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October 29, 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 November 5, 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.

Attachments

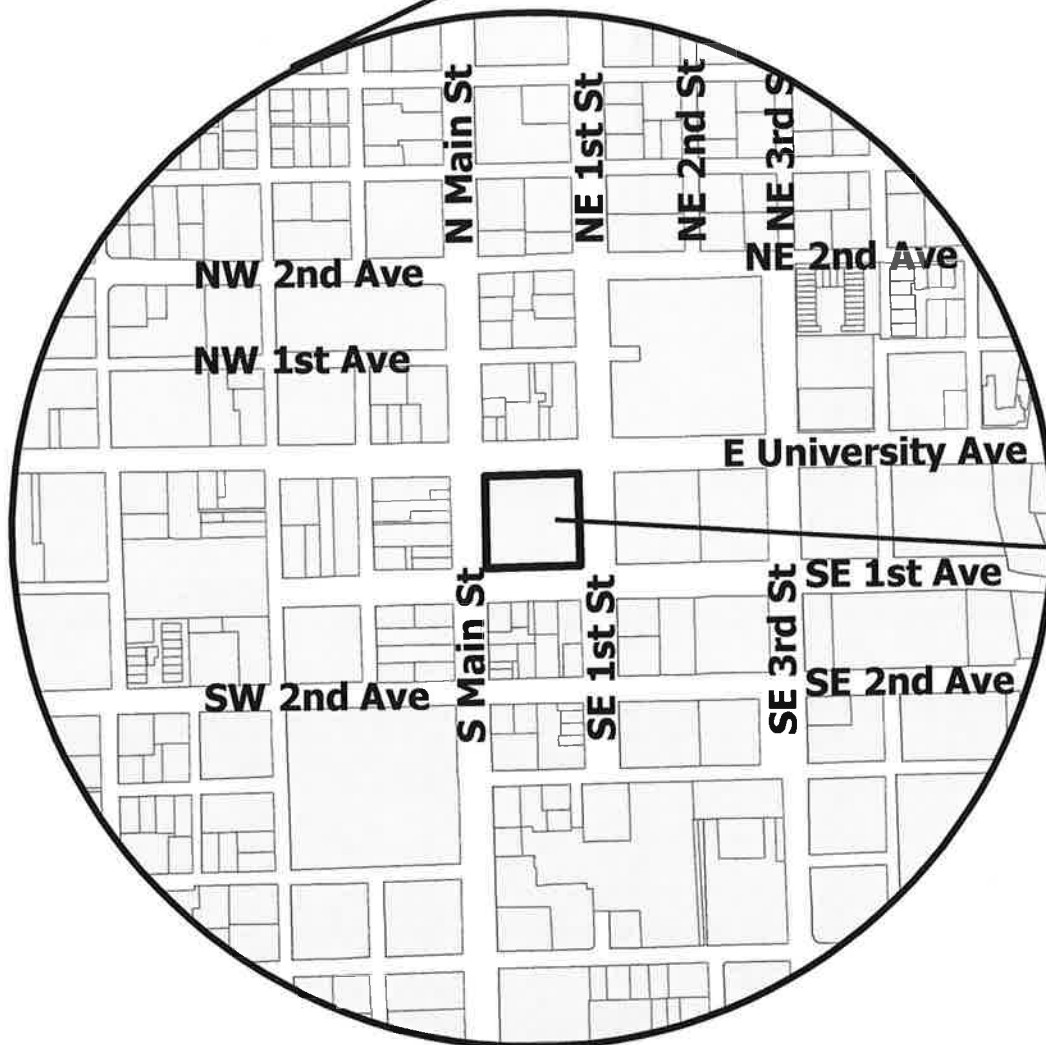
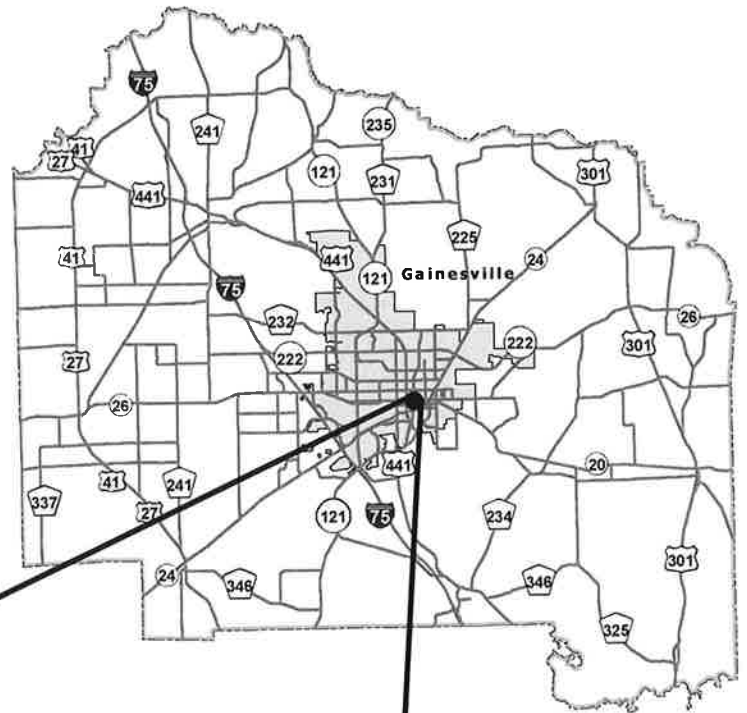
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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Alachua County Administration Building

12 Southeast 1st Street
Gainesville, FL 32601

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



1 inch = 500 feet

Alachua County
Administration
Building





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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
November 5, 2014
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the September 10, 2014
Minutes**

