%	8	55	36	18	8	0	0
09/21/13	Sat	165	24	0	0	0	0	189	183	6	96.83%	0	33	5	1	0	0	0
09/22/13	Sun	30	1	0	0	0	0	31	31	0	100.00%	0	4	0	0	0	0	0
09/23/13	Mon	451	48	0	0	0	0	499	463	36	92.79%	2	78	29	5	1	1	0
09/24/13	Tue	398	26	0	0	0	0	424	371	53	87.50%	3	61	43	7	1	2	0
09/25/13	Wed	494	34	0	0	0	0	528	467	61	88.45%	8	69	35	18	7	1	0
09/26/13	Thu	460	35	0	0	0	0	495	465	30	93.94%	4	66	24	2	4	0	0
09/27/13	Fri	397	28	0	0	0	0	425	393	32	92.47%	4	74	22	6	3	1	0
09/28/13	Sat	170	18	0	0	0	0	188	172	16	91.49%	4	35	11	1	4	0	0
09/29/13	Sun	34	1	0	0	0	0	35	33	2	94.29%	0	7	1	1	0	0	0
09/30/13	Mon	482	32	0	0	0	0	514	468	46	91.05%	3	61	32	11	2	1	0
	Total:	10,461	847	0	0	0	0	11,308	10,208	1,100	90.27%	121	1,573	735	244	101	15	5

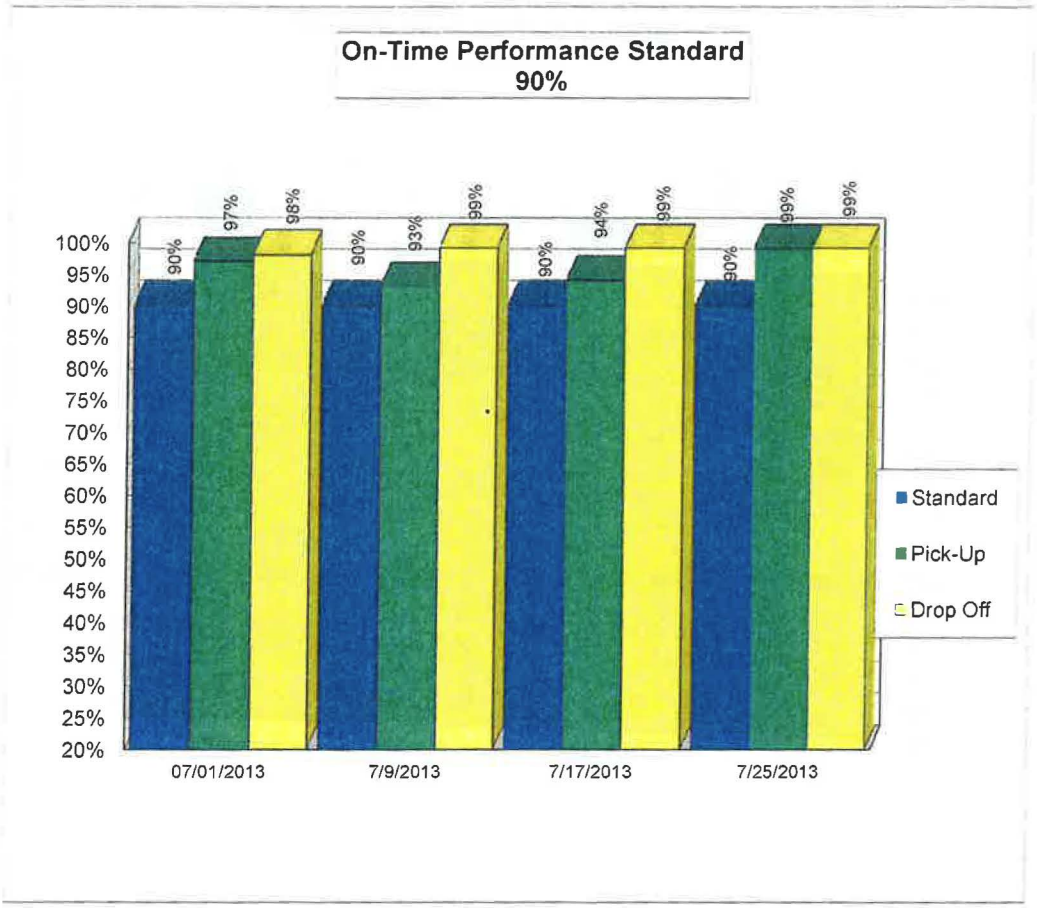
Early/Late Report - Monthly
MV-Div: 0065 (Gainesville, FL)

