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September 3, 2014

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

The Alachua County Transportation Disadvantaged Coordinating Board will meet September 10, 2014 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.

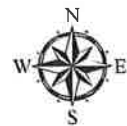
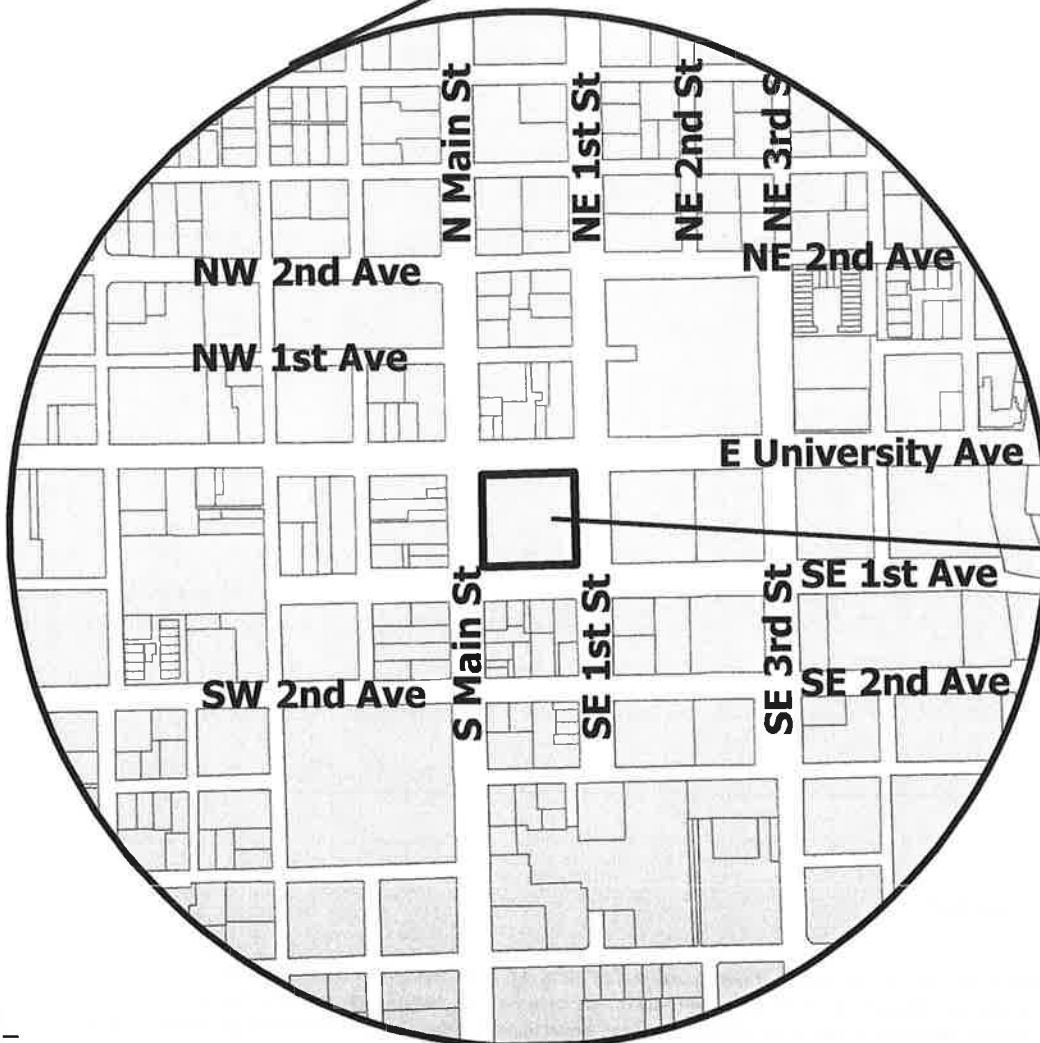
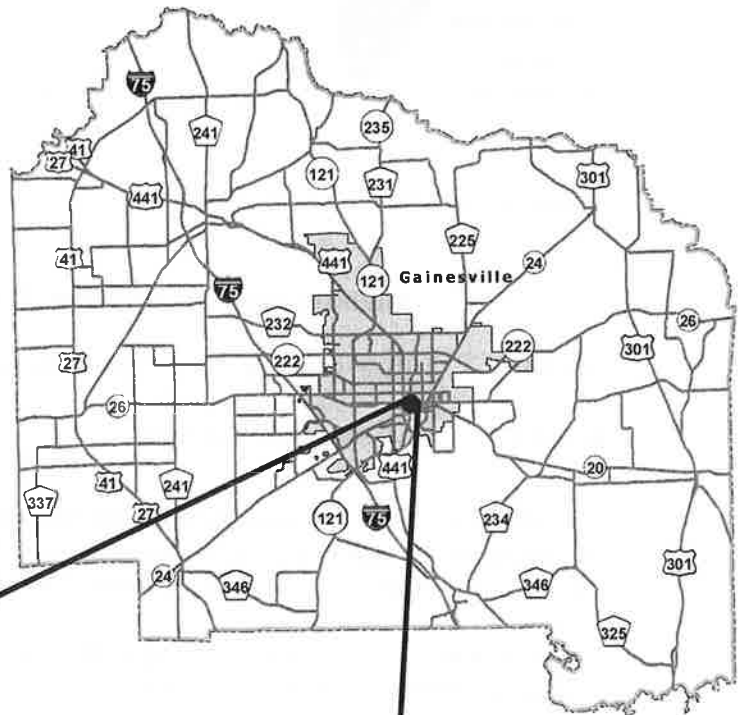
Attachment

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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.



1 inch = 500 feet

Alachua County
Administration
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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
September 10, 2014
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda ACTION REQUIRED Page 3

C. Approval of the June 11, 2014 ACTION REQUIRED Page 7
Minutes

II. NEW BUSINESS

A. Bylaws ACTION REQUIRED Page 13

The Board needs to review and approve the Bylaws

B. Grievance Procedures ACTION REQUIRED Page 31

The Board needs to review and approve the Grievance Procedures

C. Alachua County Transportation ACTION REQUIRED Page 67
Disadvantaged Service Plan Amendment

The Board needs to approve the inclusion of the Regional Transit System's U.S.C.
Section 5317 Program project to the Alachua County Transportation Disadvantaged
Service Plan

D. Elect Vice-Chair ACTION REQUIRED Page 79

The Board needs to re-elect Mr. Jeff Lee as the Board's Vice-Chair or elect a new Vice-Chair

E. Transportation Disadvantaged Program Passenger Co-Payments NO ACTION REQUIRED Page 81

The Board needs to discuss whether to recommend waiving some Transportation Disadvantaged Program passenger co-payments

F. Operations Reports NO ACTION REQUIRED Page 85

III. OTHER BUSINESS

A. Comments

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

IV. FUTURE MEETING DATES

A. 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 955.2200 extension 110.

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Craig Carter Local Elected Official/Chair	
Janell Damato Florida Department of Transportation	Sandra Collins Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
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 (Term ending June 30, 2017)	Charles J. Harris Florida Association for Community Action (Term ending June 30, 2017)
Dr. Harrell Harrison Public Education	David Dees Public Education
Vacant Veterans (Term ending June 30, 2017)	Vacant Veterans (Term ending June 30, 2017)
Vacant Citizen Advocate (Term ending June 30, 2015)	Vacant Citizen Advocate (Term ending June 30, 2015)
Earther Wright Citizen Advocate - User (Term ending June 30, 2015)	Vacant Citizen Advocate - User (Term ending June 30, 2015)
Christine Eason Louton Persons with Disabilities (Term ending June 30, 2015)	Tassie Fuller Persons with Disabilities (Term ending June 30, 2015)
Dr. Maurice Levy Elderly (Term ending June 30, 2017)	Vacant Elderly (Term ending June 30, 2017)
Vacant Medical Community (Term ending June 30, 2016)	Vacant Medical Community (Term ending June 30, 2016)
Elliene Chisholm Children at Risk (Term ending June 30, 2016)	Vacant Children at Risk (Term ending June 30, 2016)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Vacant Private Transportation Industry (Term ending June 30, 2016)	Vacant Private Transportation Industry (Term ending June 30, 2016)

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

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MINUTES

Jack Durrance Auditorium
Alachua County Administration Bldg.
Gainesville, Florida

Wednesday
June 11, 2014
10:00 a.m.

VOTING MEMBERS PRESENT

Mildred Crawford representing Jesus Gomez, Mass Transit Representative
Janell Damato, Florida Department of Transportation Representative
Jeff Aboumrad representing Lydia Bush Florida Department of Education Representative
Christine Eason Louton, Persons with Disabilities Representative
Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair
Alana McKay, Agency for Health Care Administration- Medicaid
Earther Wright, Citizen Advocate

ALTERNATE MEMBERS PRESENT

Tassie Fuller, Persons with Disabilities

VOTING MEMBERS ABSENT

Elliene Chisholm, Children at Risk Representative
Monique Harrison Community Action Agency Representative
Dr. Maurice Levy, Elderly Representative
Dr. Harrell Harrison, Public Education
Linda Tatum, Regional Workforce Development Board

OTHERS PRESENT

Wes Adams, MV Transportation
Mary Anderson
Santo Battaglia
Ronnie Ghani, Florida Department of Education Representative
Kelly Gonzalez, MV Transportation, Inc.
Ed Griffin, MV Transportation, Inc.
Judy Hamilton
Lenora McGowan
Demetrius Moring, MV Transportation
Edward Overn, MV Transportation
Jesse Pete
Marsha Rivera, MV Transportation

Jack Varnon

STAFF PRESENT

Lynn Godfrey, Metropolitan Transportation Planning Organization

I. BUSINESS MEETING - CALL TO ORDER

Vice-Chair Lee called the meeting to order at 10:05 a.m.

A. Introductions

Vice-Chair Lee asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

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

C. Approval of the February 5, 2014 Minutes

Vice-Chair Lee noted that page 6 of the minutes incorrectly states Chairman Chase announced the next meeting of the Board.

Ms. Godfrey apologized for the error.

ACTION: Janell Damato moved to approve the February 5, 2014 meeting minutes with the noted correction. Earther Wright seconded; motion passed unanimously.

II. NEW BUSINESS

A. Alachua County Transportation Disadvantaged Service Plan Amendment

Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Senior Planner, stated that the Board is required to review and approve service rates included in the Alachua County Transportation Disadvantaged Service Plan. She distributed MV Transportation's proposed rates for Fiscal Year 2014/15. She said these rates will become effective July 1, 2014 once they are approved by the Board and the Florida Commission for the Transportation Disadvantaged.

Mr. Edward Griffin, MV Transportation Vice-President for Business and Governmental Affairs, discussed how statewide Medicaid Program reform has affected MV Transportation's budget. He said MV Transportation has a contract to provide non-emergency Medicaid medical transportation with Access to Care. He said MV Transportation was providing approximately 100 Medicaid trips per day before reform began on May 1, 2014. He said they are now providing approximately 75 trips per day.

Mr. Wesley Adams, MV Transportation Financial Director, said they had to make a lot of assumptions when they developed the Fiscal Year 2014/15 rates because there was no history for a third party brokering Medicaid transportation service. He said there is no guarantee that the proposed rates won't change.

ACTION: Alana McKay moved to approve MV Transportation's Fiscal Year 2014/15 service rates as an amendment to the Alachua County Transportation Disadvantaged Service Plan. Millie Crawford seconded; motion passed unanimously.

B. Statewide Medicaid Managed Care Program

Mr. Griffin explained that the Managed Medical Assistance Program was implemented in Alachua County beginning May 1, 2014. He said two Medicaid transportation systems are now operating instead of one coordinated transportation system. He said Health Maintenance Organizations are responsible for providing transportation services to their patients under the Managed Medical Assistance Program. He said the remainder of Medicaid non-emergency medical transportation is provided by Florida's Coordinated Transportation System through the Florida Commission for the Transportation Disadvantaged.

Mr. Griffin stated that the Health Maintenance Organizations contracted with Transportation Management Organizations to provide transportation under the Managed Medical Assistance Program. He said the Transportation Management Organizations have subcontracted services with local transportation providers.

Mr. Griffin also explained that the Florida Commission for the Transportation Disadvantaged will continue to contract with the Community Transportation Coordinators for a small amount of Medicaid non-emergency transportation. He stated that all of these changes will most likely result in increased service rates for other programs. Ms. Tassie Fuller said she heard there is no passenger co-payment for Medicaid transportation any longer.

Mr. Griffin said several Community Transportation Coordinators stopped providing Medicaid transportation services through Florida's Coordinated Transportation System because it is cost prohibitive. He assured the Board that MV Transportation will continue to provide Medicaid transportation for both systems. He said he is hopeful the Florida Commission for the Transportation Disadvantaged can negotiate better service rates for the service provided under Florida's Coordinated Transportation System. Ms. Tassie Fuller asked if Medicaid beneficiaries no longer have to pay a fare when they are transported for Medicaid services.

Ms. Alana McKay stated that not having to pay a fare for transportation services seems to be a standard benefit for Medicaid beneficiaries who join a Health Maintenance Organization.

Ms. Christine Eason Louton said the Clay County Community Transportation Coordinator, may terminate their contract for the provision of Medicaid non-emergency medical transportation with the Florida Commission for the Transportation Disadvantaged.

Mr. Jack Varnon said service wasn't as good when there were multiple transportation service providers operating in Alachua County. He said he hopes the quality of service does not decline because of Medicaid Program reform.

C. Operations Reports

Mr. Kelly Gonzalez, MV Transportation General Manager, discussed the operations reports and answered questions.

Ms. Judy Hamilton questioned the accuracy of the compliant report. She stressed that effective communications between MV Transportation and passengers is crucial.

Mr. Gonzalez said he will work with Ms. Godfrey to make sure the reporting is accurate.

Ms. Millie Crawford said the Regional Transit System received more service complaints in May. She said these will be reported at the next meeting.

Ms. Christine Eason Louton said one of her Board members missed a meeting because her transportation was late.

Ms. Earther Wright said many passengers are too intimidated to complain about their service directly to MV Transportation. She said many passengers complain to each other about late trips, missed trips and other service issues.

III. OTHER BUSINESS

A. Members

There were no member comments.

B. Citizens

Mr. Santo Battaglia suggested that instead of music, MV Transportation provide information about their services when people on hold.

Ms. Lenora McGowan said MV Transportation does a good job, however, she said she has experienced some problems with her transportation service recently.

Ms. Mary Andrews said she is thankful for the service MV Transportation provides to her.

Ms. Jesse Pete commended MV Transportation staff for the excellent service they provide.

IV. FUTURE MEETING DATES

Vice-Chair Lee stated that the next meeting of the Alachua County Transportation Disadvantaged Coordinating Board will be held September 10, 2014 at 10:00 a.m.

ADJOURNMENT

The meeting adjourned at 11:40 a.m.

Chair

Date



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

September 3, 2014

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Alachua County Transportation Disadvantaged Coordinating Board Bylaws

RECOMMENDATION

Approve the Board's Bylaws.