Page 7

ACTION REQUIRED

II. NEW BUSINESS

**A. Community Transportation Coordinator
Annual Performance Evaluation**

Page 13

ACTION REQUIRED

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

B. Appoint Grievance Committee

Page 51

ACTION REQUIRED

The Chair needs to appoint five Board members to the Grievance Committee

C. 2013/14 Annual Operations Report

Page 53

NO ACTION REQUIRED

The Board needs to review the 2013/14 Annual Operations Report

D. Operations Reports

Page 71

NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

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

IV. FUTURE MEETING DATES

- A. February 4, 2015 at 10:00 a.m.**
- B. May 6, 2015 at 10:00 a.m.**
- C. September 9, 2015 at 10:00 a.m.**
- D. November 4, 2015 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
September 10, 2014
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Craig Carter, Chair
Jeff Aboumrad representing Lydia Bush Florida Department of Education Representative
Mildred Crawford representing Jesus Gomez, Mass Transit Representative
Janell Damato, Florida Department of Transportation Representative
Monique Harrison Community Action Agency Representative
Dr. Maurice Levy, Elderly 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
John Wisker, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Elliene Chisholm, Children at Risk Representative
Dr. Harrell Harrison, Public Education
Linda Tatum, Regional Workforce Development Board
Earther Wright, Citizen Advocate

OTHERS PRESENT

Allen Brooks, MV Transportation, Inc.
Kelly Gonzalez, MV Transportation, Inc.
Ed Griffin, MV Transportation, Inc.
Demetrius Moring, MV Transportation, Inc.
Jesse Pete
Marsha Rivera, MV Transportation
Jack Varnon

STAFF PRESENT

Lynn Godfrey, Metropolitan Transportation Planning Organization

I. BUSINESS MEETING - CALL TO ORDER

Chair Carter called the meeting to order at 10:00 a.m.

A. Introductions

Chair Carter asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Senior Planner, asked the Board to add MV Transportation's application for Rural Area Capital Assistance Program Grant funds and the Transportation Disadvantaged Program eligibility application to the meeting agenda as agenda items II G. and H.

ACTION: Jeff Lee moved to approve the meeting agenda with the additions requested by staff. Mildred Crawford seconded; motion passed unanimously.

C. Approval of the June 11, 2014 Minutes

ACTION: Jeff Lee moved to approve the June 11, 2014 meeting minutes. Mildred Crawford seconded; motion passed unanimously.

II. NEW BUSINESS

A. Bylaws

Ms. Godfrey stated that the Board is required to review and approve the Bylaws annually.

The Board reviewed the Bylaws.

ACTION: Mildred Crawford moved to approve the Bylaws. Jeff Lee seconded; motion passed unanimously.

B. Grievance Procedures

Ms. Godfrey stated that the Board is required to review and approve the Grievance Procedures annually.

The Board reviewed the Grievance Procedures.

ACTION: Mildred Crawford moved to approve the Grievance Procedures. Jeff Lee seconded; motion passed unanimously.

C. Alachua County Transportation Disadvantaged Service Plan Amendment

Ms. Godfrey stated that projects selected for Federal Transit Administration funding must be derived from a Coordinated Public Transit-Human Services Transportation Plan. She said that, attached is a draft amendment to the Alachua County Transportation Disadvantaged Service Plan that meets the Federal requirements.

ACTION: Jeff Lee moved to approve the Alachua County Transportation Disadvantaged Service Plan amendment. Mildred Crawford seconded; motion passed unanimously.

D. Elect Vice-Chair

ACTION: Mildred Crawford moved to reelect Jeff Lee as Vice-Chair. Alana McKay seconded; motion passed unanimously.

E. Transportation Disadvantaged Program Passenger Co-Payments

Ms. Godfrey stated that the Board is responsible for reviewing and approving Transportation Disadvantaged Program service policies. She said 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.

Ms. Godfrey stated that it has been requested MV Transportation waive the collection of co-payments for indigent passengers travelling under Florida's Transportation Disadvantaged Program to Safety Net Medical Clinics. She said the Board needs to make a recommendation to MV Transportation whether to waive these passenger co-payments.

The Board discussed waiving the collection of passenger co-payments for individuals travelling to the Safety Net Medical Clinics under the Transportation Disadvantaged Program. The Board agreed not to make a recommendation concerning this issue at this time.

F. Operations Reports

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

G. Rural Area Capital Assistance Program Grant Application

Ms. Godfrey stated that MV Transportation has applied for Rural Area Capital Assistance Program Grant funds to purchase two vehicles. She said the Board must approve MV Transportation's grant application in order to receive these grant funds.

The Board reviewed the grant application.

Ms. Alana McKay noted that Exhibit F is incomplete.

ACTION: Mildred Crawford moved to approve MV Transportation's Rural Area Capital Assistance Program Grant application with the noted correction. Alana McKay seconded; motion passed unanimously.

H. Transportation Disadvantaged Program Eligibility Application

Ms. Godfrey stated that currently, the Transportation Disadvantaged Program eligibility application requires an annual medical recertification. She said it has been suggested that MV Transportation not require individuals with permanent disabilities to provide a medical certification annually.

ACTION: Jeff Lee moved to recommend MV Transportation amend the Transportation Disadvantaged Program eligibility application to allow medical professionals to certify individuals who have permanent disabilities and not require individuals who have permanent disabilities to get annual medical certifications. Mildred Crawford seconded; motion passed unanimously.

III. OTHER BUSINESS

A. Members

Ms. Christine Eason Louton encouraged Board members to attend a Northeast Florida Mobility Summit on September 22, 2014.