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 11/22/13 02:51:38 PAC

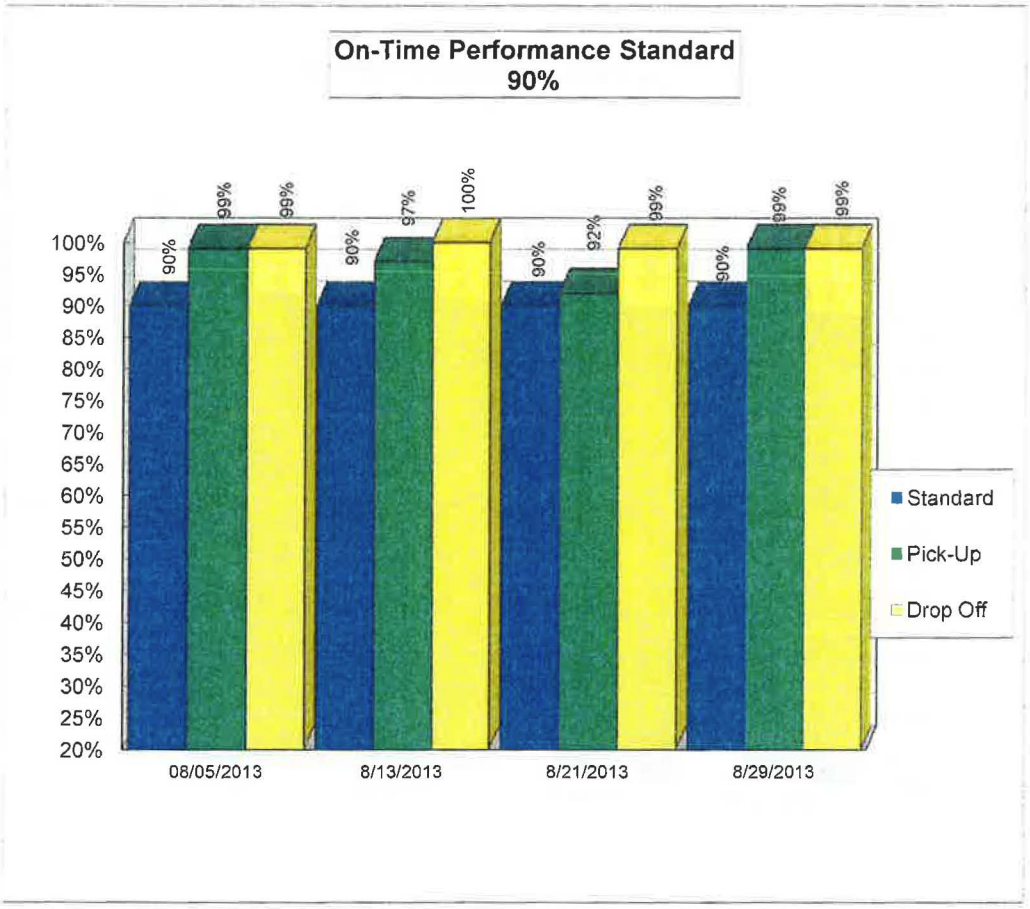
October 2013 (Early Win: 31 Late Win: 31)

			Stop Types					Total	Total	* Total	Total		Sub Categories					
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
10/01/13	Tue	433	34	0	0	0	0	467	421	46	90.15%	6	64	34	6	4	2	0
10/02/13	Wed	484	36	0	0	0	0	520	454	66	87.31%	9	71	39	18	8	1	0
10/03/13	Thu	471	46	0	0	0	0	517	443	74	85.69%	19	65	40	15	12	4	3
10/04/13	Fri	425	39	0	0	0	0	464	380	84	81.90%	11	45	56	17	8	1	2
10/05/13	Sat	174	14	0	0	0	0	188	186	2	98.94%	0	27	1	1	0	0	0
10/06/13	Sun	35	2	0	0	0	0	37	37	0	100.00%	0	5	0	0	0	0	0
10/07/13	Mon	436	41	0	0	0	0	477	433	44	90.78%	6	74	27	11	4	1	1
10/08/13	Tue	449	28	0	0	0	0	477	423	54	88.68%	6	56	39	9	4	2	0
10/09/13	Wed	525	34	0	0	0	0	559	487	72	87.12%	9	57	43	20	8	1	0
10/10/13	Thu	482	31	0	0	0	0	513	474	39	92.40%	2	65	29	8	2	0	0
10/11/13	Fri	431	32	0	0	0	0	463	416	47	89.85%	4	81	36	7	4	0	0
10/12/13	Sat	202	13	0	0	0	0	215	215	0	100.00%	0	37	0	0	0	0	0
10/13/13	Sun	29	3	0	0	0	0	32	32	0	100.00%	0	4	0	0	0	0	0
10/14/13	Mon	437	39	0	0	0	0	476	426	50	89.50%	6	84	29	15	5	1	0
10/15/13	Tue	415	39	0	0	0	0	454	408	46	89.87%	6	68	33	7	4	0	2
10/16/13	Wed	442	37	0	0	0	0	479	436	43	91.02%	10	50	22	11	8	2	0
10/17/13	Thu	471	21	0	0	0	0	492	426	66	86.59%	8	68	47	11	8	0	0
10/18/13	Fri	406	21	0	0	0	0	427	426	1	99.77%	0	60	1	0	0	0	0
10/19/13	Sat	176	21	0	0	0	0	197	197	0	100.00%	0	45	0	0	0	0	0
10/20/13	Sun	26	1	0	0	0	0	27	27	0	100.00%	0	5	0	0	0	0	0
10/21/13	Mon	403	40	0	0	0	0	443	412	31	93.00%	1	82	26	4	1	0	0
10/22/13	Tue	434	37	0	0	0	0	471	424	47	90.02%	7	73	34	6	4	2	1
10/23/13	Wed	470	33	0	0	0	0	503	452	51	89.86%	4	64	36	11	2	1	1
10/24/13	Thu	456	42	0	0	0	0	498	451	47	90.56%	7	69	31	9	5	2	0
10/25/13	Fri	398	40	0	0	0	0	438	393	45	89.73%	6	62	28	11	6	0	0
10/26/13	Sat	154	18	0	0	0	0	172	172	0	100.00%	0	23	0	0	0	0	0
10/27/13	Sun	25	4	0	0	0	0	29	29	0	100.00%	0	3	0	0	0	0	0
10/28/13	Mon	447	25	0	0	0	0	472	432	40	91.53%	12	67	25	3	10	0	2
10/29/13	Tue	471	28	0	0	0	0	499	454	45	90.98%	2	64	32	11	0	2	0
10/30/13	Wed	402	46	0	0	0	0	448	370	78	82.59%	15	61	39	24	13	0	2
10/31/13	Thu	426	38	0	0	0	0	464	411	53	88.58%	5	57	38	10	5	0	0
	Total:	11,035	883	0	0	0	0	11,918	10,747	1,171	90.17%	161	1,656	765	245	125	22	14