BACKGROUND

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

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

Attachment

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Bylaws

September 10, 2014

Alachua County Transportation Disadvantaged Coordinating Board



Bylaws

Approved by the
Alachua County
Transportation Disadvantaged Coordinating Board

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

Craig Carter, Chair

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

September 10, 2014

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Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Bylaws

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

D. Name and Purpose

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

E. Membership

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

- (d) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office or Headstart Program in areas where the School District is responsible;
- (e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (f) A person recommended by the local Veterans Service Office representing the veterans of the service area;
- (g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
- (h) A person over age sixty (60) representing the elderly in the service area;
- (i) A person with a disability representing the disabled in the service area;
- (j) Two citizen advocate representatives in the service area; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elder Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non profit representative shall be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (q) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.
- (r) No employee of a Community Transportation Coordinator shall serve as a voting member of the Coordinating Board in an area where the Community Transportation Coordinator serves. However, an elected official serving as a member of the Community Transportation Coordinator's Board of Directors, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the Community Transportation Coordinator, shall not be precluded from serving as voting members of the Coordinating Board. It is the intent of the Florida Commission for the Transportation Disadvantaged for the membership of the Board to represent to the maximum extent possible a cross section of their local community.

- (2) **Alternate Members.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area may appoint one alternate member to represent appointed voting members in their absence. Alternate members may vote only in the absence of the voting member on a one-vote-per-member basis. Alternate members must be a representative of the same interest as the primary member.
- (3) **Terms of Appointment.** Except for the Chair, non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area. There are no limits to the number of terms served by any member of the Board.
- (4) **Termination of Membership.** Any member of the Board may resign at any time. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend.

F. Officers

- (1) **Chair.** The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall appoint the Chair for all Board meetings. The appointed Chair shall be an elected official from the designated service area that the Board serves (41-2.012(1), Florida Administrative Code). For a multi-county Board, the Chair shall be from one of the counties in the designated service area. The Chair shall serve until their elected term of office has expired or otherwise replaced by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area.
- (2) **Vice-Chair.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. For a multi-county Board, an elected official not serving as the Chair shall serve as Vice-Chair. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting. The Vice-Chair may serve more than one term.

G. Meetings

- (1) **Regular Meetings.** The Board shall meet at least quarterly. The Board may meet as often as necessary to fulfill its responsibilities as set forth in Section 427.0157, Florida Statutes. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda. The Board shall conduct business using parliamentary procedures according to Roberts Rules of Order.

- (2) Emergency Meetings. The Board may hold emergency meetings in order to transact business necessary to ensure the continuation of services to the transportation disadvantaged population. Special meetings may be called by the Chair or by writing by 1/3 of the Board's voting membership. Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall give the Florida Commission for the Transportation Disadvantaged, Board members and all interested parties one week notice, if possible, of the date, time, location and proposed agenda for the emergency meeting. Meeting materials shall be provided as early as possible. Emergency meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

- (3) Special Meetings. Special meetings of the Board may be called for any appropriate purpose by the Chair or by written request of at least seven (7) voting members of the Board.

- (4) Notice of Regular and Special Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Board members and other interested parties at least two weeks prior to each Board meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats. Such notice shall state the date, time and the place of the meeting.

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall provide the agenda and meeting package to the Florida Commission for the Transportation Disadvantaged, Board members and all other interested parties prior to the meeting. The agenda shall include a public participation opportunity.

- (5) Quorum. At all meetings of the Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called. In the absence of a quorum, the members present may also elect to either:

a) Cancel and reschedule the meeting; or

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

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

- (6) Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present. As required by Section 286.012, Florida Statutes, all Board members, including the Chair of the Board, must vote on all official actions taken by the Board except when there appears to be a possible conflict of interest with a member or members of the Board.

- (7) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."
- (8) Proxy Voting. Proxy voting is not permitted.
- (9) Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.
- (10) Attendance. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area shall notify the Florida Commission for the Transportation Disadvantaged if any state agency voting member or their alternate fails to attend three consecutive meetings. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area must maintain an attendance roster for each meeting. Board members can participate (and vote) at meetings via conference call, however, a physical quorum must be present to vote on action items.

H. Administration

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

I. Duties

- (1) Board Duties. The following Board duties are set forth in Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Florida Commission for the Transportation Disadvantaged.
 - (b) Review and approve the Memorandum of Agreement and Transportation Disadvantaged Service Plan.

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

J. Committees

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

If the Community Transportation Coordinator provides Medicaid Non-Emergency Medical Transportation through a contract with the Florida Commission for the Transportation Disadvantaged, the Board's Grievance Committee shall be responsible for responding to grievances and appeals through the Medicaid Grievance System. A Medicaid Expedited Appeal Committee must also be established to address expedited appeals.

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

K. Amendments

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

L. Certification

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 10th day of September 2014.

Craig Carter, Chair
Alachua County Transportation Disadvantaged Coordinating Board

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Alachua County Transportation Disadvantaged Coordinating Board

Bylaws Team

Scott R. Koons, AICP, Executive Director

- * Marlie Sanderson, AICP, Director of Transportation Planning
- * Lynn Franson-Godfrey, AICP, Senior Planner

- * Primary Responsibility
- ** Secondary Responsibility



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**Alachua County
Transportation Disadvantaged Coordinating Board**

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September 3, 2014

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

RECOMMENDATION

Approve the Board's Grievance Procedures.

BACKGROUND

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

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

Attachment

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

Transportation Disadvantaged Grievance Procedures

September 10, 2014

Alachua County
Transportation Disadvantaged Coordinating Board



Transportation Disadvantaged Grievance Procedures

Approved by the
Alachua County
Transportation Disadvantaged Coordinating Board

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

Craig Carter, Chair

with Assistance from



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

September 10, 2014

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Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

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

G. Meetings

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

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

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

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

H. Administration

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

I. Duties

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

J. Procedures

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

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

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

- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

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

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

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

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

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

L. Medicaid Non-Emergency Transportation Program Grievance System

- (1) If the Community Transportation Coordinator provides Medicaid Non-Emergency Medical Transportation through a contract with the Florida Commission for the Transportation Disadvantaged, the Board's Grievance Committee shall be responsible for responding to grievances and appeals through the Medicaid Grievance System. A Medicaid Expedited Appeal Committee must also be established to address expedited appeals.
- (2) The Florida Commission for the Transportation Disadvantaged Medicaid Grievance System is attached as Appendix A.

M. Suspension Reconsideration

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

N. Prohibition Against Retaliation

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

O. Alternative Recourse

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

P. Certification

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 10th day of September 2014.

Craig Carter, Chair
Alachua County Transportation Disadvantaged Coordinating Board

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Appendix A: Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

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Florida Commission for the Transportation Disadvantaged Medicaid Grievance System

A. Overview

1. Description

- a. Complaint process – The Complaint process is the CTD AND STP's procedure for addressing Medicaid Beneficiary Complaints, which are expressions of dissatisfaction about any matter other than an Action that are resolved at the Point of Contact rather than through filing a formal Grievance.
- b. Grievance process – The Grievance process is the CTD AND STP's procedure for addressing Medicaid Beneficiary Grievances, which are expressions of dissatisfaction about any matter other than an Action.
- c. Appeal process – The Appeal process is the STP's procedure for addressing Medicaid Beneficiary Appeals, which are requests for review of an Action.
- d. Medicaid Fair Hearing process – The Medicaid Fair Hearing process is the administrative process which allows a Medicaid Beneficiary to request the State to reconsider an adverse decision made by the CTD AND STP.
- e. Action – (i) The denial or limited authorization of a requested service, including the type or level of service, pursuant to 42 CFR 438.400(b). (ii) The reduction, suspension, or termination of a previously authorized service. (iii) The denial, in whole or in part, of payment for a service. (iv) The failure to provide services in a timely manner, as defined by the State. (v) The failure of the CTD AND STP to resolve a Complaint within fifteen (15) Business Days, a Grievance within ninety (90) Calendar Days, and an Appeal within forty-five (45) Calendar Days from the date the CTD AND STP receives the Complaint, Grievance, or Appeal.

2. General Requirements

- a. The CTD AND STP shall all have a Grievance System in place that includes a Complaint process and a Grievance process. The STP must also have an Appeal process and access to the Medicaid Fair Hearing System. The CTD AND STP Grievance System shall comply with the requirements set forth in Section 641.511, F.S., if applicable and with all applicable federal and State laws and regulations, including 42 CFR 431.200 and 42 CFR 438, Subpart F, "Grievance System."
- b. The CTD AND STP must develop and maintain written policies and procedures relating to the Grievance System. Before implementation, the AHCA must give the CTD AND STP written approval of the CTD AND STP Grievance System policies and procedures.
- c. The CTD AND STP shall refer all Medicaid Beneficiaries who are dissatisfied with the CTD AND STP or its Actions to the CTD AND STP Grievance/Appeal Coordinator for processing and documentation in accordance with this Contract and the CTD AND STP, AHCA approved policies and procedures.
- d. The CTD AND STP must give Medicaid Beneficiaries reasonable assistance in completing forms and other procedural steps, including, but not limited to, providing interpreter services and toll-free numbers with TTY/TDD and interpreter capability.
- e. The CTD AND STP must acknowledge, in writing, the receipt of a Grievance or a request for an Appeal, unless the Medicaid Beneficiary requests an expedited resolution.
- f. The CTD AND STP shall ensure that none of the decision makers on a Grievance or Appeal were involved in any of the previous levels of review or decision-making when deciding any of the following:
 - (1) An Appeal of a denial that is based on lack of Medical Necessity; and
 - (2) A Grievance regarding the denial of an expedited resolution of an Appeal.
 - (3) ***All local Appeals and Grievances shall be heard by the local Transportation Disadvantaged Coordinating Board.***

- g. The CTD AND STP shall allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity to examine the Medicaid Beneficiary's case file before and during the Grievance or Appeal process, including all Medical Records and any other documents and records.
- h. The CTD AND STP shall consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Grievance/Appeal.
- i. The CTD AND STP shall maintain, monitor, and review a record/log of all Complaints, Grievances, and Appeals in accordance with the terms of this Contract and to fulfill the reporting requirements as set forth in Section XI, Reporting Requirements.
- j. Notice of Action
 - (1) The STP shall notify the Medicaid Beneficiary, in writing, using language at, or below the fourth (4th) grade reading level, of any Action taken by the STP to deny a Transportation Service request, or limit Transportation Services in an amount, duration, or scope that is less than requested.
 - (2) The STP must provide notice to the Medicaid Beneficiary as set forth below (see 42 CFR 438.404(a) and (c) and 42 CFR 438.210(b) and (c)):
 - (a) The Action the STP has taken or intends to take;
 - (b) The reasons for the Action, customized for the circumstances of the Medicaid Beneficiary;
 - (c) The Medicaid Beneficiary's or the Health Care Professional's (with written permission of the Medicaid Beneficiary) right to file an Appeal;
 - (d) The procedures for filing an Appeal;
 - (e) The circumstances under which expedited resolution is available and how to request it; and
 - (f) The Medicaid Beneficiary's rights to request that Transportation Services continue pending the

resolution of the Appeal, how to request the continuation of Transportation Services, and the circumstances under which the Medicaid Beneficiary may be required to pay the costs of these services.

- (3) The STP must provide the notice of Action within the following time frames:
 - (1) **At least ten (10) Calendar Days before the date of the Action or fifteen (15) Calendar Days if the notice is sent by Surface Mail (five [5] Calendar Days if the Vendor suspects Fraud on the part of the Medicaid Beneficiary). See 42 CFR 431.211, 42 CFR 431.213 and 42 CFR 431.214.**
 - (2) For denial of the Trip request, at the time of any Action affecting the Trip request.
 - (3) For standard Service Authorization decisions that deny or limit Transportation Services, as quickly as the Medicaid Beneficiary's health condition requires, **but no later than fourteen (14) Calendar Days following receipt of the request for service (see 42 CFR 438.201(d)(1)).**
 - (4) If the STP extends the time frame for notification, it must:
 - (a) Give the Medicaid Beneficiary written notice of the reason for the extension and inform the Medicaid Beneficiary of the right to file a Grievance if the Medicaid Beneficiary disagrees with the STP's decision to extend the time frame; and
 - (b) Carry out its determination as quickly as the Medicaid Beneficiary's health condition requires, **but in no case later than the date upon which the fourteen (14) Calendar Day extension period expires (see 42 CFR 438.210(d)(1)).**
 - (5) If the STP fails to reach a decision within the time frames described above, the Medicaid Beneficiary can consider such failure on the part of the STP a

denial and, therefore, an Action adverse to the Medicaid Beneficiary (See 42 CFR 438.210(d)).

- (6) **For expedited Service Authorization decisions, within three (3) Business Days (with the possibility of a fourteen (14) Calendar Day extension). See 42 CFR 438.210(d)(2).**

B. The Complaint Process

1. A Medicaid Beneficiary may file a Complaint, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a Complaint. ***All complaints must begin with an STP response, regardless of where the initial complaint is received.***
2. General CTD AND STP Duties
 - a. The CTD AND STP must:
 - (1) **Resolve each Complaint within fifteen (15) Business Days from the day the CTD AND STP received the Initial Complaint, be it oral or in writing;**
 - (a) **The CTD AND STP may extend the Complaint resolution time frame by up to ten (10) Business Days if the Medicaid Beneficiary requests an extension, or the CTD AND STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.**
 - (b) **If the CTD AND STP request the extension, the CTD AND STP must give the Medicaid Beneficiary written notice of the reason for the delay.**
 - (2) **Notify the Medicaid Beneficiary, in writing, within five (5) Business Days of the resolution of the Complaint if the Medicaid Beneficiary is not satisfied with the CTD AND STP resolution. The notice of disposition shall include the results and date of the resolution of the Complaint, and shall include:**
 - (a) **A notice of the right to request a Grievance or Appeal, whichever is the most appropriate to the nature of the objection;**

- (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, if appropriate, including the contact information necessary to pursue a Medicaid Fair Hearing (see Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide the AHCA with a report detailing the total number of Complaints received, pursuant to Section XI., Reporting Requirements; and
 - (4) Ensure that neither the **CTD AND STP** (if applicable), or any Transportation Provider takes any punitive action against a physician or other Health Care Provider who files a Complaint on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's Complaint.
- b. Filing Requirements
- (1) **The Medicaid Beneficiary or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent must file a Complaint within fifteen (15) Calendar Days after the date of occurrence that initiated the Complaint.**
 - (2) The Medicaid Beneficiary or his/her representative may file a Complaint either orally or in writing. The Medicaid Beneficiary or his/her representative may follow up an oral request with a written request, however the timeframe for resolution begins the date the **CTD AND STP** receives the oral request.