B. Citizens

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

Mr. Jack Varnon commended MV Transportation for their excellent service.

IV. FUTURE MEETING DATES

Chair Carter stated that the next meeting of the Alachua County Transportation Disadvantaged Coordinating Board will be held November 5, 2014 at 10:00 a.m.

ADJOURNMENT

The meeting adjourned at 11:00 a.m.

Chair

Date



II.A

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

October 29, 2014

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

RECOMMENDATION

Approve MV Transportation, Inc.'s annual performance evaluation.

BACKGROUND

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

Attachment

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

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.

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: MV Transportation, Inc.

County: Alachua

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

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

Review period: July 1, 2013 - June 30, 2014

Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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

Craig Carter, Chair

with Assistance from

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

November 5, 2014

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Community Transportation Coordinator: MV Transportation, Inc.

County: Alachua

Review Period: July 1, 2013 - June 30, 2014

SUMMARY OF FINDINGS AND RECOMMENDATIONS
--

A. General Information

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, F.S.

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

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

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. Bus/Van Ride

Areas of Noncompliance: None.

Recommendations: None.

Timeline for Compliance: None

E. Surveys (see attachment)

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL QUESTIONS

1. What was the designation date of the Community Transportation Coordinator?
7/01/13
2. What is the complaint process?
See attached complaint policy.
3. Does the community transportation coordinator have a complaint form?
☒ Yes (attached) ☐ No
4. Does the form have a section for resolution of the complaint?
☒ Yes ☐ No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
☒ Yes ☐ No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?
The Helpline number is posted in all vehicles and noted on the Rider Guide. If a solution is not reached to satisfy the complainant, the complainant is referred to the Helpline.
7. When a complaint is forwarded to your office from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
☒ Yes ☐ No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
☒ Yes (attached) ☐ No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
☒ Yes ☐ No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
☒ Yes ☐ No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
☐ Yes ☒ No
14. What innovative ideas have you implemented in your coordinated system?
MV Transportation has contracts with the City of Gainesville, Alachua County as well as other State and local agencies to coordinate transportation services

15. Are there any areas where coordination can be improved?
The Florida Agency for Persons with Disabilities does not purchase transportation services for their clients through Florida's Coordinated Transportation System.
16. What barriers are there to the coordinated system?
Various differing requirements for transporting agency clients can be challenging.
17. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?
The Florida Agency for Persons with Disabilities does not purchase transportation services for their clients through Florida's Coordinated Transportation System.
18. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?
The Florida Agency for Persons with Disabilities and the Florida Agency for Health Care Administration.
19. How are you marketing the voluntary dollar?
No marketing system in place.



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Alachua County Community Transportation Coordinator Complaint Policy

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

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

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

CUSTOMER SERVICE REPORT

NUMBER

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



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

DATE OF INCIDENT	TIME OF INCIDENT	BOOKING ID	VEHICLE NO	RUN	VALID	PROVIDER
9/1/2013		1476357	N/A	N/A	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	MV

SCHEDULE EARLY	SCHEDULE LATE	ORIGIN	DESTINATION
		[REDACTED] GAINESVILLE 32609	HIGHLANDS PRESBYTERIAN CHURCH GAINESVILLE, FL

CUSTOMER NAME	ADDRESS	TELEPHONE	TAKEN BY
[REDACTED]	[REDACTED] GAINESVILLE 32609	BUS: [REDACTED] RES: [REDACTED] CELL: [REDACTED]	DEMETRIUS
			NOTE

DETAILS

Mr. [REDACTED] stated he is upset he was going to be late to church today.

Mr. [REDACTED] stated that's why he canceled his trip.

INVESTIGATION

The driver for [REDACTED] had trouble finding the address for the pick up location.

REPLY TO CUSTOMER

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

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

GAINESVILLE #65

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

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

SECTION 11: Passenger Property

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

Shopping Carts

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

SECTION 12: Rules

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

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

Alachua County Community Transportation System

Rider's Guide

Last Update effective July 1, 2012

Accessible formats are available upon request



**Service Coordinated
and provided by
MV Transportation**



**3713 SW 42nd Avenue, Suite 3
Gainesville, FL 32608**

Phone: 352-375-2784

Fax: 352-378-6117

Florida Relay Services: 711

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

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

SECTION 1: Dear Rider

MV Transportation is a door to door service committed to providing safe and reliable transportation where staff and drivers are helpful, courteous and on time.

SECTION 2: Service Hours and Days

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

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

MV Transportation will not provide transportation services during the following holidays: New Years, Thanksgiving and Christmas; all other holidays' services to Dialysis and Cancer Treatment only.

SECTION 3: Reservations

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

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

Transportation Disadvantaged Program

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

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

Other limited funding programs

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

Page 6

- No other rides will be reserved until client has been deemed eligible for ADA service.
- Determining eligibility may take up to 21 days once the ADA application has been completed.
- ADA eligible riders may travel anywhere within $\frac{3}{4}$ of a mile from an (RTS) fixed route and within Gainesville City Limits.
- ADA riders may travel with a companion. A request should be made at the time of the reservation. All companions must pay the same fare as the ADA rider. Companions must be picked up and dropped off at the same location as the ADA rider.
- If a Personal Care Attendant (PCA) has been approved by the Center for Independent Living, no fare is charged for the PCA traveling with the rider.
- During some state and federal holidays, where the Regional Transit System (RTS) is not operating, ADA trips will not be provided.