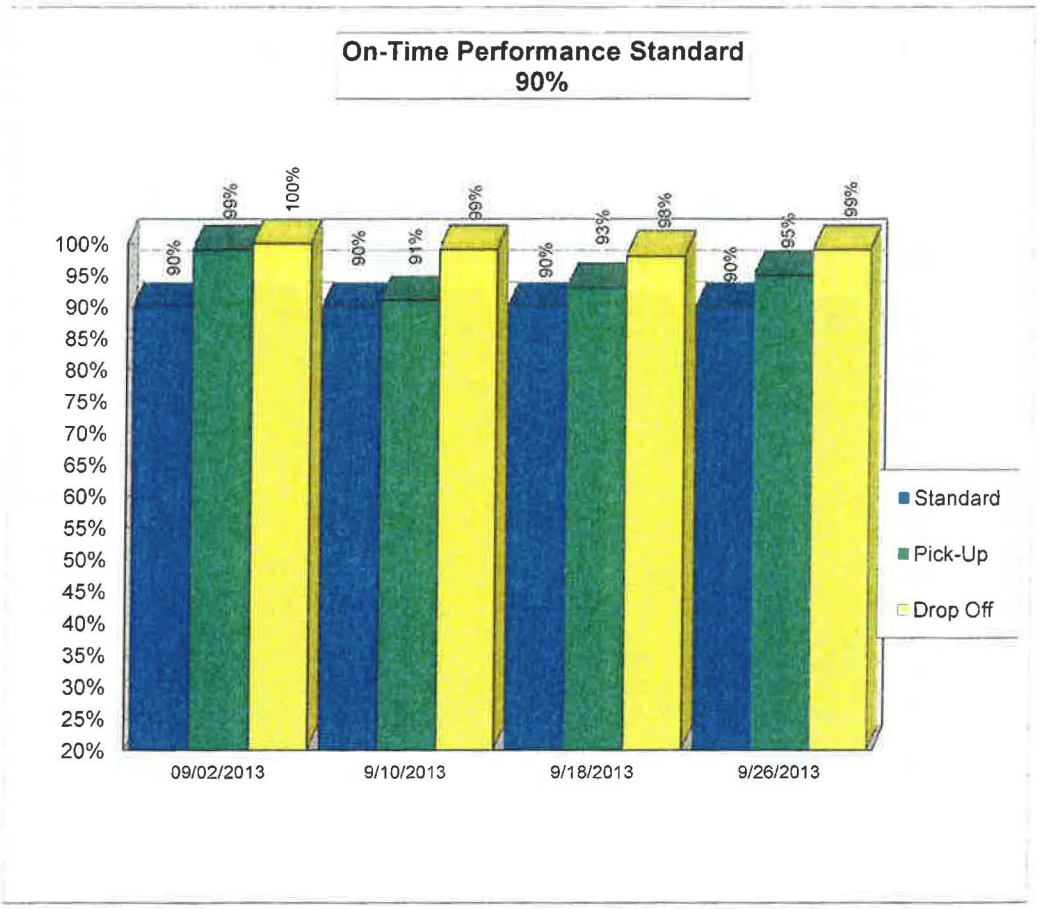
TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS ALACHUA COUNTY, JULY 2013



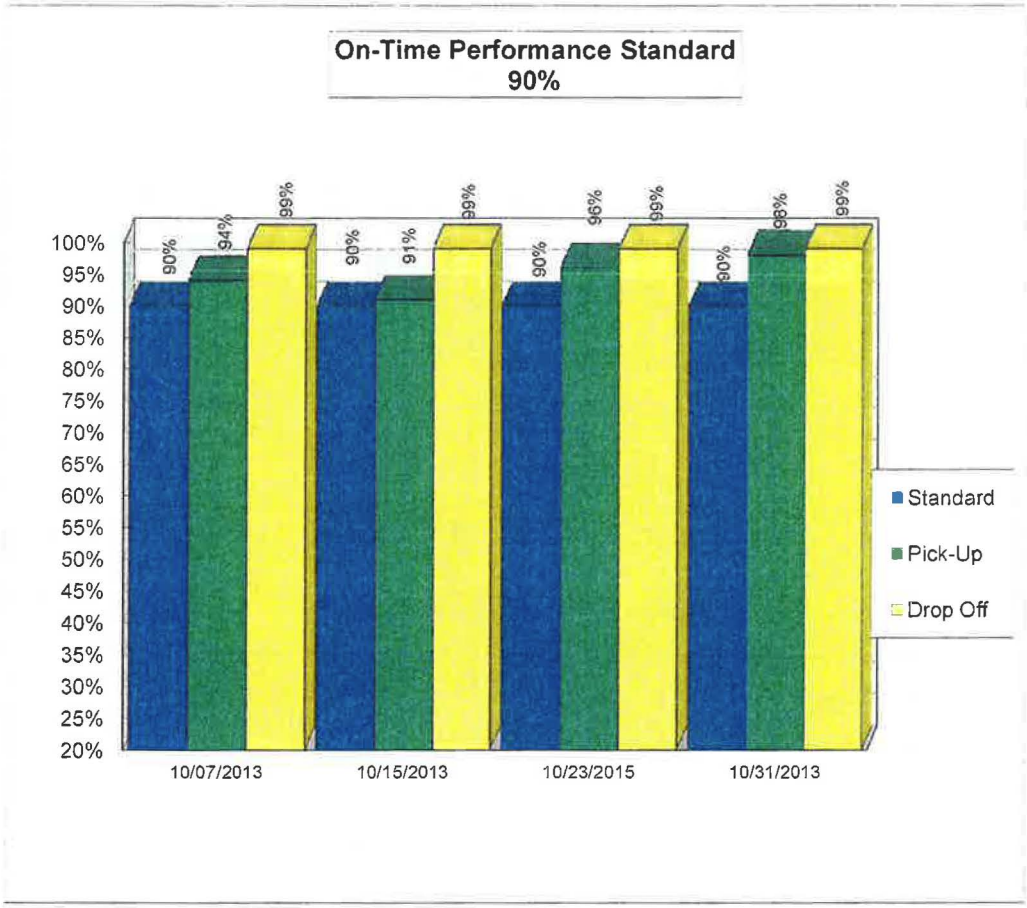
TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS ALACHUA COUNTY, AUGUST 2013



TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS ALACHUA COUNTY, SEPTEMBER 2013