C. The Grievance Process

- 1. A Medicaid Beneficiary may file a Grievance, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file a Grievance.
- 2. General **CTD AND STP** Duties
 - a. The **CTD AND STP** must:
 - (1) **Resolve each Grievance within ninety (90) Calendar Days from the day the CTD AND STP received the initial Grievance request, be it oral or in writing;**

- (2) **Notify the Medicaid Beneficiary, in writing, within thirty (30) Calendar Days of the resolution of the Grievance.** The notice of disposition shall include the results and date of the resolution of the Grievance, and for decisions not wholly in the Medicaid Beneficiary's favor, the notice of disposition shall include:
 - (a) Notice of the right to request a Medicaid Fair Hearing, if applicable;
 - (b) Information necessary to allow the Medicaid Beneficiary to request a Medicaid Fair Hearing, including the contact information necessary to pursue a Medicaid Fair Hearing (see Section VIII.E., Medicaid Fair Hearing System, below);
 - (3) Provide AHCA with a copy of the written notice of disposition upon request;
 - (4) Ensure that neither the CTD AND STP nor any Subcontractors (if applicable), or any Transportation Provider takes any punitive action against a physician or other health care provider who files a Grievance on behalf of a Medicaid Beneficiary, or supports a Medicaid Beneficiary's Grievance; and
 - (5) Provide AHCA with a report detailing the total number of Grievances received, pursuant to Section XI., Reporting Requirements.
- b. **The CTD AND STP may extend the Grievance resolution time frame by up to fourteen (14) Calendar Days** if the Medicaid Beneficiary requests an extension, or the CTD AND STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.
- (1) If the CTD AND STP requests the extension, the CTD AND STP must give the Medicaid Beneficiary **written notice** of the reason for the delay.
- c. **Filing Requirements**
- (1) The Medicaid Beneficiary or provider must file a Grievance within one (1) year after the date of occurrence that initiated the Grievance.

- (2) The Medicaid Beneficiary or provider may file a Grievance either orally or in writing. The Medicaid Beneficiary may follow up an oral request with a written request, however the timeframe for resolution begins the date the CTD AND STP receives the oral request.

D. The Appeal Process

1. A Medicaid Beneficiary may file an Appeal, or a representative of the Medicaid Beneficiary, acting on behalf of the Medicaid Beneficiary and with the Medicaid Beneficiary's written consent, may file an Appeal.
2. General **STP** Duties
 - a. The **STP** shall:
 - (1) Confirm in writing all oral inquiries seeking an Appeal, unless the Medicaid Beneficiary or provider requests an expedited resolution;
 - (2) If the resolution is in favor of the Medicaid Beneficiary, provide the services as quickly as the Medicaid Beneficiary's health condition requires;
 - (3) Provide the Medicaid Beneficiary or provider with a reasonable opportunity to present evidence and allegations of fact or law, in person and/or in writing;
 - (4) Allow the Medicaid Beneficiary, and/or the Medicaid Beneficiary's representative, an opportunity, before and during the Appeal process, to examine the Medicaid Beneficiary's case file, including all documents and records;
 - (5) Consider the Medicaid Beneficiary, the Medicaid Beneficiary's representative or the representative of a deceased Medicaid Beneficiary's estate as parties to the Appeal;
 - (6) Continue the Medicaid Beneficiary's Transportation Services if:
 - (a) The Medicaid Beneficiary files the Appeal in a timely manner, meaning on or before the later of the following:

- (i) **Within ten (10) Business Days of the date on the notice of Action (add five [5] Business Days if the notice is sent via Surface Mail); or**
 - (ii) The intended effective date of the STP proposed Action.
 - (b) The Appeal involves the termination, suspension, or reduction of a previously authorized Transportation service;
 - (c) The Transportation was for a Medicaid compensable service ordered;
 - (d) The authorization period has not expired; and/or
 - (e) The Medicaid Beneficiary requests extension of Transportation Services.
- (7) **Provide written notice of the resolution of the Appeal, including the results and date of the resolution within two (2) Business Days after the resolution.** For decisions not wholly in the Medicaid Beneficiary's favor, the notice of resolution shall include:
- (a) Notice of the right to request a Medicaid Fair Hearing;
 - (b) Information about how to request a Medicaid Fair Hearing, including the DCF address necessary for pursuing a Medicaid Fair Hearing, as set forth in Section VIII.E., Medicaid Fair Hearing System, below;
 - (c) Notice of the right to continue to receive Transportation Services pending a Medicaid Fair Hearing;
 - (d) Information about how to request the continuation of Transportation Services; and
 - (e) Notice that if the **STP** Action is upheld in a Medicaid Fair Hearing, the Medicaid Beneficiary may be liable for the cost of any continued Transportation Services.
- (8) Provide AHCA with a copy of the written notice of disposition upon request;

- (9) Ensure that neither the **STP** nor any Subcontractors (if applicable) or Transportation Providers take any punitive action against a physician or other health care provider who files an Appeal on behalf of a Medicaid Beneficiary or supports a Medicaid Beneficiary's Appeal; and
 - (10) Provide the AHCA with a report detailing the total number of Appeals received, pursuant to Section XI., Reporting Requirements.
- b. If the **STP** continues or reinstates the Medicaid Beneficiary's Transportation Services while the Appeal is pending, the **STP** must continue providing the Transportation Services until one (1) of the following occurs:
 - (1) The Medicaid Beneficiary withdraws the Appeal;
 - (2) Ten (10) Business Days pass from the date of the **STP**'s notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and if the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached;
 - (3) The Medicaid Fair Hearing panel's decision is adverse to the Medicaid Beneficiary; or
 - (4) The authorization to provide services expires, or the Medicaid Beneficiary meets the authorized service limits.
- c. If the final resolution of the Appeal is adverse to the Medicaid Beneficiary, the **STP** may recover the costs of the services furnished from the Medicaid Beneficiary while the Appeal was pending, to the extent that the **STP** furnished the services solely because of the requirements of this Section.
- d. If the **STP** did not furnish services while the Appeal was pending and the Appeal panel reverses the **STP** decision to deny, limit or delay services, the **STP** must authorize or provide the disputed services promptly and as quickly as the Medicaid Beneficiary's health condition requires.
- e. If the **STP** furnished services while the Appeal was pending and the Appeal panel reverses the **STP** decision to deny, limit or delay

services, the **STP** must pay for disputed services in accordance with State policy and regulations.

3. Filing Requirements

- a. **The Medicaid Beneficiary or his/her representative must file an Appeal within thirty (30) Calendar Days of receipt of the notice of the Vendor's/Subcontractor's Action.**
- b. **The Medicaid Beneficiary may file an Appeal either orally or in writing. If the filing is oral, the Medicaid Beneficiary must also file a written, signed Appeal within thirty (30) Calendar Days of the oral filing. The STP shall notify the requesting party that it must file the written request within ten (10) Business Days after receipt of the oral request. For oral filings, time frames for resolution of the Appeal begin on the date the STP receives the oral filing.**
- c. **The STP shall resolve each Appeal within State-established time frames not to exceed forty-five (45) Calendar Days from the day the Plan received the initial Appeal request, whether oral or in writing.**
- d. **If the resolution is in favor of the Medicaid Beneficiary, the STP shall provide the services as quickly as the Medicaid Beneficiary's health condition requires.**
- e. **The STP may extend the resolution time frames by up to fourteen (14) Calendar Days if the Medicaid Beneficiary requests an extension, or the STP documents that there is a need for additional information and that the delay is in the Medicaid Beneficiary's best interest.**
 - (1) **If the STP requests the extension, the STP must give the Medicaid Beneficiary written notice of the reason for the delay.**
 - (2) **The STP must provide written notice of the extension to the Medicaid Beneficiary within five (5) Business Days of determining the need for an extension.**

4. Expedited Process

- a. **The STP shall establish and maintain an expedited review process for Appeals when the STP determines, the Medicaid Beneficiary requests or the provider indicates (in making the request on the**

Medicaid Beneficiary's behalf or supporting the Medicaid Beneficiary's request) that taking the time for a standard resolution could seriously jeopardize the Medicaid Beneficiary's life, health or ability to attain, maintain or regain maximum function.

- b. The Medicaid Beneficiary may file an expedited Appeal either orally or in writing. No additional written follow-up on the part of the Medicaid Beneficiary is required for an oral request for an expedited Appeal.
- c. The STP must:
 - (1) Inform the Medicaid Beneficiary of the limited time available for the Medicaid Beneficiary to present evidence and allegations of fact or law, in person and in writing;
 - (2) **Resolve each expedited Appeal and provide notice to the Medicaid Beneficiary, as quickly as the Medicaid Beneficiary's health condition requires, within State established time frames not to exceed seventy-two (72) hours after the STP receives the Appeal request, whether the Appeal was made orally or in writing;**
 - (3) **Provide written notice of the resolution in accordance with Section VIII.D., The Appeal Process, of the expedited Appeal to the Medicaid Beneficiary;**
 - (4) Make reasonable efforts to provide oral notice of disposition to the Medicaid Beneficiary immediately after the Appeal panel renders a decision; and
 - (5) Ensure that neither the STP nor any Subcontractors (if applicable) or Transportation Providers take any punitive action against a physician or other health care provider who requests an expedited resolution on the Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for expedited resolution of an Appeal.
- d. If the STP denies a request for an expedited resolution of an Appeal, the Vendor/Subcontractor must:
 - (1) **Transfer the Appeal to the standard time frame of no longer than forty-five (45) Calendar Days from the day the STP received the request for Appeal (with a possible fourteen [14] day extension);**

- (2) Make reasonable efforts to provide immediate oral notification of the **STP** denial for expedited resolution of the Appeal;
- (3) **Provide written notice of the denial of the expedited Appeal within two (2) Calendar Days;** and
- (4) Fulfill all requirements set forth in Section VIII.D., The Appeal Process, above.

E. Medicaid Fair Hearing System

1. As set forth in Rule 65-2.042, FAC, the **CTD AND STP** Grievance Procedure and Appeal and Grievance processes shall state that the Medicaid Beneficiary has the right to request a Medicaid Fair Hearing, in addition to, and at the same time as, pursuing resolution through the **CTD AND STP** Grievance and Appeal processes.
 - a. A physician or other health care provider must have a Medicaid Beneficiary's written consent before requesting a Medicaid Fair Hearing on behalf of a Medicaid Beneficiary.
 - b. The parties to a Medicaid Fair Hearing include the **CTD AND STP**, as well as the Medicaid Beneficiary, his/her representative or the representative of a deceased Medicaid Beneficiary's estate.
2. Filing Requirements
 - a. The Medicaid Beneficiary may request a Medicaid Fair Hearing within ninety (90) days of the date of the notice of the **CTD AND STP** resolution of the Medicaid Beneficiary's Grievance/Appeal by contacting DCF at:

The Office of Appeal Hearings
1317 Winewood Boulevard, Building 5, Room 203
Tallahassee, Florida 32399-0700
3. General **CTD AND STP** Duties
 - a. The **CTD AND STP** must:
 - (1) Continue the Medicaid Beneficiary's Transportation Services while the Medicaid Fair Hearing is pending if:

- (a) The Medicaid Beneficiary filed for the Medicaid Fair Hearing in a timely manner, meaning on or before the later of the following:
 - (i) Within ten (10) Business Days of the date on the notice of Action (add five [5] Business Days if the notice is sent via Surface Mail);
 - (ii) The intended effective date of the **STP** proposed Action.
 - (b) The Medicaid Fair Hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - (c) The authorization period has not expired; and/or
 - (d) The Medicaid Beneficiary requests extension of Transportation Services.
- (2) Ensure that neither the **CTD AND STP** (if applicable) or Transportation Providers take any punitive action against a physician, Transportation Provider, or other health care provider who requests a Medicaid Fair Hearing on a Medicaid Beneficiary's behalf or supports a Medicaid Beneficiary's request for a Medicaid Fair Hearing.
- b. If the **STP** continues or reinstates Medicaid Beneficiary Transportation Services while the Medicaid Fair Hearing is pending, the Vendor/Subcontractor must continue said Transportation Services until one (1) of the following occurs:
- (1) The Medicaid Beneficiary withdraws the request for a Medicaid Fair Hearing;
 - (2) Ten (10) Business Days pass from the date of the **STP's** notice of resolution of the Appeal if the resolution is adverse to the Medicaid Beneficiary and the Medicaid Beneficiary has not requested a Medicaid Fair Hearing with continuation of Transportation Services until a Medicaid Fair Hearing decision is reached (add five [5] Business Days if the **STP** sends the notice of Action by Surface Mail);
 - (3) The Medicaid Fair Hearing officer renders a decision that is adverse to the Medicaid Beneficiary; and/or

- (4) The Medicaid Beneficiary's authorization expires or the Medicaid Beneficiary reaches his/her authorized service limits.
4. If the final resolution of the Medicaid Fair Hearing is adverse to the Medicaid Beneficiary, the **STP** may recover the costs of the services furnished while the Medicaid Fair Hearing was pending, to the extent that the **STP** furnished said services solely because of the requirements of this Section.
 5. If services the **STP** did not furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the **STP** decision to deny, limit or delay services, the **STP** must authorize or provide the disputed services as quickly as the Medicaid Beneficiary's health condition requires.
 6. If the **STP** did furnish services while the Medicaid Fair Hearing was pending, and the Medicaid Fair Hearing resolution reverses the **STP** decision to deny, limit or delay services, the **STP** must pay for the disputed services in accordance with State policy and regulations.

<u>Type</u>	<u>Time Frame to File</u>	<u>Provide Transportation Services During Review</u>	<u>Time Frame to Resolve</u>	<u>Extension Time Frame</u>	<u>Time Frame to Send Notification of Resolution</u>	<u>Next Step (if any)</u>
Com-plaint	Ninety (90) Calendar Days From the Date of the Incident That Precipitated the Complaint	Yes	Fifteen (15) Business Days	Ten (10) Business Days	Five (5) Business Days From the Date of the Complaint	File a Grievance
Grievance	Ninety (90) Calendar Days From the Date of the Action That Precipitated the Grievance	Yes	Ninety (90) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Grievance	Medicaid Fair Hearing

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Procedures

Appeal	Thirty (30) Calendar Days of Receiving Notice of Denial or Limitation of Services	Yes	Forty-five (45) Calendar Days	Fourteen (14) Calendar Days	Thirty (30) Calendar Days from the Date of the Resolution of the Appeal	Medicaid Fair Hearing
Medicaid Fair Hearing	Upon Filing a Grievance or Appeal	Yes	Resolution by Administrative Hearing	None	Notification Sent by the Administrative Hearing Office	Legal Recourse

Alachua County Transportation Disadvantaged Coordinating Board

Grievance Procedures Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

** Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



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Alachua County Transportation Disadvantaged Coordinating Board

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

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June 4, 2014

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

RECOMMENDATION

Approve the Alachua County Transportation Disadvantaged Service Plan amendment.

BACKGROUND

Projects selected for funding under Moving Ahead for Progress in the 21st Century (MAP-21) Act programs must be derived from a Coordinated Public Transit-Human Services Transportation Plan. The Plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.

In addition, according to the Florida Administrative Code (FAC) 41-2.011(6):

“In cooperation with the local Coordinating Board, the Community Transportation Coordinator shall review all applications for local government, federal and state transportation disadvantaged funds submitted from or planned for use in their designated service area.”

Attached is a draft amendment to the Alachua County Transportation Disadvantaged Service Plan that meets the Federal and State requirements. Also, attached is the Regional Transit System’s application for U.S.C. Section 5317 grant funds.