Medicaid Transportation

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

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

Alachua County Community Transportation System

Page 3

To arrange for your ride, please call our reservations line at: (352) 375-2784 Option 2. Reservations can be made 7 days a week for ADA only. ADA sponsored ride reservations can be made Monday through Saturday from 8 am to 5:00 pm and on Sunday 10:00 am to 5:00 pm. All other trip reservations (TD, Medicaid) will be taken Monday through Friday from 8:00 am to 5:00 pm only. No TD or Medicaid trip reservations will be taken on Saturday or Sunday. Medicaid reservations must be made three (3) business days in advance of the appointment date.

Making your Reservation:

Be prepared to give reservations the following information:

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

What to expect on the day of your ride:

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

SECTION 4: To Cancel Your Ride

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

SECTION 5: Standing Order Requests

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

ventions staff to submit a "subscription request" for service. Depending on the funding source of your trip, this request may be granted. Please remember, however, that you cannot change your "standing order request" more than once per month, or this privilege will be revoked. If you have a "standing order request" and will not be using it for one or multiple days, please contact us to cancel or suspend services to avoid having "No Shows" recorded in your file.

SECTION 6: No-Show

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

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

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

SECTION 7: Will Call Policy

If you will not be ready to go home at the time you scheduled your return trip, you may be made a "will call". If this happens, please call our office at (352) 375-2784 as soon as possible. This will allow us to make arrangements to have you picked up at a later time. As a courtesy, if you are made a "will-call", we will send a vehicle to your last known location. This could take up to two (2) hours.

SECTION 8: Fares

Service will be denied if fare is not paid. There will be no exceptions for this sponsored service. Passenger fares will vary depending on the sponsorship of your trip. If you are required to pay a fare, it must be paid. If the fare is not paid, the service will be denied.

Fares apply to one-way trip. Remember that if you take someone with you, a fare may be required unless you are pre-approved for a Personal Care Attendant (PCA see Section 9). When scheduling your trip, please ask the reservationists for the fare amount.

EXACT FARE IS REQUIRED. Drivers do not carry change.

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

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

SECTION 9: Compliments and Concerns

- It is important that you let us know how you feel about the service we are providing. If you have any complaints, compliments or concerns, please call our office immediately. You may speak to the Operations Manager, General Manager or Safety Manager at any time. You have the right to expect a response from our staff in a timely manner.
- To convey a compliment or service concern, please call (352) 375-2784 Option 4.
- To report a safety concern, please call (352) 375-2784 ext 11613.
- Contact CTD Helpline for further assistance with concerns and compliments at (800) 983-2435.

SECTION 10: Types of Service

ADA-Transportation

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

- The ADA Fare is \$3.00 per one-way trip.
- Provides trips to individuals whose disability prevents them from using the RTS fixed route bus system.
- Trips must be scheduled one hour apart.
- One free round trip ride to the Center for Independent Living will be arranged to apply for eligibility. Call MV Transportation at (352) 375-2784 Option 2 to schedule this ride.



We Provide Freedom™

APPLICATION FOR TRANSPORTATION DISADVANTAGED TRUST FUND SERVICES

MV Transportation is the Community Transportation Coordinator (CTC) for Alachua County. The information contained in this application will only be used by MV to determine your eligibility for Transportation Disadvantaged Trust Fund (TD) services. TD eligibility is determined by a documented disability that prevents you from using or accessing fixed-route bus services, an income based test and documentation that you cannot purchase or secure transportation through other means. Income tests are based on Federal Poverty Levels and a tiered system. Guidelines are available upon request.

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

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

MV TRANSPORTATION, INC.

3713 SW 42nd Ave | Suite 3 | Gainesville, FL 32606
P 352.375.2784 F 352-378-6117

Applicant Name _____

Medical Verification – To be completed by a licensed professional

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

What is the applicant's disability? _____

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

Signature of Medical Professional _____ Date _____

Professional License # _____ State Issued _____

Print Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____ Extension _____

Contact person _____

Applicants Release:

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

Applicant Signature _____ Date _____

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

Signing for Applicant _____ Relationship _____ Date _____

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



We Provide Freedom™

APPLICATION FOR TRANSPORTATION DISADVANTAGED TRUST FUND SERVICES

MV Transportation is the Community Transportation Coordinator (CTC) for Alachua County. The information contained in this application will only be used by MV to determine your eligibility for Transportation Disadvantaged Trust Fund (TD) services. TD eligibility is determined by a documented disability that prevents you from using or accessing fixed-route bus services, an income based test and documentation that you cannot purchase or secure transportation through other means. Income tests are based on Federal Poverty Levels and a tiered system. Guidelines are available upon request.

Date: 08/15/13 Medicaid#: [REDACTED] Social Security#: [REDACTED]
Last Name: [REDACTED] First Name: [REDACTED] MI: [REDACTED]
Home Address: [REDACTED] Apt: [REDACTED]
City: Newberry State: FL Zip Code: 32669
Home Phone: [REDACTED] Work: [REDACTED] TDD: [REDACTED]
Date of Birth: [REDACTED] Age: [REDACTED] Male: [REDACTED] Female: X
Emergency Contact: [REDACTED] Phone: [REDACTED]

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

MV TRANSPORTATION, INC.
3713 SW 42nd Ave | Suite 3 | Gainesville, FL 32608
P 352.375.2784 F 352-376-6117

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

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

1. Do you use any of the following mobility aids? (Check all that apply)

<input type="checkbox"/> Manual Wheelchair	<input type="checkbox"/> Portable Oxygen
<input type="checkbox"/> Power Wheelchair	<input type="checkbox"/> Assist Walking
<input type="checkbox"/> Power Scooter	<input type="checkbox"/> Mental Impairment
<input type="checkbox"/> Cane	<input type="checkbox"/> Hearing Loss
<input type="checkbox"/> Crutches	<input type="checkbox"/> Sight Impairment
<input type="checkbox"/> Walker	<input type="checkbox"/> Service Animal