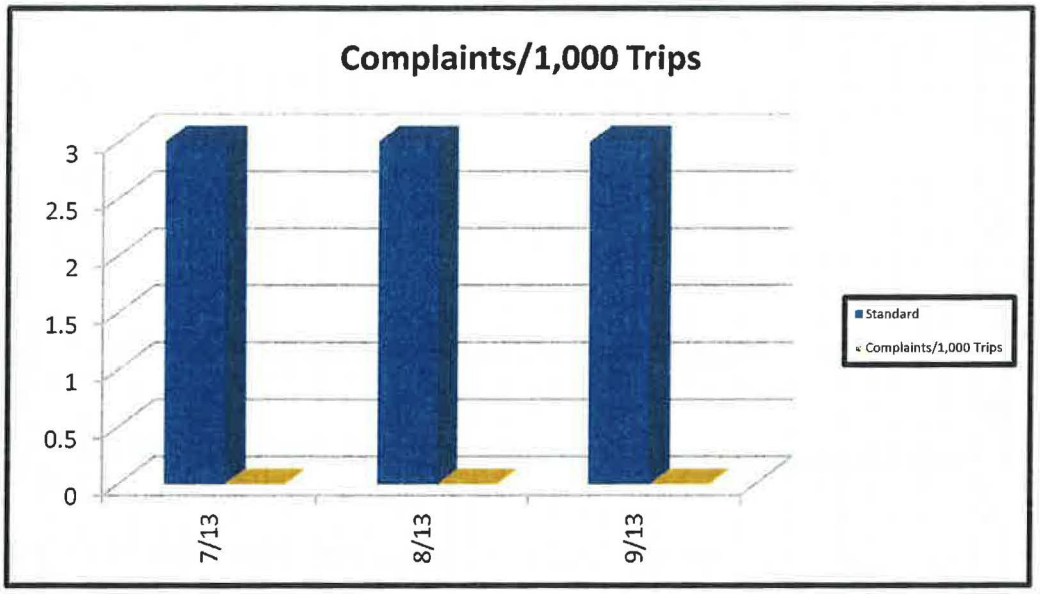
TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS ALACHUA COUNTY, OCTOBER 2013



TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS

ALACHUA COUNTY, JULY 2013 - SEPTEMBER 2013

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
7/13	3	0
8/13	3	0
9/13	3	0



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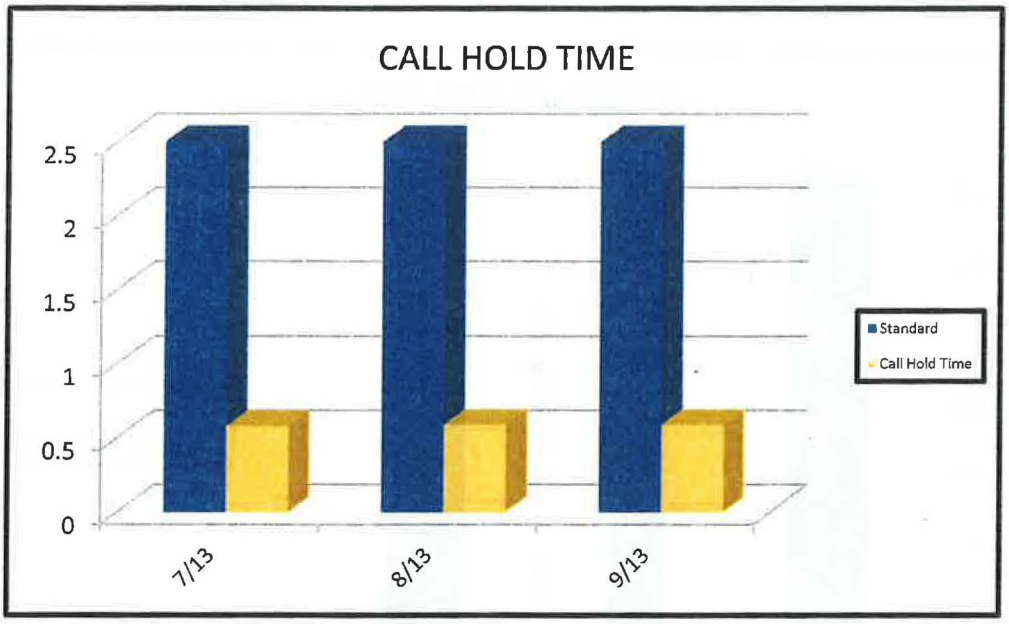
MV TRANSPORTATION
SUMMARY OF SERVICE ISSUES
JULY 1, 2013 - JUNE 30, 2014

TYPE OF COMPLAINT	7/13	8/13	9/13	10/13	11/13	12/13	1/14	2/14	3/14	4/14	5/14	6/14
Late Drop-Off	0	0	0	0								
Pick-Up before Window Opens	0	0	0	0								
Late Return Pick-Up	0	0	0	0								
Ride Time Exceeded Standards	0	0	0	0								
Can't Get Through by Telephone	0	0	0	0								
On Hold for Excessive Periods of Time	0	0	0	0								
Phone System Problems	0	0	0	0								
Sunday Reservations	0	0	0	0								
Trip Denial	0	0	0	0								
Driver Training	0	0	0	0								
Driver Behavior	0	0	0	0								
No Passenger Assistance Provided	0	0	0	0								
No Driver ID	0	0	0	0								
Dispatcher Behavior	0	0	0	0								
Reservationist Behavior	0	0	0	0								
Unsafe Driving	0	0	0	0								
No Show by Driver	0	0	0	0								
Reservations/Scheduling	0	0	0	0								
Reservations	0	0	0	0								
Air Conditioning not Working	0	0	0	0								
Wheelchair/Scooter Securement	0	0	0	0								
Passenger Behavior	0	0	0	0								
No Show by Passenger	0	0	0	0								
Customer Service	0	0	0	0								
Safety	0	0	0	0								
Trip Cancelled, Ride Came Anyway	0	0	0	0								
Wheelchair Lift Not Working Properly	0	0	0	0								
Charged Wrong Passenger Fare	0	0	0	0								
Vehicle Condition	0	0	0	0								
MV Staff Availability	0	0	0	0								
Dropped Off at Wrong Location	0	0	0	0								
Improper Passenger Assistance	0	0	0	0								
Did Not Process TD Eligibility Application	0	0	0	0								
Other	0	0	0	0								
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
TRIPS	**9,648**	**10,083**	**9,513**									
COMPLAINTS/1,000 TRIPS	**0.00**	**0.00**	**0.00**	**#DIV/0!**	**#DIV/0!**	**#####**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**
Number of Individuals Submitting Complaints	0	0	0	0								
RTS	0	0	0	0								
CIL	0	0	0	0								
Foster Grandparents	0	0	0	0								
NCFRPC	0	0	0	0								
COMMENDATIONS	**0**	**0**	**4**	**2**								

TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS ALACHUA COUNTY, JULY 2013 - SEPTEMBER 2013

MONTH	STANDARD	CALL HOLD TIME
7/13	2.5	0.58
8/13	2.5	0.59
9/13	2.5	0.59



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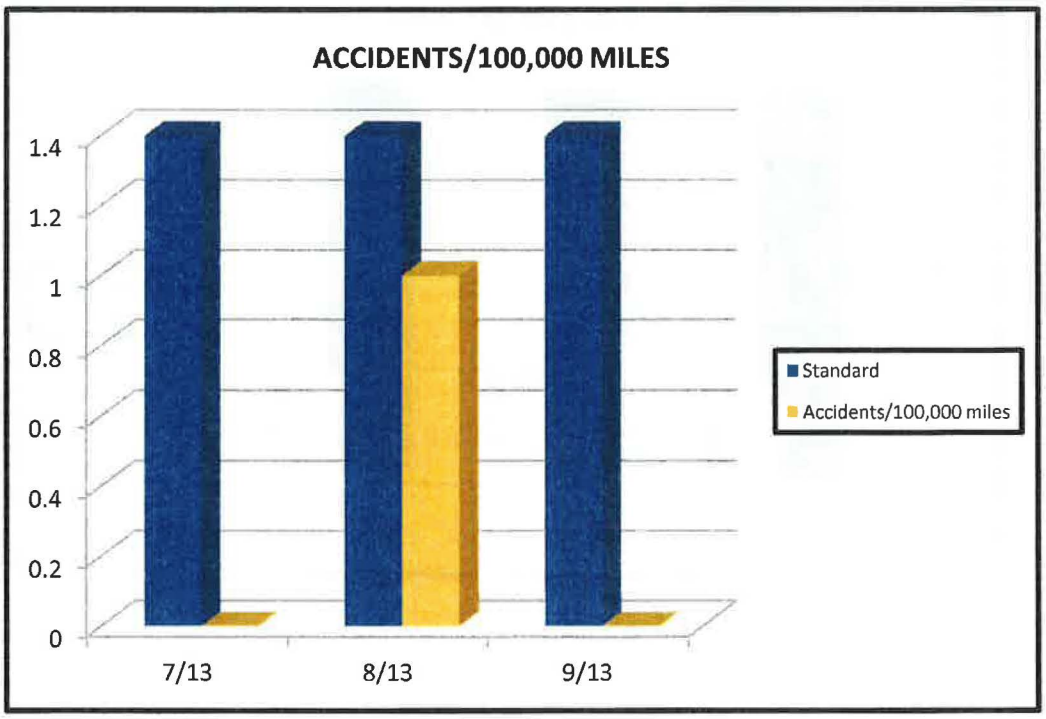
TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS

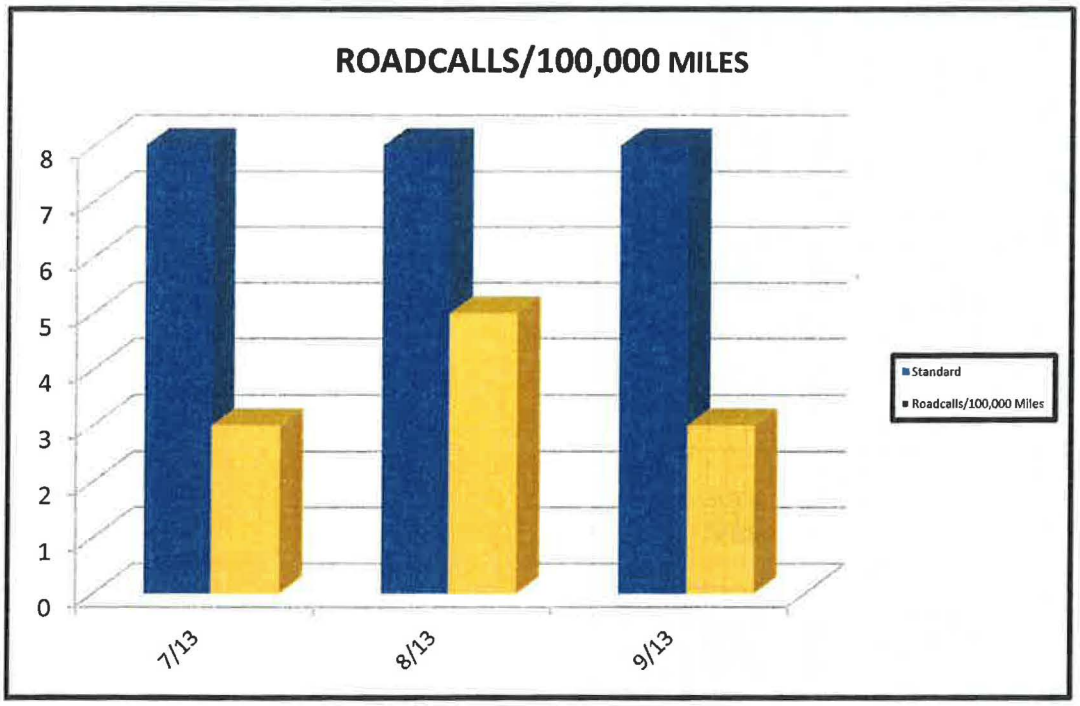
ALACHUA COUNTY JULY - SEPTEMBER 2013

MONTH	STANDARD	ACCIDENTS/100,000 MILES
7/13	1.4	0
8/13	1.4	1
9/13	1.4	0



TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY 2013 - SEPTEMBER 2013

MONTH	STANDARD	ROADCALLS/100,000 MILES
7/13	8	3
8/13	8	5
9/13	8	3



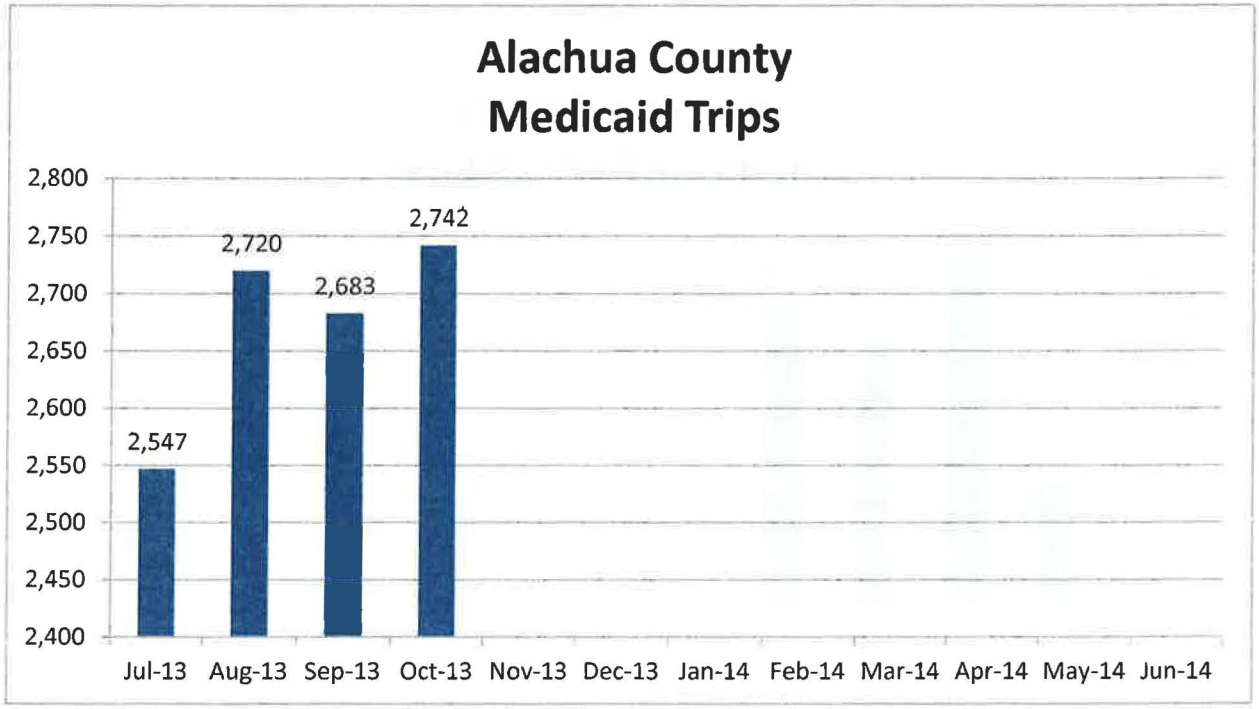
2013-2014 OPERATING DATA	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Total No Trips Invoiced	**9,648**	**10,083**	**9,513**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Medicaid Alachua	2,717	3,103	2,898									
TD Trust Fund Alachua	1,635	1,657	1,685									
ADA	4,502	4,458	4,315									
NFG - 5317	138	18	0									
CICO - 5311	206	191	99									
County of Alachua, FGPA, RSVP	418	637	494									
Elder Care	32	19	22									
Bus Passes TD	0	0	0									
Bus Passes Medicaid	0	0	0									
Purchased Transportation												
Medicaid Alachua	$90,704.00	$90,704.00	$90,704.00									
TD Trust Fund Alachua	$ 57,260.72	$ 56,942.45	$ 56,946.04									
ADA	$ 120,559.75	$ 119,100.91	$ 115,715.73									
NFG - 5317	$ 3,652.34	$ 475.99	$ -									
CICO - 5311	$ 5,169.26	$ 5,202.74	$ 2,629.23									
County of Alachua, FGPA, RSVP	$ 12,839.94	$ 19,376.44	$ 14,910.44									
Elder Care	$ 1,054.40	$ 626.05	$ 724.00									
Bus Passes Total MED and TD	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total Dollars Invoiced	**$ 291,240.41**	**$ 292,428.58**	**$ 281,630.34**									
Total Expenses	**$ 280,850.00**	**$ 269,797.00**	**$ 237,186.00**									
Average Cost Per Trip	**$ 29.11**	**$ 26.76**	**$ 24.93**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**
Total Vehicle Miles	**119,437**	**122,976**	**$ 114,428.00**									
Total Vehicle Hours	**7,102**	**7,404**	**6,817**									
Avg Miles per Trip	**12**	**12**	**12**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**
Avg Cost Per Mile	**$2.35**	**$2.19**	**$2.07**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**
Avg Cost Per Hour	**$39.55**	**$36.44**	**$34.79**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**
Number of No Shows	**579**	**479**	**476**									
Number Trips Denied	**0**	**0**	**0**									
No Accidents	**0**	**1**	**0**									
No RoadCalls	**3**	**5**	**3**									
Telephone Calls Rec'd	**14,034**	**14,308**	**12,282**									
Avg. Telephone On-Hold Time	**0.58**	**0.59**	**0.59**									

CTC: MV Transportation
Rates Charged for TD Service:
$27.47 one-way ambulatory trip
$47.10 one-way wheelchair trip
$98.12 one-way stretcher trip
$20.50 bus pass