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

Attachment

t:\lynn\td2014\alachua\memos\tdspamend5317.docx

United States Code Section 5317 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase four vehicles and four mobile data terminals.	2014/15	City of Gainesville Alachua County	\$213,387 \$53,947	Section 5317 City of Gainesville

United States Code Section 5339 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase 4 ADA paratransit vans for seniors and the disabled residents in the rural areas surrounding the City of Gainesville, FL. These vans will provide access to the urban areas for some of Alachua County's neediest residents and bring the fleet age into compliance with Federal requirements.	2014/15	City of Gainesville Alachua County	\$213,840 \$53,460	Section 5339 City of Gainesville

Rural Area Capital Equipment Support Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase two 23' Cutaway replacement vehicles.	2013/14	Alachua County	\$115,776 \$12,864	Rural Area Capital Equipment Support Grant MV Transportation

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2013/14	Alachua County	\$615,151 \$68,350	Transportation Disadvantaged Trust Fund Grant MV Transportation



Regional Transit System
PO Box 490, Station 4
Gainesville, FL 32627-0490
(352) 334-2609
(352) 334-2607 (fax)
www.go-rtts.com

June 18, 2014

Ms. Janell Damato
Florida Department of Transportation
2198 Edison Ave MS 2813
Jacksonville, FL 32204

RE: State Of Florida Department Of Transportation Section 5317 Grant Application

Dear Ms. Damato:

Regional Transit System submits this Application for the Section 5317 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

Regional Transit System further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless the Department and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense arising out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

This Application is submitted on this 18th day of June, 2014 with two (2) original resolutions or certified copies of the original resolution authorizing the Gainesville City Manager or his designated alternate to sign this Application.

Regional Transit System

By 
Russell D. Blackburn

Date: 18 June 2014

Title: City Manager



CITY OF GAINESVILLE

Office of the City Commission

STATE OF FLORIDA

COUNTY OF ALACHUA

I, Kurt M. Lannon, the duly appointed and qualified Clerk of the Commission of the City of Gainesville, Florida, a municipal corporation, do hereby certify that the foregoing is a true and correct copy of **Resolution No. 130798** which was duly and regularly adopted by the City Commission of the City of Gainesville, Florida, at a City Commission meeting on **April 3, 2014**.

IN WITNESS, WHEREOF, I have hereunto set my hand and affixed the official seal of the City of Gainesville, Florida this 11th day of June, A.D., 2014.

A handwritten signature in blue ink, appearing to read "Kurt M. Lannon", is written over a horizontal line.

KURT M. LANNON

Clerk of the Commission

Resolution No. 130798

Passed: April 3, 2014

This Resolution of the City of Gainesville, Gainesville Florida (hereinafter the "Applicant") authorizes the below named designee(s), on behalf of the Applicant, to sign and submit grant application(s) and all required supporting documents; give all required certifications and assurances; accept grant award(s) and execute and administer related Joint Participation Agreement(s), including supplements; request Joint Participation Agreement time extensions; purchase trips and/or vehicles/equipment and/or expend grant funds pursuant to a grant award; execute and submit other supporting documents as may be required by the Florida Department of Transportation.

WHEREAS, the Applicant desires to and has the fiscal and managerial capability, matching funds and legal authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended, including but not limited to 49 U.S.C. Sections 5310, 5311, 5311-F, 5316, and 5317, where applicable.

NOW, THEREFORE, BE IT RESOLVED BY THE APPLICANT:

1. The above recitals are true and correct and are incorporated herein as if fully set forth in the body of this Resolution.
2. This Resolution applies to Federal Program(s) under 49 U.S.C. Section(s) 5317 New Freedom Program.
3. The submission of grant application(s) required supporting documents, certifications and assurances to the Florida Department of Transportation is approved.
4. Russ Blackburn, City Manager or his duly appointed successor in title or their designee is hereby designated and authorized on behalf of the Applicant to: sign and submit grant application(s) and all required supporting documents; give all required certifications and assurances; accept grant award(s) and execute and administer related Joint Participation Agreement(s), including supplements; request Joint Participation Agreement time extensions; purchase vehicles/equipment and/or expend grant funds pursuant to a grant award; execute and submit other supporting documents as may be required by the Florida Department of Transportation unless and until this authorization is specifically rescinded and written notice thereof is sent by certified mail, return receipt requested, to and received by the Florida Department of Transportation at the following address: Attention: Doreen Joyner-Howard, District Modal Development Manager, 2198 Edison Avenue, MS 2812, Jacksonville, FL 32204.
5. Russ Blackburn, City Manager or his designee is also hereby designated and authorized to sign requests for Joint Participation Agreement Time Extensions as may be required.

APPLICATION FOR FEDERAL ASSISTANCE

Version 7/03

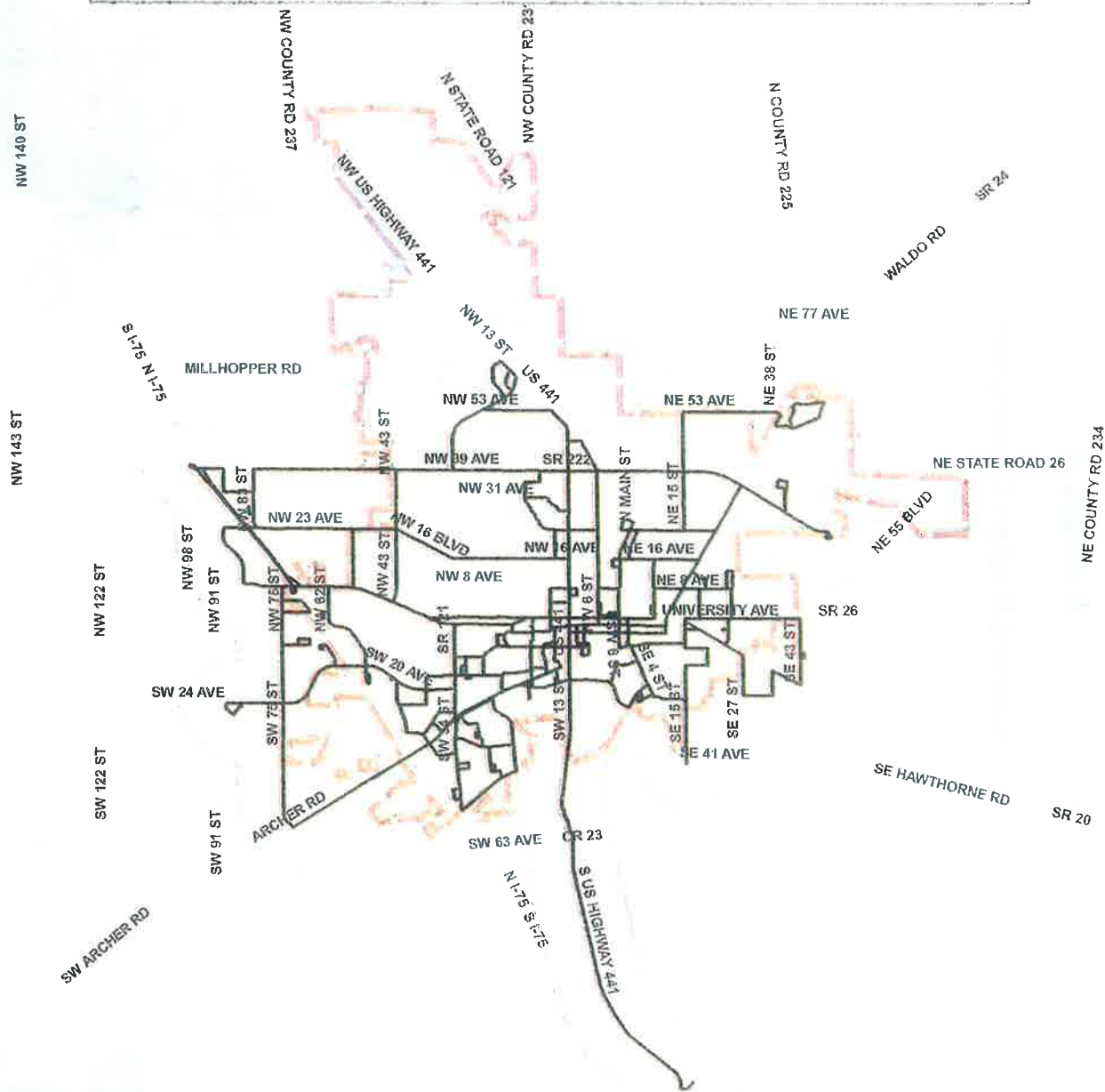
1. TYPE OF SUBMISSION: Application <input type="checkbox"/> Construction <input checked="" type="checkbox"/> Non-Construction		2. DATE SUBMITTED Jun 11, 2014		Applicant Identifier																						
		3. DATE RECEIVED BY STATE		State Application Identifier																						
		4. DATE RECEIVED BY FEDERAL AGENCY		Federal Identifier																						
5. APPLICANT INFORMATION																										
Legal Name:			Organizational Unit:																							
Regional Transit System			Department: Public Works																							
Organizational DUNS: 010-522159			Division:																							
Address:			Name and telephone number of person to be contacted on matters involving this application (give area code)																							
Street: 100 SE 10th Ave			Prefix: Mr.		First Name: Jesus																					
City: Gainesville			Middle Name M.																							
County: Alachua			Last Name Gomez																							
State: FL		Zip Code 32601	Suffix:																							
Country: USA			Email: gomezjm@ci.gainesville.fl.us																							
6. EMPLOYER IDENTIFICATION NUMBER (EIN): <div style="border: 1px solid black; padding: 2px; display: inline-block;">59-6000325</div>			Phone Number (give area code) 352-393-7852		Fax Number (give area code) 352-334-2607																					
8. TYPE OF APPLICATION: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision If Revision, enter appropriate letter(s) in box(es) (See back of form for description of letters.)			7. TYPE OF APPLICANT: (See back of form for Application Types) N. Other (specify) City Transit System																							
10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: <div style="border: 1px solid black; padding: 2px; display: inline-block;">20-521</div>			9. NAME OF FEDERAL AGENCY: Federal Transit Administration																							
12. AREAS AFFECTED BY PROJECT (Cities, Counties, States, etc.): City of Gainesville and Alachua County			11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: To purchase four replacement paratransit vehicles and MDTs to provide transportation for the elderly and disabled in Alachua County and the City of Gainesville, FL.																							
13. PROPOSED PROJECT Start Date: 7/01/14 Ending Date: 06/30/15			14. CONGRESSIONAL DISTRICTS OF: a. Applicant District 6 b. Project District 6																							
15. ESTIMATED FUNDING: <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>a. Federal</td> <td>\$</td> <td style="text-align: right;">213,387.00</td> </tr> <tr> <td>b. Applicant</td> <td>\$</td> <td style="text-align: right;">53,947.00</td> </tr> <tr> <td>c. State</td> <td>\$</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>d. Local</td> <td>\$</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>e. Other</td> <td>\$</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>f. Program Income</td> <td>\$</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>g. TOTAL</td> <td>\$</td> <td style="text-align: right;">267,334.00</td> </tr> </table>			a. Federal	\$	213,387.00	b. Applicant	\$	53,947.00	c. State	\$.00	d. Local	\$.00	e. Other	\$.00	f. Program Income	\$.00	g. TOTAL	\$	267,334.00	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? a. Yes. <input checked="" type="checkbox"/> THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON DATE: 11 Jun 2014 b. No. <input type="checkbox"/> PROGRAM IS NOT COVERED BY E. O. 12372 <input type="checkbox"/> OR PROGRAM HAS NOT BEEN SELECTED BY STATE FOR REVIEW		
a. Federal	\$	213,387.00																								
b. Applicant	\$	53,947.00																								
c. State	\$.00																								
d. Local	\$.00																								
e. Other	\$.00																								
f. Program Income	\$.00																								
g. TOTAL	\$	267,334.00																								
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.			17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> Yes If "Yes" attach an explanation. <input checked="" type="checkbox"/> No																							
a. Authorized Representative																										
Prefix Mr.		First Name Russell		Middle Name D.																						
Last Name Blackburn				Suffix																						
b. Title City Manager				c. Telephone Number (give area code) (352) 334-5000 ext 5679																						
d. Signature of Authorized Representative				e. Date Signed June 11, 2014																						

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Prescribed by OMB Circular A-102

Section 5317 New Freedom Trips



Incorporated Areas

Routes

ADA Service Area

City Limits

0 1 2 4 Miles



Exhibit A

Current System Description

and the MTPO. MV Transportation is responsible for training their drivers and provides the maintenance for their own vehicles and the ones provided by RTS and Alachua County. The MTPO staff and FDOT have oversight of MV's maintenance, safety and drug and alcohol programs.

4. Who provides maintenance? RTS provides the necessary maintenance to maintain our fixed route fleet of 120 buses. Our maintenance facility is inadequate by FTA standards to handle that number but RTS is in the process of building a new maintenance facility that will be completed in December of 2014. MV Transportation provides the maintenance for the paratransit fleet of 43 cutaway vans. Once the new RTS administrative and maintenance facilities are completed MV will move into the existing RTS facility so they can provide better security for the paratransit fleet and have access to fueling facilities to help bring down fuel costs.

5. Number of transportation related employees: RTS employs total of 265 employees; 210 operations personnel, 36 maintenance personnel, and 19 administrative employees. MV Transportation is a private, for-profit, self-insured agency that employs 64 personnel of which, 45 are drivers, 6 of which have CDLs although they are not required to, 15 administrative staff and 4 maintenance personnel..

6. Who will drive the vehicle, number of drivers, CDL certifications? MV Transportation employees drive the paratransit vehicles to provide ADA paratransit service for RTS and the demand response transportation for Alachua County. The paratransit vehicles do not require a CDL license, but 6 of MVs drivers have their CDLs. All of RTSs' 210 operations personnel hold a CDL; as it is required to drive a fixed route bus. The RTS driver trainer is certified to training drivers for their CDL certification.

7. A detailed description of service routes and ridership numbers: Ridership continues to remain strong; in FY 13 the fixed routes maintained our strong ridership numbers and almost reached the 11 million passenger mark. RTS operates 33 city routes, 9 campus routes and five Later Gator routes. Later Gator A runs every weekday and the other Later Gator routes run on Thursday, Friday and/or Saturday until 3 a.m. Sunday service runs ten city routes from 10 a.m. to 6 p.m. RTS continues to have one of the highest per capita trip rates in Florida at 66.58 passenger trips. The University of Florida and the City of Gainesville maintain a partnership to include transit services in the University's student fee. . RTS recently partnered with Santa Fe College to provide the same service to the Santa Fe students and are in talks with City College for their students to participate in a student pass program. Currently RTS is providing the service during UF home football games for a \$10 round trip fee in order to provide the needed service to decrease drunken driving and game day traffic congestion. RTS continues to receive requests from UF and the public to provide even more service to the Gainesville community and Alachua County. With mounting economic pressures and city-wide budget cuts, RTS is faced with increased challenges to meet the demand for new and mandated services including ADA complementary paratransit services. Overcrowding on fixed route buses, on-time performance, maintenance and operational constraints, equity issues and funding are just some of the issues continues to face.