What kind? PCA

2. Please answer the following questions:

- a. Can you travel without assistance a distance of: 200ft depends ☐ YES ☐ NO ☐ 1/4 Mile ☐ 1/2 Mile
- b. Can you climb a 12 inch step? ☒ YES ☐ NO (Do you need assistance?) ☐ YES ☐ NO
- c. Can you wait outside without support for ten minutes? ☒ YES ☐ NO
- d. Can you give an address and telephone number upon request? ☒ YES ☐ NO
- e. Can you recognize a destination or landmark? ☒ YES ☐ NO
- f. Can you understand and follow directions? ☒ YES ☐ NO
- g. Can you handle unexpected situations or changes in your routine? ☐ YES ☐ NO depends
- h. Can you safely and effectively travel through crowded or complex facilities? ☒ YES ☐ NO

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

Date: 08/15/13

Signature: _____

Print Name: _____

Process Date: 9/12/13

Prepare (Print Name): Bonnie Mack

Initials: BM

Phone: () _____

Mail or Fax to: MV Transportation

3713 SW 42nd Avenue-Suite #3

Gainesville, FL 32608

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

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

TD Approved

Applicant Name

Medical Verification - To be completed by a licensed professional

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

What is the applicant's disability? This client is being treated for
Bipolar Disorder, Anxiety Disorder, & Mood Disorder

How does the condition functionally prevent the applicant from using regular bus service or drive the household vehicle? This client has a history of
Memory impairment & a history of self-harm.

Signature of Medical Professional

Date 9/10/13

Professional License #

State Issued

Print Name

Address 4300 SW 13th St.City GainesvilleState FLZip Code 32614Phone 352-374-5600

Extension

Contact person

Applicants Release:

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

Applicant Signature

Date

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

Signing for Applicant

Relationship

Date

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

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
☐ Yes ☐ No ☒ Not applicable
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
☐ Yes ☐ No ☒ Not applicable
3. Do the contracts include performance standards for the transportation operators and coordination contractors?
☐ Yes ☐ No ☒ Not applicable
4. Do the contracts include the proper language concerning payment to subcontractors?
☐ Yes ☐ No ☒ Not applicable
5. Were the following items submitted on time?

Annual Operating Report
☒ Yes ☐ No

Memorandum of Agreement
☒ Yes ☐ No

Transportation Disadvantaged Service Plan
☒ Yes ☐ No

Transportation Disadvantaged Trust Fund Grant Application
☒ Yes ☐ No

Other grant applications
☒ Yes ☐ No
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
☐ Yes ☐ No ☒ Not applicable
7. Is a written report issued to the operator?
☐ Yes ☐ No ☒ Not applicable
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
Not applicable.

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
There is no agreement with the Alachua County School Board.
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
MV Transportation has an agreement with the Regional Transit System and has Medicaid and Transportation Disadvantaged Bus Pass Programs.
3. Is there a goal for transferring passengers from paratransit to transit?
☒ Yes ☐ No
4. What are the minimum liability insurance requirements? \$500,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts? Not applicable.
6. Does the minimum liability insurance requirements exceed \$1 million per incident?
☐ Yes ☒ No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	MV Transportation posts the local toll free phone number in all vehicles.
Vehicle Cleanliness	MV Transportation, Inc. cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	MV Transportation, Inc. maintains a passenger database.
Adequate seating	MV Transportation, Inc. provides adequate seating for all passengers.
Driver Identification	MV Transportation, Inc. requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	MV Transportation, Inc. requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	MV Transportation, Inc. complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	MV Transportation, Inc. requires children under the age of 8 to be accompanied by and escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure.
Use, Responsibility, and cost of child restraint devices	MV Transportation, Inc. requires all passengers under the age of 4 and or 50 pounds to use a child restrain device. Child restraint devices must be provided by the passenger.

Out-of-Service Area trips	MV Transportation, Inc. provides out of service area trips when services cannot be obtained within the service area. Trips outside the service area require verification of need and prior authorization from the sponsoring agency.
CPR/First Aid	MV Transportation, Inc. requires all drivers to attend training sessions in CPR and first aid.
Driver Criminal Background Screening	MV Transportation, Inc. requires a criminal records check of all drivers through the Florida Department of Law Enforcement. This criminal records check covers a period of 15 years prior to the records check.
Passenger Property	MV Transportation, Inc. allows passenger property that can be carried by the passenger and/or personal care attendant in one trip and can be safely stowed on the vehicle. Drivers may assist passengers with up to two bags of personal property upon request.
Advance reservation requirements	MV Transportation, Inc. requires trips to be scheduled 24 hours in advance.
Pick-up Window	There is a 60 minute pick-up window for trips within the Gainesville City limits. There is a 90 minute pick-up window for trips outside the Gainesville City limits within Alachua County. There is a two hour pick-up window for return trips.