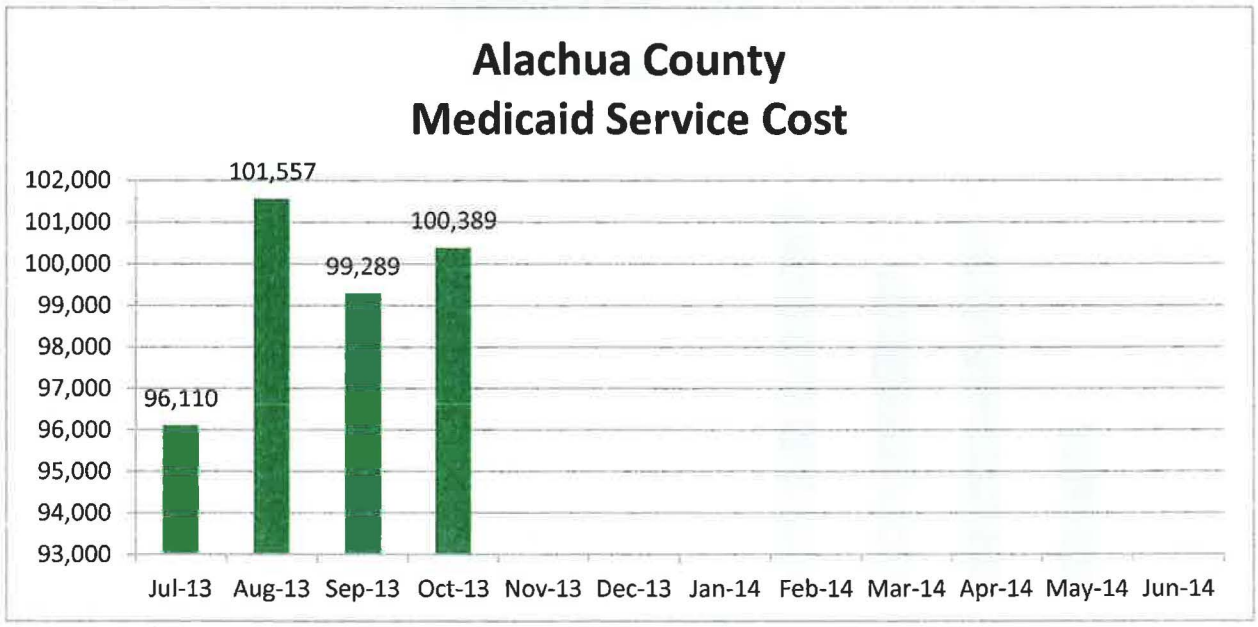
2013-2014 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
ALACHUA COUNTY

MONTH/YEAR	STATE FUNDS	MONTHLY STATE ALLOCATION	STATE DOLLARS INVOICED	DIFFERENCE	STATE FUNDS REMAINING	TOTAL DOLLARS SPENT	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-13	$615,421.00	$51,539.00	$51,534.65	$4.35	$563,886.35	$57,260.72	1,635	$ 35.02
Aug-13	-	$51,262.00	$51,248.00	$14.00	$512,638.35	$56,942.45	1,657	$ 34.36
Sep-13	-	$51,262.00	$51,251.44	$10.56	$461,386.91	$56,946.04	1,685	$ 33.80
Oct-13	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
Nov-13	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
Dec-13	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
Jan-14	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
Feb-14	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
Mar-14	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
Apr-14	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
May-14	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
Jun-14	-	$51,262.00		$51,262.00	$461,386.91			#DIV/0!
TOTAL	**-**	**$615,421.00**	**$154,034.09**	**$461,386.91**	**$461,386.91**	**$171,149.21**	**4,977**	$ 34.39

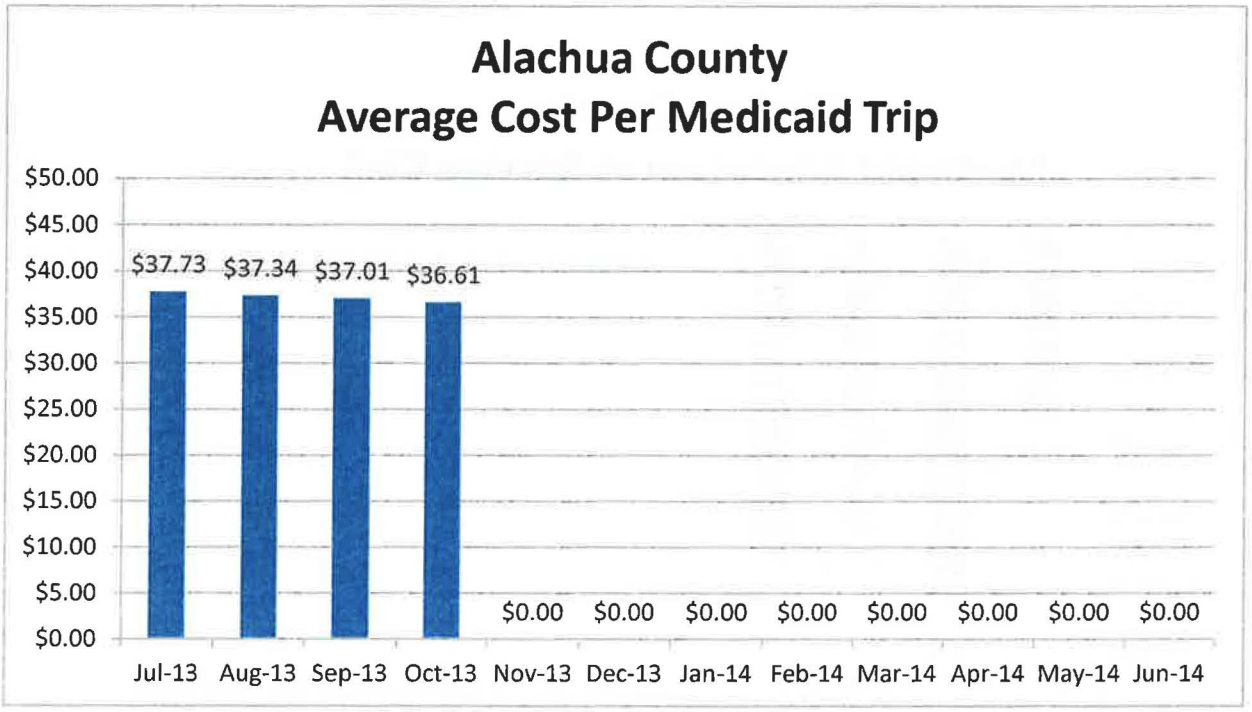
TD PROGRAM STATUS REPORT	Jul-13	Aug-13	Sep-13	Oct-13
TD Applications Approved	21	21	26	33
TD Applications Denied	1	0	0	0
Bus Pass Applications Received	0	0	0	0
Number of Bus Passes sponsored by the TDTF	0	0	0	0
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A	N/A
Number of TD Trips that can be Provided Daily	54	54	54	54
Average Number of TD Trips Performed Daily	56	57	56	61
TD Trip Priorities Used (Yes or No)	No	No	No	No
Number of Dialysis Saturday Trips Provided	83	85	74	45
Number of Other Saturday Trips Provided	32	53	38	44
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0