All ADA and demand response transportation services are scheduled and dispatched by MV transportation. Hospital discharge services are provided 24 hours a day, seven days a week. Demand response transportation services are provided Monday through Friday from 6 a.m. until 8:30 p.m. and Saturday from 6 a.m. until 6:30 p.m. Paratransit service is provided Monday through Saturday from 6 a.m. until 7 p.m. and Sunday from 10 a.m. to 6 p.m. RTS provides the paratransit service for routes running after 9PM and in the late night area until 3 am. Fifty percent of the CTC's trips are subscribed system-wide. The transportation services provided by MV transportation are coordinated with 100% of the existing human service and medical facilities in Alachua County. These services often provide an alternative mode, and in most cases, the only opportunity for transportation to seniors and disabled persons who live in the rural area. A large portion of the transportation in Alachua County consists of seniors and disabled residents living in the rural parts of the County requiring service to the urban area either for medical reasons, employment or recreational activities.

Exhibit B

Proposed Project Description

1. The four vehicles will be used to continue the existing level of service. The grant will be used to purchase a replacement vehicles will allow the CTC to continue to provide paratransit and demand response service to the seniors and disabled citizens in the City of Gainesville and Alachua County. The vehicles will be used by MV Transportation to provide service in the urban and rural areas. By replacing the vehicles, RTS and MV will be able to continue the level of service which is currently offered while reducing fleet age. RTS also plans to purchase four Mobile Data Terminals (MDTs) with these vehicles ensures there will always be a working MDT on our paratransit vehicles.
2. The Section 5317 capital funds are an integral part of maintaining the services described in Exhibit A-1. If awarded, the 5317 money will be used to replace four of the 20 vehicles currently provided by the City of Gainesville RTS to the contracted local transportation coordinator, MV Transportation, to enhance the mobility of our senior citizens and the disabled in the City of Gainesville and Alachua County. As the Community Transportation Coordinator (CTC), MV Transportation has been designated to provide all the paratransit and demand response transportation in Alachua County.
3. The fleet has several vehicles that have exceeded both the age and mileage at which FDOT recommends paratransit vehicles be replaced, the four replacement vehicles would reduce fleet age and enable RTS and MV Transportation to continue to offer reliable service to its existing service area. While the rest of the vehicles the city has provided to MV are relatively new, the majority of the vehicles that MV owns are 2003 models and are past both the mileage and age recommended for replacement. The Alachua County MTPO voted in 2008 to divert FY09 STP funds earmarked to buy paratransit vans in order to fund roadwork projects. This will continue to affect Gainesville's ability to replace the vehicles now and in the future, starting with the 6 (six) vehicles that under the Useful Life Standard reached the end of their cycle in 2012, with no replacements forecasted.
4. The grant will be used to purchase four new vans and four MDTs to allow the CTC to maintain the current level of service for those who utilize demand response services. These vans will replace existing equipment that has been extended beyond its recommended cycle of service. As stewards for the transportation needs of the Gainesville and Alachua County citizens it is our responsibility to forecast the requirements for the provision of the service and keep vehicles current per the FDOT Useful Life Standard. RTS and MV collaborated to purchase Mobile Data Terminals for the entire fleet. This has improved efficiency and continues to provide real time reporting data.
5. The 2006 21' Champion Cutaway van (vehicle #3162) and the three 2007 21' Champion Cutaway vans (vehicles #3209, 3211, 3212) will be replaced because of accruing more than 250,000 miles and have reached the mileage at which FDOT Useful Life Standard recommends that paratransit vehicles be replaced. RTS would also purchase four MDTs to ensure the spare ratio for the vehicles remains solid; to ensure all paratransit and demand



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September 3, 2014

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

RECOMMENDATION

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

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

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

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September 3, 2014

TO: Alachua County Transportation Disadvantaged Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Transportation Disadvantaged Passenger Co-Payments

RECOMMENDATION

Discuss whether to recommend MV Transportation waive Transportation Disadvantaged Program co-payments for indigent passengers travelling to Safety Net Medical Clinics.

BACKGROUND

The Alachua County Transportation Disadvantaged Coordinating Board is responsible for reviewing and approving Transportation Disadvantaged Program service policies. Currently, MV Transportation charges passengers transported under the Florida's Transportation Disadvantaged Program \$3.00 per one-way trip with the exception of dialysis patients who are charged \$2.00 per one-way trip.

Dr. Maurice Levy, Former President Alachua Area Public Health Foundation, Inc., has requested waiving the collection of co-payments for indigent passengers travelling under Florida's Transportation Disadvantaged Program to Safety Net Medical Clinics. Attached is Dr. Levy's request.

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

Attachments

t:\lynn\td2014\alachua\memos\tdcopy.docx

Dear Sir:

As per our grant request, we purchased 820 MV Transit Vouchers at \$3.00 apiece for a total cost of \$2460. These were purchased directly from MV Transit to be distributed to indigent patients who are attending medical clinics. The clinics were instructed to distribute these vouchers to Gainesville residents only.

These were distributed as follows (documentation enclosed):

Helping Hands Clinic: 15

Medical Reserve Corps free clinic: 520

UF Mobile Clinic: 10

Helping Hands Clinic: 25

Gainesville Community Ministry: 5

ACORN Clinic: 5

Westside Samaritan Clinic: 5

WE CARE: 20

Alachua County Social Services: 215

Not all these vouchers have been distributed; these vouchers are still being distributed to indigent clients. Under HIPPA guidelines, patient data is confidential. The clinics were not asked to keep records. If they did keep records, it was for internal purposes only, and that information cannot be divulged.

Although many of these vouchers are sitting unused at these clinics, and won't be distributed for some time, the program should still be considered a resounding success. Many severely disabled persons can make their trips only by paratransit. They are on fixed incomes. The \$3 co-pay is exceedingly burdensome to them. They frequently run out of cash at the end of the month, and must postpone medical trips until the next month. This grant request was designed to alleviate this burden.

I am afraid the program reaches only a small portion of those in need. There needs to be a better way to help these indigent clients. I favor eliminating the copay altogether.

Thank you very much,

Maurice D. Levy, MD

Former President Alachua Area Public Health Foundation. Inc.



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September 3, 2014

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;
3. Unmet Transportation Needs Report;
4. Transportation Disadvantaged Program Status Report; and
5. Medicaid Non-Emergency Transportation Program Encounter Data Report.

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

Attachments

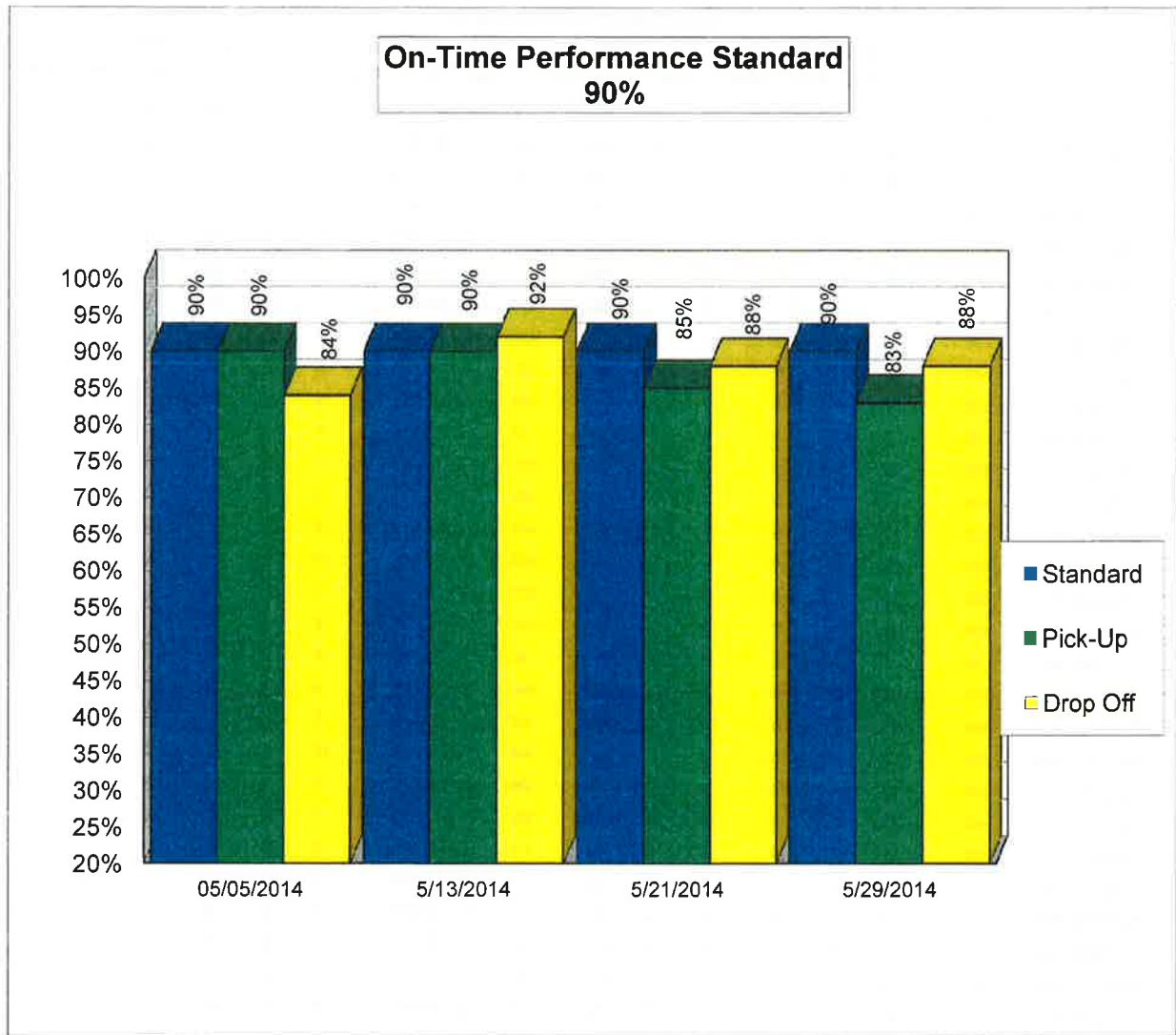
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Early/Late Report - Monthly MV-Div: 0065 (Gainesville, FL)

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 06/10/14 02:54:10 PAC

May 2014 (Early Win: 31 Late Win: 31)																		
Stop Types								Sub Categories										
Date	DoW	Trips	NoShow	CAD	NS(Lt)	NS(Dw)	Miss	Total Stops	Total OnTime	Total Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
5/1/2014	Thu	493	45	0	0	0	0	538	438	100	81.41%	21	71	56	23	18	3	0
5/2/2014	Fri	404	33	0	0	0	0	437	368	69	84.21%	13	41	37	19	7	1	5
5/3/2014	Sat	162	32	0	0	0	0	194	169	25	87.11%	2	21	18	5	2	0	0
5/4/2014	Sun	36	1	0	0	0	0	37	35	2	94.59%	0	3	1	1	0	0	0
5/5/2014	Mon	380	51	0	0	0	0	431	371	60	86.08%	8	37	34	18	8	0	0
5/6/2014	Tue	426	62	0	0	0	0	488	422	66	86.48%	11	47	40	15	8	1	2
5/7/2014	Wed	419	39	0	0	0	0	458	418	40	91.27%	7	71	26	7	6	1	0
5/8/2014	Thu	450	40	0	0	0	0	490	427	63	87.14%	10	60	35	18	4	6	0
5/9/2014	Fri	426	39	0	0	0	0	465	423	42	90.97%	6	44	27	9	6	0	0
5/10/2014	Sat	173	27	0	0	0	0	200	185	15	92.50%	0	27	11	4	0	0	0
5/11/2014	Sun	22	5	0	0	0	0	27	26	1	96.30%	0	6	1	0	0	0	0
5/12/2014	Mon	382	30	0	0	0	0	412	384	28	93.20%	5	70	20	3	4	1	0
5/13/2014	Tue	457	39	0	0	0	0	496	461	35	92.94%	3	56	25	7	2	1	0
5/14/2014	Wed	463	32	0	0	0	0	495	463	32	93.54%	4	67	21	7	4	0	0
5/15/2014	Thu	450	62	0	0	0	0	512	439	73	85.74%	12	38	44	17	2	2	1
5/16/2014	Fri	403	32	0	0	0	0	435	373	62	85.75%	4	38	49	9	3	0	1
5/17/2014	Sat	149	29	0	0	0	0	178	160	18	89.89%	6	31	9	3	5	0	1
5/18/2014	Sun	37	5	0	0	0	0	42	40	2	95.24%	0	4	1	1	0	0	0
5/19/2014	Mon	399	37	0	0	0	0	436	399	37	91.51%	4	57	25	8	2	2	0
5/20/2014	Tue	385	39	0	0	0	0	424	407	17	95.99%	0	60	15	2	0	0	0
5/21/2014	Wed	476	25	0	0	0	0	501	444	57	88.62%	10	71	40	7	7	1	2
5/22/2014	Thu	407	32	0	0	0	0	439	396	43	90.21%	4	65	21	18	3	1	0
5/23/2014	Fri	403	24	0	0	0	0	427	398	29	93.21%	1	59	23	5	1	0	0
5/24/2014	Sat	187	12	0	0	0	0	179	172	7	96.09%	0	35	6	1	0	0	0
5/25/2014	Sun	22	0	0	0	0	0	22	20	2	90.91%	1	2	0	1	1	0	0
5/26/2014	Mon	94	8	0	0	0	0	102	91	11	89.22%	0	27	9	2	0	0	0
5/27/2014	Tue	394	44	0	0	0	0	438	397	41	90.64%	6	60	25	10	2	1	3
5/28/2014	Wed	454	44	0	0	0	0	498	437	61	87.75%	8	54	47	6	6	2	0
5/29/2014	Thu	387	35	0	0	0	0	422	373	49	88.39%	8	66	23	18	7	0	1
5/30/2014	Fri	418	37	0	0	0	0	453	392	61	86.53%	9	44	37	15	8	1	0
5/31/2014	Sat	151	18	0	0	0	0	169	165	4	97.63%	0	33	2	2	0	0	0
Total:		9,887	958	0	0	0	0	10,845	9,693	1,152	90.36%	163	1385	728	261	123	24	16