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



Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS2806
Jacksonville, FL 32204-2730

ANANTHI PRASAD, P.E.
SECRETARY

Date: July 17, 2013

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

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

Dear Mr. Gonzalez,

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

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

Sincerely,

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

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

www.dot.state.fl.us

ON-SITE OBSERVATION OF THE SYSTEM

1. Date of Observation:
9/3/14
2. Please list any special guests that were present:
None
3. Location:
Shands Dialysis Center
4. Number of Passengers picked up/dropped off
2

Ambulatory:
0

Non-Ambulatory
2
5. Was the driver on time?
☒ Yes
☐ No If no, how many minutes late/early?
6. Did the driver provide any passenger assistance?
☒ Yes
☐ No
7. Was the driver wearing any identification?
☒ Yes
☐ No
8. Did the driver render an appropriate greeting?
☒ Yes
☐ No
9. Did the driver ensure the passengers were properly belted?
☒ Yes
☐ No
10. Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
☒ Yes
☐ No
11. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Helpline for comments/complaints/commendations?
☒ Yes
☐ No
12. Does the vehicle have working heat and air conditioning?
☒ Yes
☐ No

13. Does the vehicle have two-way communications in good working order?
☒ Yes
☐ No
14. If used, was the lift in good working order?
☒ Yes
☐ No
15. Was there safe and appropriate seating for all passengers?
☒ Yes
☐ No
16. Did the driver properly use the lift and secure the passenger?
☒ Yes
☐ No

PURCHASING AGENCY SURVEY

Purchasing Agency name: Americans With Disabilities Act Program
Representative of Purchasing Agency: City of Gainesville RTS

1) Do you purchase transportation from MV Transportation?

☒ YES

☐ NO

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

- ☐ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☐ Nutritional
- ☐ Life Sustaining/Other
- ☒ All the Above

3) On average, how often do your clients use the transportation system?

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

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☒ Yes

☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: U.S.C. Section 5311 Program

Representative of Purchasing Agency: City of Gainesville RTS

1) Do you purchase transportation from MV Transportation?

☒ YES

☐ NO

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

- ☐ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☐ Nutritional
- ☐ Life Sustaining/Other
- ☒ All of the Above

3) On average, how often do your clients use the transportation system?

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

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: U.S.C. Section 5317 Program

Representative of Purchasing Agency: City of Gainesville RTS

1) Do you purchase transportation from MV Transportation?

☒ YES

☐ NO

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

- ☐ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☐ Nutritional
- ☐ Life Sustaining/Other
- ☒ All of the Above

3) On average, how often do your clients use the transportation system?

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

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: Title III B Aging Program

Representative of Purchasing Agency: Jeffrey Lee

1) Do you purchase transportation from MV Transportation, Inc.?

☒ YES

☐ NO

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

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

3) On average, how often do your clients use the transportation system?

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

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)]

No issues

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why?

Overall, very satisfied with services.

- Jeff

PURCHASING AGENCY SURVEY

Purchasing Agency name: Medicaid Non-Emergency Medical Transportation Program
Representative of Purchasing Agency: Alana M. Gray

1) Do you purchase transportation from MV Transportation?

☒ Yes

☐

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

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

3) On average, how often do your clients use the transportation system?

- ☒ 7 Days/Week
☐ 1-2 Times/Week
☐ 3-5 Times/Week
☐ 3 Times/Month

☐

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
☐ Cost [specify operator (s)]
☐ Service area limits [specify operator (s)]
☐ Pick up times not convenient [specify operator (s)]
☐ Vehicle condition [specify operator (s)]
☐ Lack of passenger assistance [specify operator (s)]
☐ Accessibility concerns [specify operator (s)]
☐ Complaints about drivers [specify operator (s)]
☐ Complaints about timeliness [specify operator (s)]
☐ Length of wait for reservations [specify operator (s)]
☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
☐ No If no, why? _____

Kelly Gonzalez and the team at MV have provided consistently excellent and caring service to the riders.

PURCHASING AGENCY SURVEY

Purchasing Agency name: Medicaid Non-Emergency Medical Transportation Program
Representative of Purchasing Agency: Florida Commission for the Transportation Disadvantaged

1) Do you purchase transportation from MV Transportation?

☒ YES

☐ NO

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

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

3) On average, how often do your clients use the transportation system?

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

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: Transportation Disadvantaged Program
Representative of Purchasing Agency: Florida Commission for the Transportation Disadvantaged

1) Do you purchase transportation from MV Transportation?

☒ YES

☐ NO

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

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

3) On average, how often do your clients use the transportation system?

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

5) Have you had any unresolved problems with the coordinated transportation system?

- ☐ Yes
- ☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- ☒ Yes
- ☐ No If no, why? _____

LEVEL OF COST

FLCTD Annual Operations Report Section VII: Expense Sources

County: Alachua		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
FLCTD Status: Returned			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,506,850.00	\$0.00	\$1,506,850.00
Fringe Benefits (502):	\$22,616.00	\$0.00	\$22,616.00
Services (503):	\$75,842.00	\$0.00	\$75,842.00
Materials and Supplies Cons. (504):	\$703,470.00	\$0.00	\$703,470.00
Utilities (505):	\$43,836.00	\$0.00	\$43,836.00
Casualty and Liability (506):	\$287,125.00	\$0.00	\$287,125.00
Taxes (507):	\$3,204.00	\$0.00	\$3,204.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$24,555.00	\$0.00	\$24,555.00
Miscellaneous (509):	\$63,674.00	\$0.00	\$63,674.00
Interest (511):	\$21,753.00	\$0.00	\$21,753.00
Leases and Rentals (512):	\$92,321.00	\$0.00	\$92,321.00
Annual Depreciation (513):	\$6,254.00	\$0.00	\$6,254.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$223,600.00	\$0.00	\$223,600.00
GRAND TOTAL:	\$3,075,100.00	\$0.00	\$3,075,100.00

LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	0	0
Private For-Profit	12	0
Public Transit Agency	1	0
Total	13	2

2. How many of the operators are coordination contractors? 0

3. Does the Community Transportation Coordinator have a competitive procurement process?
☐ Yes
☒ No

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

LEVEL OF COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

MV Transportation, Inc. determines passenger eligibility except HMO Medicaid non-emergency medical transportation and Florida Agency for Persons with Disabilities transportation.