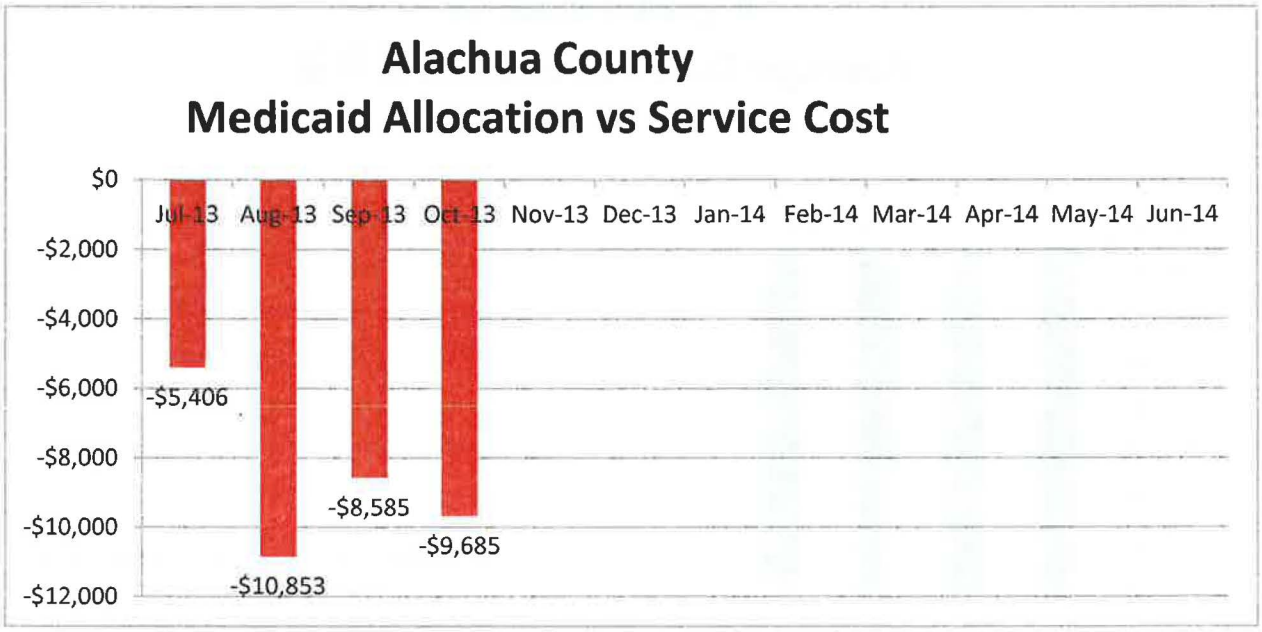
Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports



Source: Florida Commission for the Transportation Disadvantaged Medicaid Encounter Data Reports

Medicaid Helpline Report (3/1/2013 -3/31/2013)

Alachua

Medicaid-Quality of Service

File # 19455

Intake Date	22-Mar-13
Close Date	22-Mar-13

CUSTOMER

The customer stated the following:

Customer has had problems with his last three trips. Once (on the 11th) he was picked up almost two hours late. Another instance he was dropped off at the wrong entrance to the hospital, and had to walk a very long distance. Then today he was late being picked up again.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.

CTC/STP

The CTC/STP reported the following findings / actions:

Customer was contacted and assisted.

FOLLOW UP

The Ombudsman reported the following actions:

Broward

Medicaid-Quality of Service

File # 19405

Intake Date	21-Mar-13
Close Date	21-Mar-13

CUSTOMER

The customer stated the following:

Client and her escort were transported to her doctor's appointment on Tuesday, March 19. While there, the key to her scooter broke off, but she said she could still use the scooter manually. When the driver came to pick her up, he wouldn't transport her back home because she had an inoperable scooter. She had to borrow $40.00 to get a ride back home.

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman forwarded the concern to the CTC/STP for investigation, findings, and action taken.

CTC/STP

The CTC/STP reported the following findings / actions:

Clinet has a special extra-large width scooter that the providers are unable to load on their lifts. Her scooter has broken 2 lifts on a provider's van, which is very costly. Due to the liability in transporting her, the providers will not

ATTENDANCE RECORD

ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	10/10/2012	3/13/2013	5/8/2013	8/21/2013
Chair	Commissioner Todd Chase	-	-	-	P
Florida Department of Transportation	Janell Damato	P	A	P	P
Alternate Member	Sandra Collins	A	A	A	A
Florida Department of Children and Families	Peggy Henderson	A	P	P	P
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administrtaion	Alana McKay	P	P	P	P
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	Lydia Bush	A	A	A	A
Alternate Member	Jeff Aboumrad	P	P	A	P
Public Education	Dr. Harrell Harrison	A	A	A	A
Alternate Member	David Deas	A	A	A	A
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	Earther Wright	P	P	P	A
Alternate Member	(Vacant)				
Elderly	Dr. Maurice Levy				P
Alternate Member	(Vacant)				
Veterans	Kyle Morrison	P	A	A	A
Alternate Member	(Vacant)				
Persons with Disabilities	Christine Eason Louton	P	P	P	P
Alternate Member	Tassie Fuller	P	P	A	A
Florida Association for Community Action	Monique Harrison	P	A	A	P
Alternate Member	Robert Wilford	A	A	A	A
Florida Department of Elder Affairs	Jeff Lee	P	P	A	A
Alternate Member	(Vacant)				
Children at Risk	Elliene Chisholm	A	A	A	A
Alternate Member	(Vacant)				
Mass Transit	Jesus Gomez	A	A	A	A
Alternate Member	Mildred Crawford	P	P	P	P
Regional Workforce Board	Linda Tatum	A	A	A	P
Alternate Member	(Vacant)				

LEGEND KEY: P-Present A-Absent - Not Applicable (newly appointed member)

ATTENDANCE POLICY: According to Article III, Section 5 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."