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, MAY 2014**

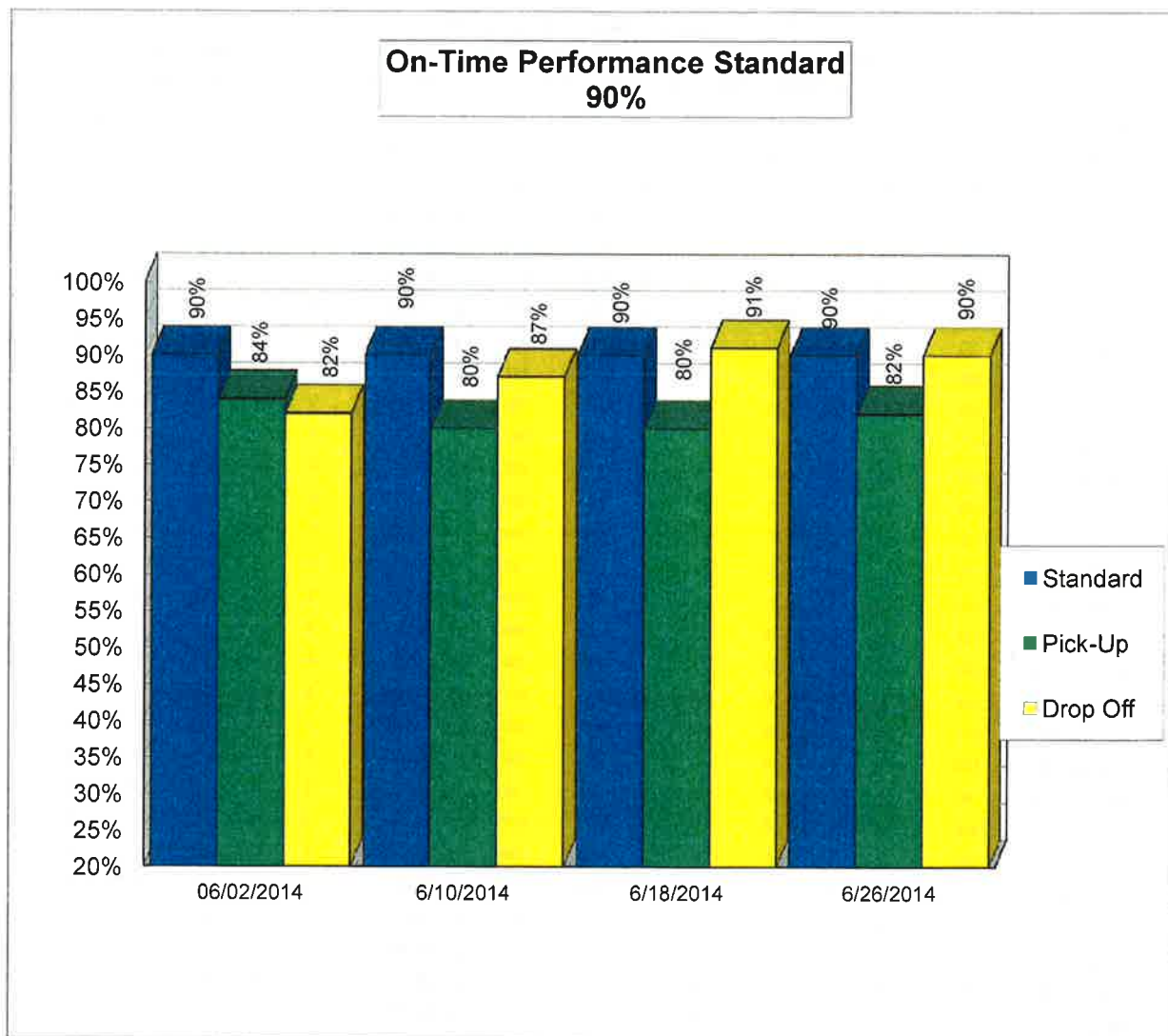


Early/Late Report - Monthly MV-Div: 0065 (Gainesville, FL)

Statistics by iWeb (c) 2008 MV Transportation, Inc. - Last Queried: 06/08/14 02:54:10 PAC

June 2014 (Early Win: 31 Late Win: 31)																		
Stop Types										Sub Categories								
Date	DoW	Trips	NoShow	CAD	NS(Lt)	NS(Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	15to30	31to60	61to90	91+
6/1/2014	Sun	24	2	0	0	0	0	34	29	5	85.29%	1	3	1	3	1	0	0
6/2/2014	Mon	384	45	0	0	0	0	434	366	68	84.33%	11	63	42	15	11	0	0
6/3/2014	Tue	408	45	0	0	0	0	453	408	45	90.07%	7	85	24	14	5	2	0
6/4/2014	Wed	452	49	0	0	0	0	501	451	50	90.02%	9	90	32	9	7	1	1
6/5/2014	Thu	457	42	0	0	0	0	499	450	49	90.18%	6	25	35	8	0	4	2
6/6/2014	Fri	428	40	0	0	0	0	468	436	32	93.16%	8	27	17	7	6	1	1
6/7/2014	Sat	180	19	0	0	0	0	199	186	11	92.14%	3	38	7	1	2	1	0
6/8/2014	Sun	38	3	0	0	0	0	41	38	3	92.68%	0	2	2	1	0	0	0
6/9/2014	Mon	388	29	0	0	0	0	397	347	50	87.41%	4	84	32	14	3	1	0
6/10/2014	Tue	390	43	0	0	0	0	433	382	51	88.22%	9	87	26	16	5	4	0
6/11/2014	Wed	411	39	0	0	0	0	450	387	63	86.00%	11	76	33	12	9	2	0
6/12/2014	Thu	439	38	0	0	0	0	477	422	55	88.47%	8	91	32	15	4	4	0
6/13/2014	Fri	375	43	0	0	0	0	418	391	27	93.54%	5	38	17	5	3	2	0
6/14/2014	Sat	156	20	0	0	0	0	176	169	7	93.54%	0	43	6	1	0	0	0
6/15/2014	Sun	31	2	0	0	0	0	33	31	2	93.94%	0	3	1	1	0	0	0
6/16/2014	Mon	420	35	0	0	0	0	455	430	25	94.51%	3	88	16	6	2	1	0
6/17/2014	Tue	410	41	0	0	0	0	451	416	35	92.24%	5	80	23	7	4	1	0
6/18/2014	Wed	465	32	0	0	0	0	497	454	43	91.35%	4	95	30	9	3	0	1
6/19/2014	Thu	368	44	0	0	0	0	432	391	41	90.51%	5	84	24	12	3	1	1
6/20/2014	Fri	391	30	0	0	0	0	421	387	34	91.92%	4	83	26	4	2	0	2
6/21/2014	Sat	133	20	0	0	0	0	153	132	15	90.13%	0	44	11	4	0	0	0
6/22/2014	Sun	42	0	0	0	0	0	42	37	5	88.10%	0	2	5	0	0	0	0
6/23/2014	Mon	368	39	0	0	0	0	407	387	20	95.09%	3	80	17	0	2	0	1
6/24/2014	Tue	387	45	0	0	0	0	432	399	33	92.36%	7	89	22	4	6	0	1
6/25/2014	Wed	447	36	0	0	0	0	483	433	50	89.65%	4	97	34	12	3	1	0
6/26/2014	Thu	403	35	0	0	0	0	438	398	40	90.87%	6	74	24	10	2	3	1
6/27/2014	Fri	398	25	0	0	0	0	423	395	28	93.38%	2	75	21	5	1	1	0
6/28/2014	Sat	182	21	0	0	0	0	203	187	16	92.12%	3	46	10	3	2	1	0
6/29/2014	Sun	34	0	0	0	0	0	34	32	2	94.12%	0	6	1	1	0	0	0
6/30/2014	Mon	405	39	0	0	0	0	444	404	40	90.99%	10	105	22	8	6	4	0
Total:		9,414	906	0	0	0	0	10,320	9,377	945	90.88%	138	1994	593	214	92	35	11

TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JUNE 2014



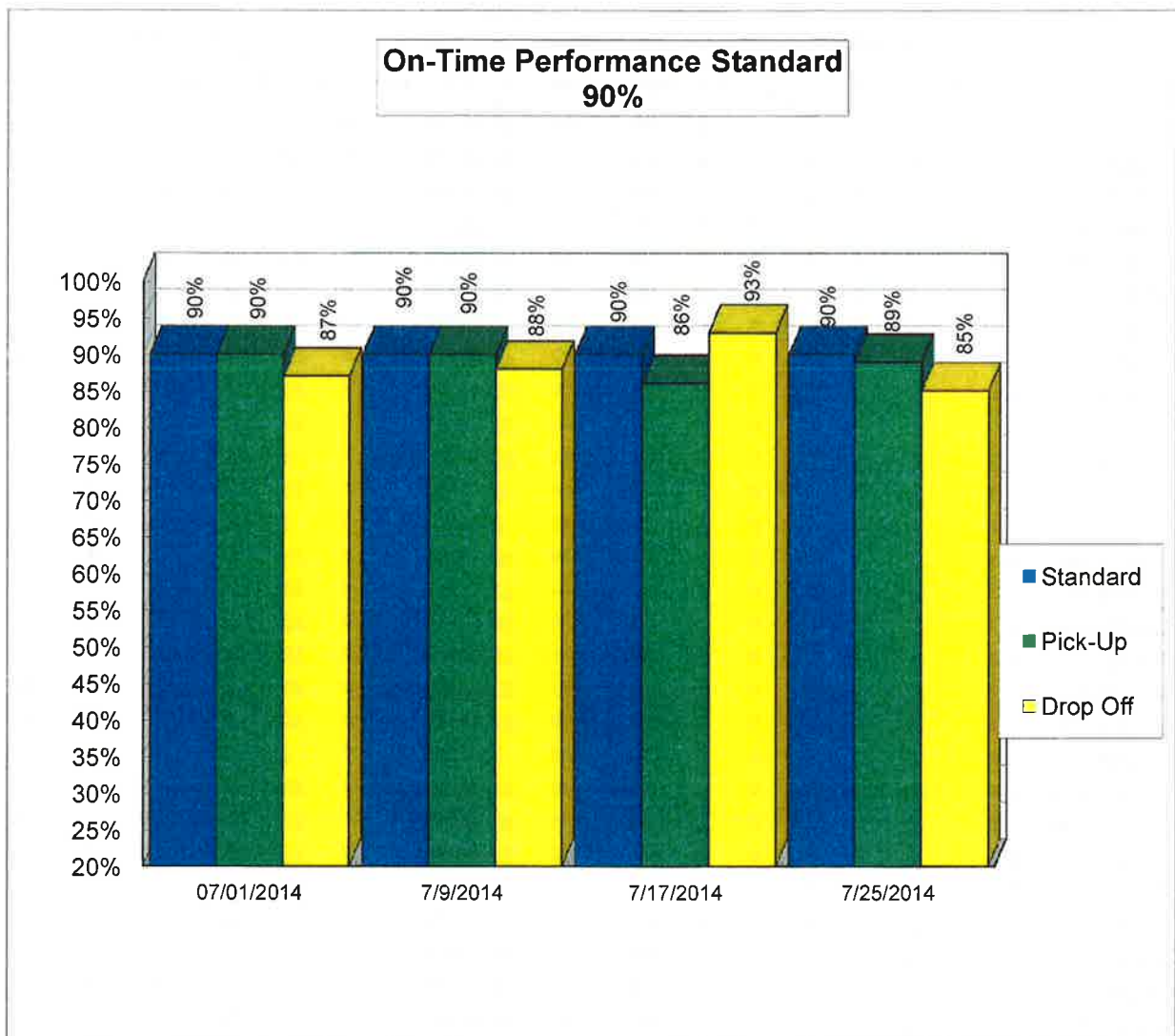
Early/Late Report - Monthly

Div 65 Gainesville, FL

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 08/28/14 02:50:59 PAC

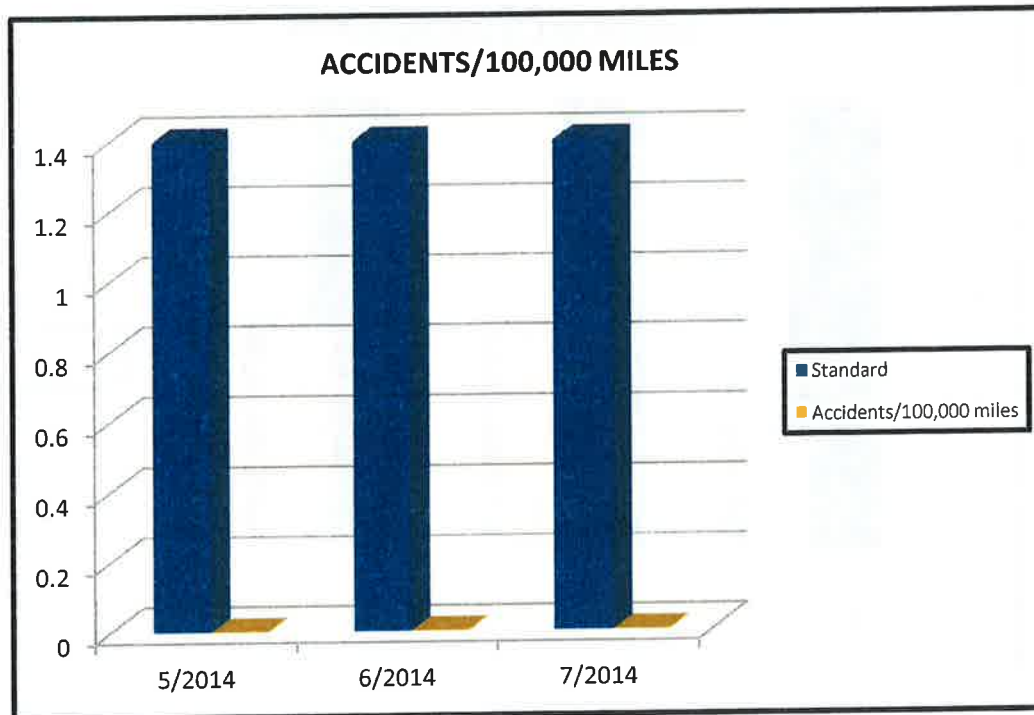
		July 2014 (Early Win: 31 Late Win: 31)																
		Stop Types					Total				Sub Categories							
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
07/01/14	Tue	384	47	0	0	0	0	431	381	50	88.40%	5	44	35	10	5	0	0
07/02/14	Wed	414	45	0	0	0	0	459	405	54	88.24%	11	70	34	9	11	0	0
07/03/14	Thu	433	43	0	0	0	0	476	420	56	88.24%	5	62	38	13	5	0	0
07/04/14	Fri	83	15	0	0	0	0	98	88	10	89.80%	1	26	8	1	1	0	0
07/05/14	Sat	114	9	0	0	0	0	123	109	14	88.62%	0	14	13	1	0	0	0
07/06/14	Sun	34	5	0	0	0	0	39	36	3	92.31%	0	5	2	1	0	0	0
07/07/14	Mon	385	31	0	0	0	0	416	370	46	88.94%	3	49	32	11	3	0	0
07/08/14	Tue	386	30	0	0	0	0	416	372	44	89.42%	5	51	30	9	5	0	0
07/09/14	Wed	455	48	0	0	0	0	503	439	64	87.28%	7	52	37	20	7	0	0
07/10/14	Thu	395	41	0	0	0	0	436	390	46	89.45%	1	49	40	5	1	0	0
07/11/14	Fri	399	41	0	0	0	0	440	383	57	87.05%	7	54	42	8	7	0	0
07/12/14	Sat	150	16	0	0	0	0	166	156	10	93.98%	1	25	7	2	1	0	0
07/13/14	Sun	31	3	0	0	0	0	34	32	2	94.12%	0	1	1	1	0	0	0
07/14/14	Mon	403	28	0	0	0	0	431	389	42	90.26%	4	54	30	8	4	0	0
07/15/14	Tue	387	30	0	0	0	0	417	384	33	92.09%	1	65	27	5	1	0	0
07/16/14	Wed	407	33	0	0	0	0	440	400	40	90.91%	3	59	30	7	3	0	0
07/17/14	Thu	403	35	0	0	0	0	438	410	28	93.61%	2	55	22	4	2	0	0
07/18/14	Fri	377	41	0	0	0	0	418	391	27	93.54%	2	48	22	3	2	0	0
07/19/14	Sat	126	19	0	0	0	0	145	119	26	82.07%	3	22	16	7	3	0	0
07/20/14	Sun	33	5	0	0	0	0	38	35	3	92.11%	0	4	1	2	0	0	0
07/21/14	Mon	378	32	0	0	0	0	410	379	31	92.44%	4	69	20	7	4	0	0
07/22/14	Tue	365	34	0	0	0	0	399	354	45	88.72%	1	72	35	9	1	0	0
07/23/14	Wed	411	36	0	0	0	0	447	415	32	92.84%	3	72	21	8	3	0	0
07/24/14	Thu	404	43	0	0	0	0	447	411	36	91.95%	5	66	22	9	5	0	0
07/25/14	Fri	377	37	0	0	0	0	414	353	61	85.27%	3	43	52	6	3	0	0
07/26/14	Sat	128	14	0	0	0	0	142	131	11	92.25%	2	27	7	2	2	0	0
07/27/14	Sun	28	4	0	0	0	0	32	30	2	93.75%	0	3	1	1	0	0	0
07/28/14	Mon	355	24	0	0	0	0	379	347	32	91.56%	2	56	19	11	2	0	0
07/29/14	Tue	366	34	0	0	0	0	400	376	24	94.00%	1	56	19	4	1	0	0
07/30/14	Wed	372	36	0	0	0	0	408	361	47	88.48%	2	44	34	11	2	0	0
07/31/14	Thu	326	31	0	0	0	0	357	331	26	92.72%	2	56	20	4	2	0	0
Total:		9,309	890	0	0	0	0	10,199	9,197	1,002	90.18%	86	1,373	717	199	86	0	0