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

Individuals call MV Transportation, Inc. to schedule all trips except HMO Medicaid non-emergency medical transportation and Florida Agency for Persons with Disabilities transportation.

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

MV Transportation, Inc. handles all trip reservations except HMO Medicaid non-emergency medical transportation and Florida Agency for Persons with Disabilities transportation..

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

MV Transportation, Inc. handles all trip allocations except HMO Medicaid non-emergency medical transportation and Florida Agency for Persons with Disabilities transportation..

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

MV Transportation, Inc. schedules all trips . except HMO Medicaid non-emergency medical transportation and Florida Agency for Persons with Disabilities transportation.

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

Not applicable.



II.B

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October 29, 2014

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee

RECOMMENDATION

The Chair needs to appoint five Board members to the Grievance Committee.

BACKGROUND

Chapter I.E. of the Board's Grievance Procedures requires the Chair to 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 service area.

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October 29, 2014

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2013-2014 Annual Operations Report

RECOMMENDATION

Review the 2013/2014 Annual Operations Report.

BACKGROUND

MV Transportation is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is the Fiscal Year 2013-2014 Annual Operations Report for Alachua County. If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

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FLCTD

Annual Operations Report

Section I: Face Sheet

County: Alachua	Fiscal Year: July 1, 2013 - June 30, 2014
Status: Submitted to FLCTD	
Report Date:	09/11/2014
Period Covered:	July 1, 2013 - June 30, 2014
Coordinator's Name:	MV Transportation Inc
Address:	3713 SW 42nd St Suite 3
City:	Gainesville
Zip Code:	32608
Service Area:	Alachua
Contact Person:	Kelly Gonzalez
Title:	General Manager
Phone:	(352) 375 - 2784
Fax:	(352) 378 - 6117
Email:	kelly.gonzalez@mvtransit.com
Network Type:	Partial Brokerage
Organization Type:	Private For-Profit
CTC Certification: <p>I, Kelly Gonzalez, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p> <p>CTC Representative (signature) Kelly Gonzalez - 09/11/2014</p>	
LCB Statement: <p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p> <p>LCB Signature _____</p>	

FLCTD

Annual Operations Report

Section II: General Info

County: **Alachua**

Fiscal Year: **July 1, 2013 - June 30, 2014**

Status: **Submitted to FLCTD**

Section II: Coordinated System General Information

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

Number of Private Non-Profits: 1

Number of Private For-Profits: 1

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 2

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

0

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Alachua		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	75356	0	75356
Non-Ambulatory	34666	0	34666
Stretcher	735	0	735
Other Services			
School Board Trips	0	0	0
Total Trips	110757	0	110757
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			2296
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration	33093		
Agency for Persons with Disabilities	0		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	20481		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	0		
Department of Elder Affairs	422		
Department of Health	0		

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	56760
Local Non-Government	1
Other Federal Programs	0
Total:	110757
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	19682
Disabled:	5372
Low Income and Disabled:	5741
Other:	0
Children	
Low Income:	10393
Disabled:	0
Low Income and Disabled:	547
Other:	0
Other	
Low Income:	21492
Disabled:	11330
Low Income and Disabled:	36200
Other:	0
Total:	110757
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	77626
Employment Purpose	13743
Education/Training/Daycare Purpose	1325
Nutritional Purpose	1478
Life-Sustaining/Other Purpose	16585
Total:	110757
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	1418

5b. Fixed Route	0
Total:	1418
6. Number of Unmet Trip Requests	0
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	10154
Passenger No-Shows by Funding Source (optional)	
CTD:	1162
AHCA:	3699
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	56
Other:	5237
8. Complaints	
Complaints by Service	29
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
Complaint Total:	29
9. Commendations	
Commendations by CTC	67

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	67

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Alachua		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	1237430		1228987
Transportation Providers:	14322		13015
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	1251752		1242002
2. Roadcalls			
	36		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		5
Total Accidents Vehicle Only:	3		7
Total Accidents Person & Vehicle:	0		0
Total Accidents:	3		12
Grand Total:	15		
4. Total Number of Vehicles			
	43		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		41	95.00%
b. Total vehicles that are stretcher equipped:		3	6.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Alachua		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	52		108160
Part-Time Drivers	2		2080
Volunteer Drivers	0		0
Total Hours:			110240
Maintenance Employees	3		
Dispatchers	4		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	2		
Other Operations Employees	2		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	5		
Total	73		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
Total	0	
		TOTAL HOURS: 110240

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Alachua		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$1,057,456.00	\$0.00	\$1,057,456.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$615,421.00	\$0.00	\$615,421.00

Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$57,888.00	\$0.00	\$57,888.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$14,199.00	\$0.00	\$14,199.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00

County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$0.00	\$0.00	\$0.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$1,365,978.00	\$0.00	\$1,365,978.00
County Cash	\$183,865.00	\$0.00	\$183,865.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify) 5311 & 5317 Grants	\$45,524.00	\$0.00	\$45,524.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			

Farebox	\$31,914.00	\$0.00	\$31,914.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$0.00	\$0.00	\$0.00
Other Federal or State Programs			
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$3,372,245.00	\$0.00	\$3,372,245.00