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY 2014**



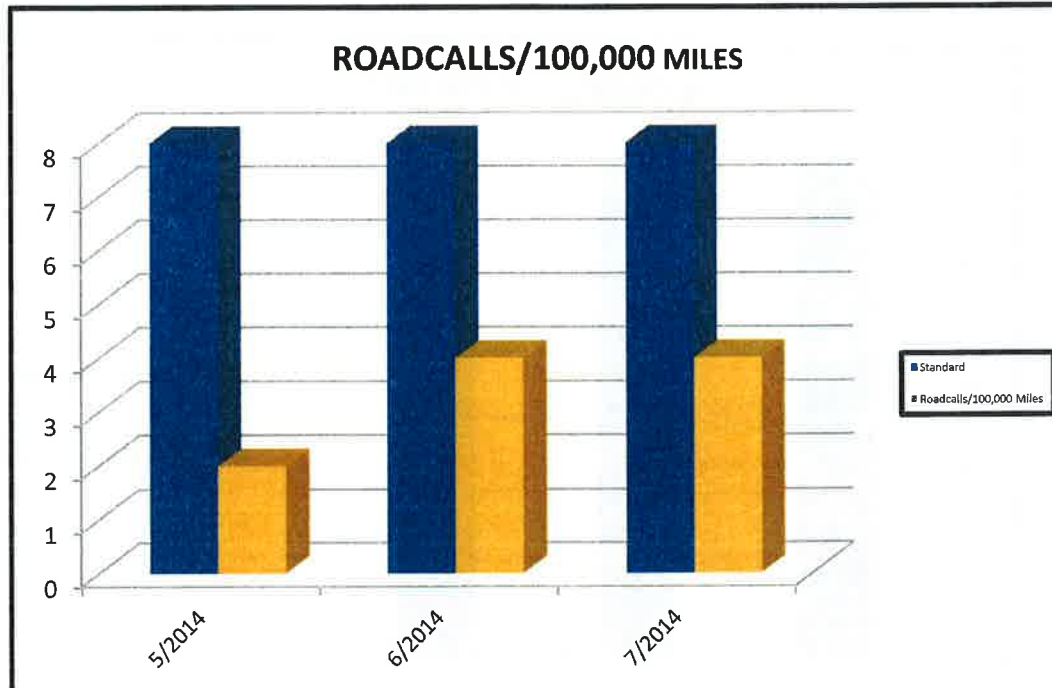
**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY MAY - JULY 2014**

MONTH	STANDARD	ACCIDENTS/100,000 MILES
5/2014	1.4	0
6/2014	1.4	0
7/2014	1.4	0



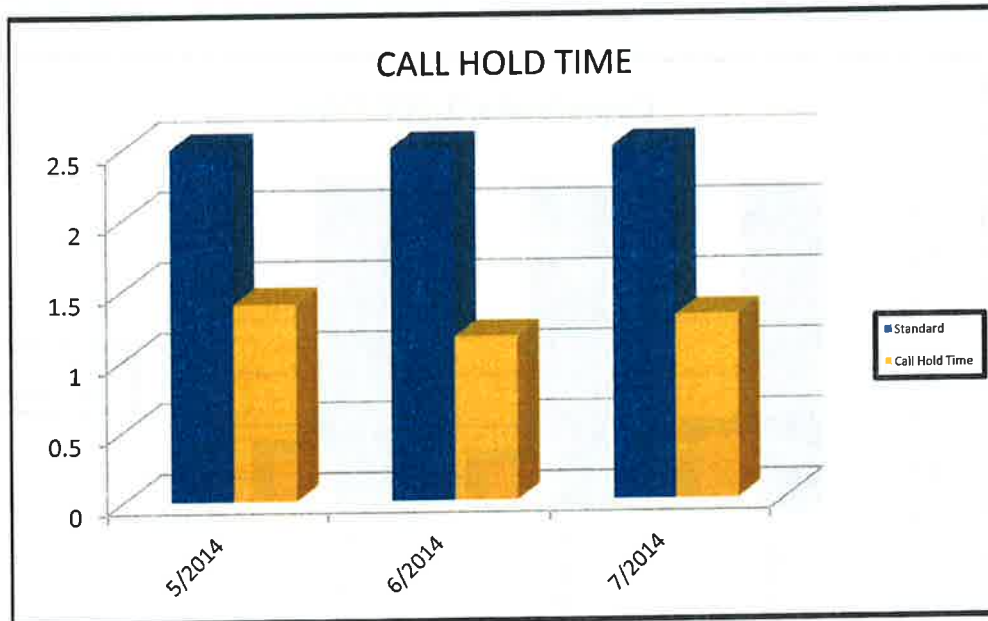
**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, MAY - JULY 2014**

MONTH	STANDARD	ROADCALLS/100,000 MILES
5/2014	8	2
6/2014	8	4
7/2014	8	4



**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, MAY - JULY 2014**

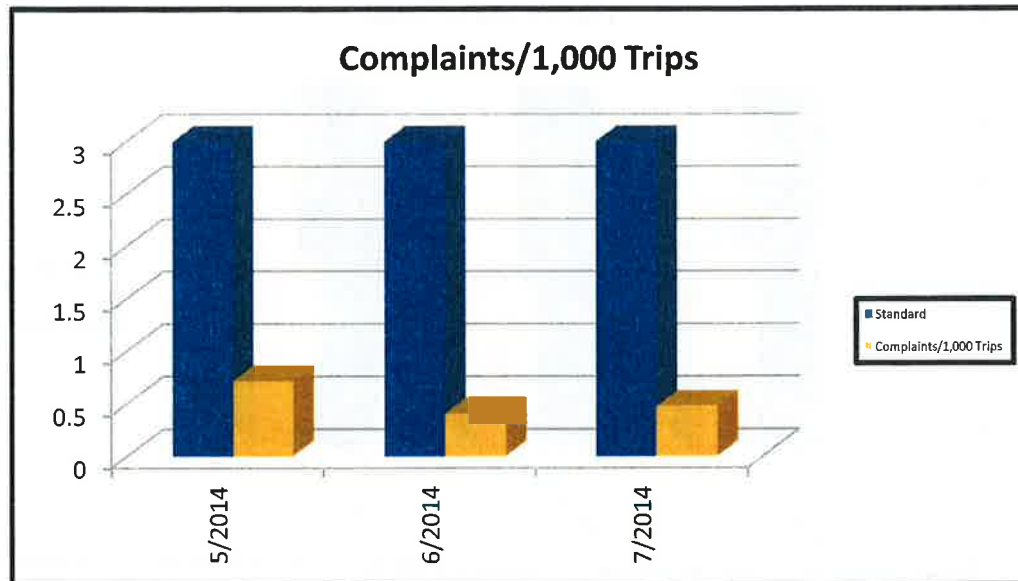
MONTH	STANDARD	CALL HOLD TIME
5/2014	2.5	1.40
6/2014	2.5	1.16
7/2014	2.5	1.30



TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS

ALACHUA COUNTY, MAY - JULY 2014

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
5/2014	3	0.72
6/2014	3	0.41
7/2014	3	0.48



**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	0	0	0	0	0	3	1	0
Pick-Up before Window Opens	0	0	0	0	0	0	0	0	0	0	0	0
Late Return Pick-Up	0	0	0	0	0	0	0	0	1	2	1	0
Ride Time Exceeded Standards	0	0	0	0	0	0	0	0	0	0	0	0
Can't Get Through by Telephone	0	0	0	0	0	0	0	0	0	0	0	0
On Hold for Excessive Periods of Time	0	0	0	0	0	0	0	0	0	0	1	0
Phone System Problems	0	0	0	0	0	0	0	0	0	0	0	0
Sunday Reservations	0	0	0	0	0	0	0	0	0	0	0	0
Trip Denial	0	0	0	0	0	0	0	0	0	0	0	0
Driver Training	0	0	0	0	0	0	0	0	0	2	0	0
Driver Behavior	0	0	0	0	0	0	0	0	0	0	0	0
No Passenger Assistance Provided	0	0	0	0	0	0	0	0	0	0	0	0
No Driver ID	0	0	0	0	0	0	0	0	0	0	0	0
Dispatcher Behavior	0	0	0	0	0	0	0	0	0	0	0	0
Reservationist Behavior	0	0	0	0	0	0	0	0	0	0	0	1
Unsafe Driving	0	0	0	0	0	0	0	0	0	0	0	0
No Show by Driver	0	0	0	0	0	0	0	0	0	0	1	0
Reservations/Scheduling	0	0	0	0	0	0	0	0	0	0	1	1
Reservations	0	0	0	0	0	0	0	0	0	0	0	0
Air Conditioning not Working	0	0	0	0	0	0	0	0	0	0	0	0
Wheelchair/Scooter Securement	0	0	0	0	0	0	0	0	0	0	0	0
Passenger Behavior	0	0	0	0	0	0	0	0	0	0	0	0
No Show by Passenger	0	0	0	0	0	0	0	0	0	0	0	0
Customer Service	0	0	0	0	0	0	0	0	0	0	0	1
Safety	0	0	0	0	0	0	0	0	0	0	0	0
Trip Cancelled, Ride Came Anyway	0	0	0	0	0	0	0	0	0	0	0	0
Wheelchair Lift Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0
Charged Wrong Passenger Fare	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle Condition	0	0	0	0	0	0	0	0	0	0	0	0
MV Staff Availability	0	0	0	0	0	0	0	0	0	0	0	0
Dropped Off at Wrong Location	0	0	0	0	0	0	0	0	0	0	1	0
Improper Passenger Assistance	0	0	0	0	0	0	0	0	0	0	0	0
Did Not Process TD Eligibility Application	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	1	7	6	3
TRIPS	9,648	10,083	9,513	9,758	8,608	8,754	9,096	8,667	9,533	10,142	8,286	7,379
COMPLAINTS/1,000 TRIPS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.69	0.72	0.41
Number of Individuals Submitting Complaints	0	0	0	0	0	0	0	0	1	1	3	1
RTS	0	0	0	0	0	0	0	0	0	0	0	0
CIL	0	0	0	0	0	0	0	0	0	0	0	0
Foster Grandparents	0	0	0	0	0	0	0	0	0	0	0	0
NCFRPC	0	0	0	0	0	0	0	0	0	0	0	1
COMMENDATIONS	4	8	7	6	8	5	8	0	0	0	0	0

**MV TRANSPORTATION
SUMMARY OF SERVICE ISSUES
JULY 1, 2014 - JUNE 30, 2015**

TYPE OF COMPLAINT	7/14	8/14	9/14	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15	6/15
Late Drop-Off	1											
Pick-Up before Window Opens	0											
Late Return Pick-Up	0											
Ride Time Exceeded Standards	0											
Can't Get Through by Telephone	0											
On Hold for Excessive Periods of Time	0											
Phone System Problems	0											
Sunday Reservations	0											
Trip Denial	0											
Driver Training	0											
Driver Behavior	1											
No Passenger Assistance Provided	0											
No Driver ID	0											
Dispatcher Behavior	1											
Reservationist Behavior	1											
Unsafe Driving	0											
No Show by Driver	0											
Reservations/Scheduling	0											
Reservations	0											
Air Conditioning not Working	0											
Wheelchair/Scooter Securement	0											
Passenger Behavior	0											
No Show by Passenger	0											
Customer Service	0											
Safety	0											
Trip Cancelled, Ride Came Anyway	0											
Wheelchair Lift Not Working Properly	0											
Charged Wrong Passenger Fare	0											
Vehicle Condition	0											
MV Staff Availability	0											
Dropped Off at Wrong Location	0											
Improper Passenger Assistance	0											
Did Not Process TD Eligibility Application	0											
Other	0											
TOTAL	4	0	0	0	0	0	0	0	0	0	0	0
TRIPS	8,310											
COMPLAINTS/1,000 TRIPS	0.48	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of Individuals Submitting Complaints	2											
RTS	1											
CIL	0											
Foster Grandparents	0											
NCFRPC	0											
COMMENDATIONS	0											

2014-2015 OPERATING DATA	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Total No Trips Invoiced	8,310	0	0	0	0	0	0	0	0	0	8,286	0
FCTD Medicaid	964											
HMO Medicaid	767											
TD Trust Fund Alachua	1,507											
ADA	4,379											
NFG - 5317	119											
CICO - 5311	123											
County of Alachua, FGPA, RSVP	411											
Elder Care	40											
Bus Passes TD	0											
Bus Passes Medicaid	0											
Purchased Transportation												
FCTD Medicaid	\$ 45,603.42											
HMO Medicaid	\$ 26,418.79											
TD Trust Fund Alachua	\$ 56,058.79											
ADA	\$ 116,473.93											
NFG - 5317	\$ 3,160.20											
CICO - 5311	\$ 3,170.72											
County of Alachua, FGPA, RSVP	\$ 15,661.70											
Elder Care	\$ 1,364.00											
Bus Passes Total MED and TD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Dollars Invoiced	\$ 267,911.30											
Total Expenses	\$ 241,184.00											
Average Cost Per Trip	\$ 29.02	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	\$ -	#DIV/0!
Total Vehicle Miles	122,485											
Total Vehicle Hours	5,364											
Avg Miles per Trip	15	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Avg Cost Per Mile	\$1.97	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Avg Cost Per Hour	\$44.96	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of No Shows	525											
Number Trips Denied	0											
No Accidents	0											
No RoadCalls	4											
Telephone Calls Rec'd	9,988											
Avg. Telephone On-Hold Time	1.3											

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS
JULY_2014**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Out of Service Area Trip	0
Medicaid benefits don't cover transportation program - QMB	1
Client doesn't have Medicaid Benefits	0
Weekend Trip Request	0
Other	0
TOTALS	1

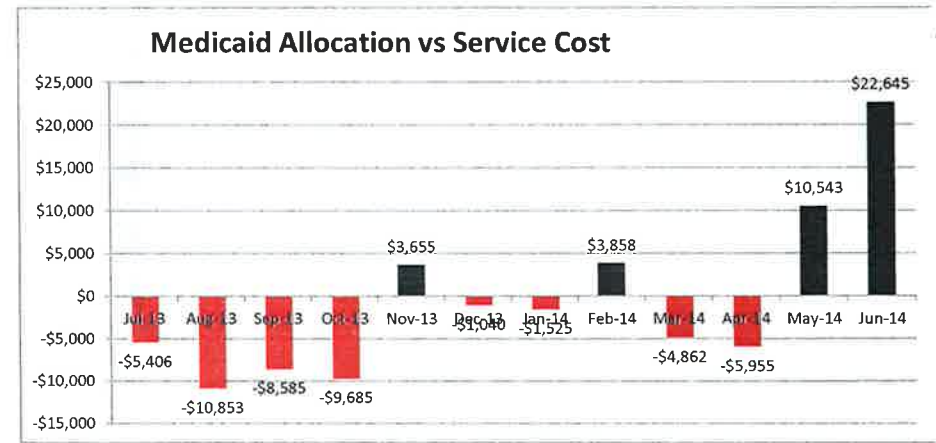
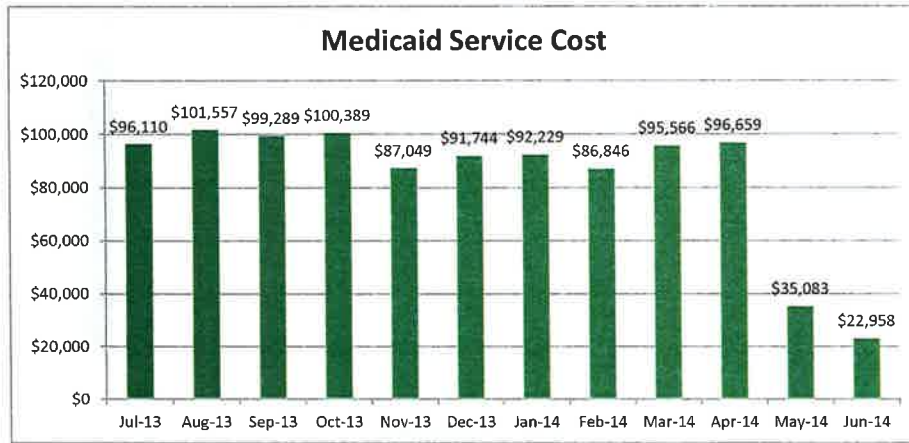
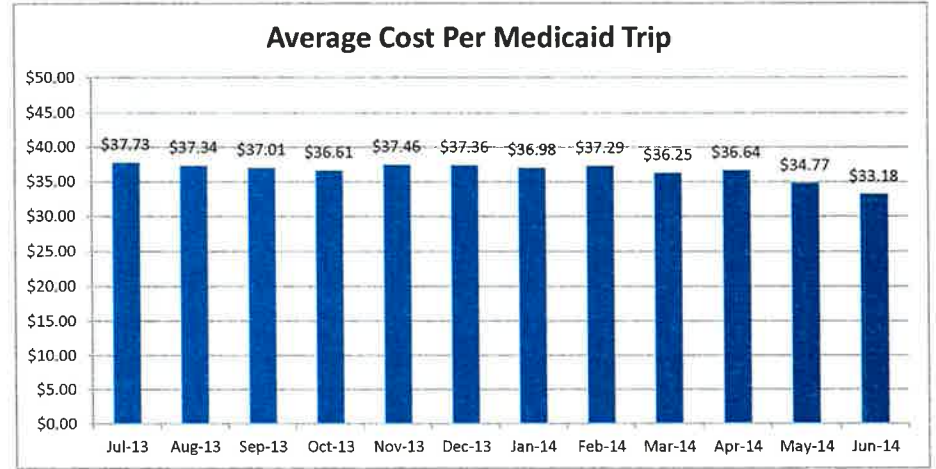
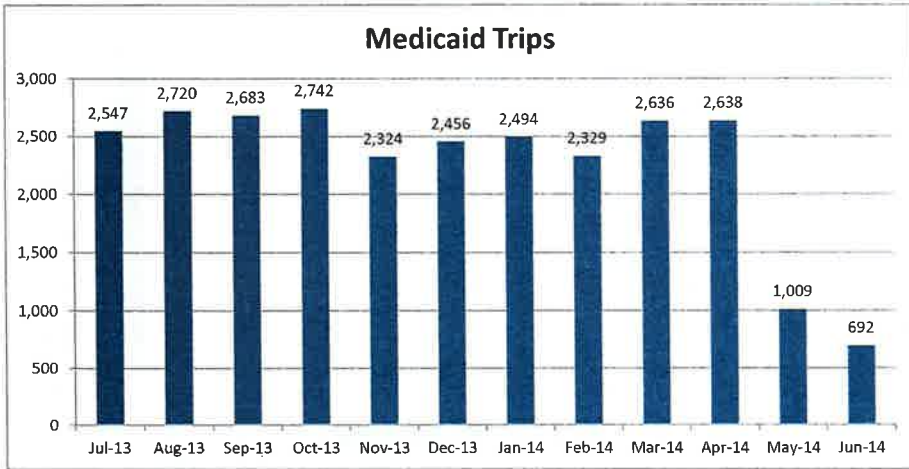
CTC: MV Transportation
 Rates Charged for TD Service:
 \$31.02 one-way ambulatory trip
 \$53.19 one-way wheelchair trip
 \$110.80 one-way stretcher trip
 \$20.50 bus pass

**2014-2015 TRANSPORTATION DISADVANTAGED TRUST FUND SUMMARY
 ALACHUA COUNTY**

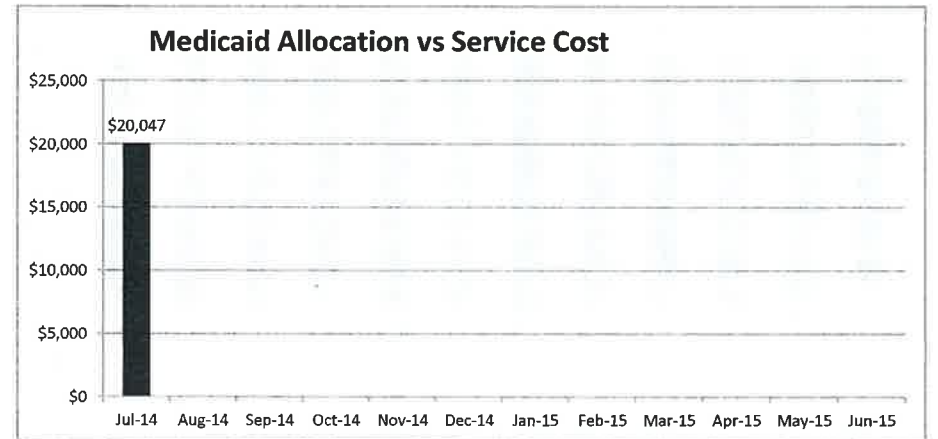
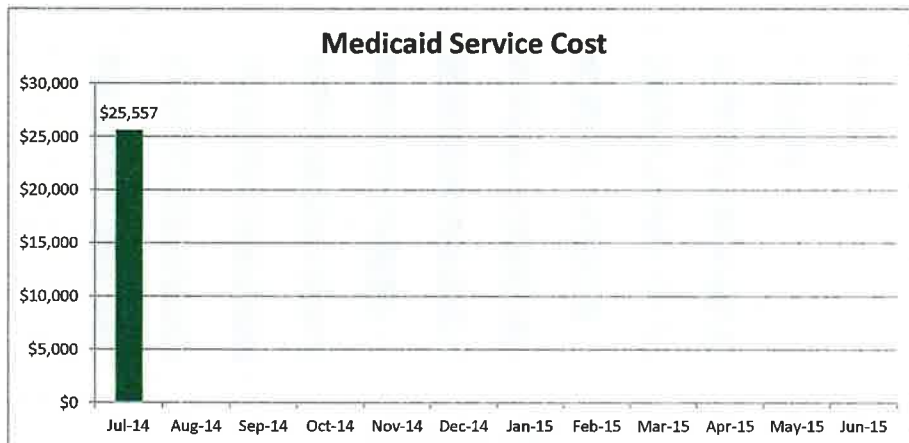
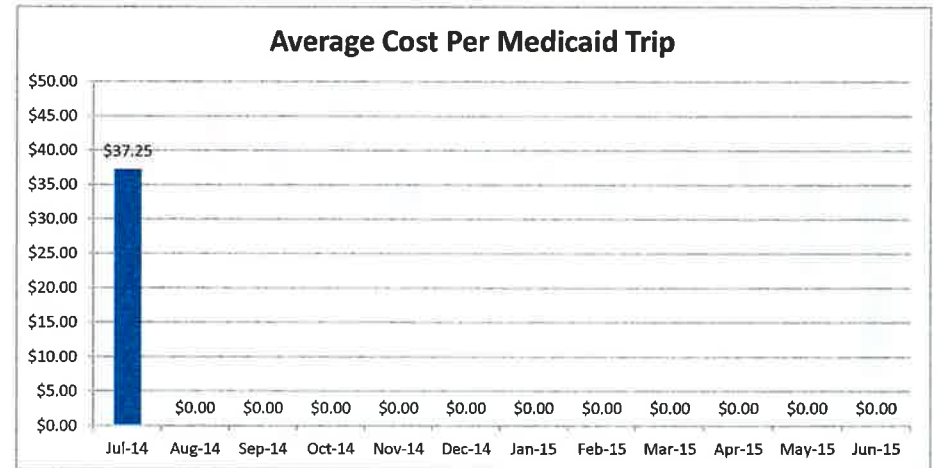
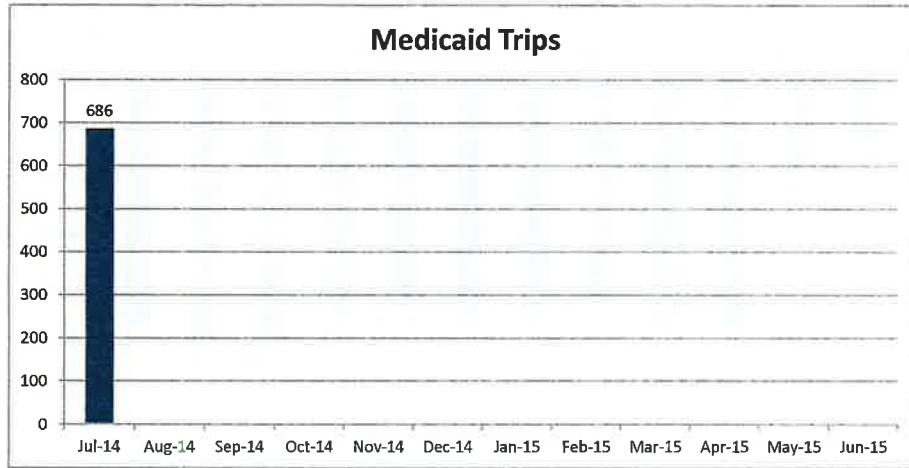
MONTH/YEAR	STATE FUNDS	MONTHLY STATE ALLOCATION	STATE DOLLARS INVOICED	DIFFERENCE	STATE FUNDS REMAINING	TOTAL DOLLARS SPENT	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-13	\$602,490.00	\$50,455.00	\$50,452.69	\$2.31	\$552,037.31	\$56,058.54	1,507	\$ 37.20
Aug-13	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Sep-13	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Oct-13	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Nov-13	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Dec-13	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Jan-14	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Feb-14	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Mar-14	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Apr-14	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
May-14	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
Jun-14	-	\$50,185.00		\$50,185.00	\$552,037.31			#DIV/0!
TOTAL	-	\$602,490.00	\$50,452.69	\$552,037.31	\$552,037.31	\$56,058.54	1,507	\$ 37.20

TRANSPORTATION DISADVANTAGED PROGRAM STATUS REPORT	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Transportation Disadvantaged Program Eligibility Applications Approved	25	36	30	23	41	39	24
Transportation Disadvantaged Program Eligibility Applications Denied	0	1	0	0	0	0	1
Bus Pass Applications Received	0	0	0	0	0	0	0
Number of Bus Passes sponsored by the Transportation Disadvantaged Trust Fund	0	0	0	0	0	0	0
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Transportation Disadvantaged Program Trips that can be Provided Daily	54	54	54	54	54	54	54
Average Number of Transportation Disadvantaged Program Trips Performed Daily	53	51	52	54	55	54	53
Transportation Disadvantaged Program Trip Priorities Used (Yes or No)	No	No	No	No	No	No	No
Number of Transportation Disadvantaged Program Dialysis Saturday Trips Provided	65	56	73	64	76	50	53
Number of Transportation Disadvantaged Program Other Saturday Trips Provided	26	43	73	67	35	53	42
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0	0	0	0

**Florida Commission for the Transportation Disadvantaged Fiscal Year 2013/14 Medicaid Encounter Data Reports
Alachua County**



Florida Commission for the Transportation Disadvantaged Fiscal Year 2014/15 Medicaid Encounter Data Reports
Alachua County



ATTENDANCE RECORD

ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	8/21/2013	12/4/2013	2/5/2014	6/11/2014
Chair	Commissioner Craig Carter				
Florida Department of Transportation	Janell Damato	P	A	P	P
Alternate Member	Sandra Collins	A	P	A	A
Florida Department of Children and Families	John Wisker				
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Alana McKay	P	A	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	A	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	A	P	P	P
Alternate Member	(Vacant)				
Elderly	Dr. Maurice Levy	P	A	P	A
Alternate Member	(Vacant)				
Veterans	(Vacant)				
Alternate Member	(Vacant)				
Persons with Disabilities	Christine Eason Louton	P	P	P	P
Alternate Member	Tassie Fuller	A	P	A	A
Florida Association for Community Action	Monique Harrison	P	A	P	A
Alternate Member	Charles J. Harris			P	A
Florida Department of Elder Affairs	Jeff Lee	A	P	A	P
Alternate Member	(Vacant)				
Children at Risk	Elliene Chisholm	A	P	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	P	A	A	A
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."