FLCTD

Annual Operations Report

Section VII: Expense Sources

County: Alachua		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,506,850.00	\$0.00	\$1,506,850.00
Fringe Benefits (502):	\$22,616.00	\$0.00	\$22,616.00
Services (503):	\$75,842.00	\$0.00	\$75,842.00
Materials and Supplies Cons. (504):	\$703,470.00	\$0.00	\$703,470.00
Utilities (505):	\$43,836.00	\$0.00	\$43,836.00
Casualty and Liability (506):	\$287,125.00	\$0.00	\$287,125.00
Taxes (507):	\$3,204.00	\$0.00	\$3,204.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$24,555.00	\$0.00	\$24,555.00
Miscellaneous (509):	\$63,674.00	\$0.00	\$63,674.00
Interest (511):	\$21,753.00	\$0.00	\$21,753.00
Leases and Rentals (512):	\$92,321.00	\$0.00	\$92,321.00
Annual Depreciation (513):	\$6,254.00	\$0.00	\$6,254.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$223,600.00	\$0.00	\$223,600.00
GRAND TOTAL:	\$3,075,100.00	\$0.00	\$3,075,100.00

**PERFORMANCE TRENDS
ALACHUA COUNTY, 2011 - 2013**

PERFORMANCE STANDARD	MEASURE	2011	2012	2013	Percent Change (2012-2013)
TOTAL SERVICE	Total Passenger Trips	187,049	114,653	110,757	-4%
	Bus Passes	70,840	0	0	#DIV/0!
	Total Revenue Vehicle Miles	1,235,988	1,186,538	1,242,002	4%
	Total Vehicle Miles	1,496,539	1,398,584	1,251,752	-12%
	Total Driver Hours	94,640	101,920	110,240	8%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.15	0.10	0.09	-8%
	Passenger Trips/Vehicle Mile	0.12	0.08	0.09	7%
	Passenger Trips/Driver Hour	1.98	1.12	1.00	-12%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	\$3,344,035	\$3,368,204	\$3,372,245	0%
	Total Expenses	\$3,209,787	\$3,017,332	\$3,075,100	2%
	Cost/Passenger Trip	\$17.16	\$26.32	\$27.76	5%
	Cost/Vehicle Mile	\$2.14	\$2.16	\$2.46	12%
	Cost/Revenue Vehicle Mile	\$2.60	\$2.54	\$2.48	-3%
	Cost/Vehicle	\$76,424	\$70,171	\$71,514	2%
	Cost/Driver Hour	\$33.92	\$29.60	\$27.89	-6%
VEHICLE UTILIZATION	Total Vehicles	42	43	43	0%
	Passenger Trips/Vehicle	4,454	2,666	2,576	-4%
	Total Vehicle Miles/Vehicle	35,632	32,525	29,111	-12%
	Total Revenue Vehicle Miles/Vehicle	29,428	27,594	28,884	4%
	Revenue Vehicle Miles/Driver Hour	13	12	11	-3%
	Driver Hours/Vehicle	2,253	2,370	2,564	8%
SAFETY	Total Number of Accidents	12	11	15	27%
	Accidents/100,000 Miles	0.80	0.79	1.20	34%
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	29,931	26,388	34,771	24%
	Roadcalls	50	53	36	-47%
	Passenger No Shows	10,078	11,128	10,154	-10%
	Number of Unmet Trip Requests	1574	0	0	#DIV/0!

Source: Annual Operations Reports

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October 29, 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.

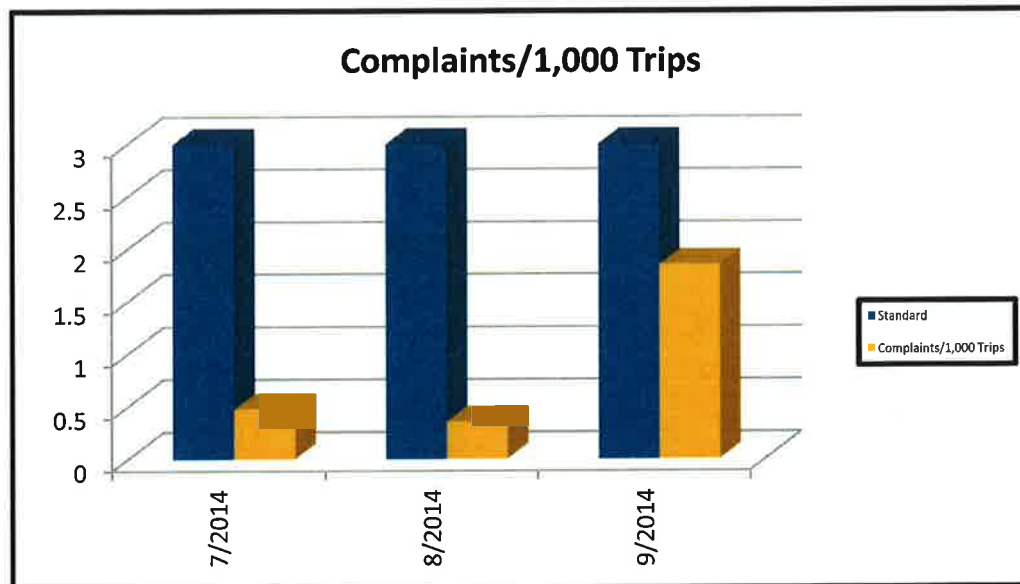
Attachments

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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	8,264	9,179	0	0	0	0	0	0	0	8,286	0
FCTD Medicaid	964	545	457									
HMO Medicaid (Access to Care)	767	895	1,805									
TD Trust Fund Alachua	1,507	1,528	1,534									
ADA	4,379	4,450	4,438									
NFG - 5317	119	104	129									
CICO - 5311	123	146	163									
County of Alachua, FGPA, RSVP	411	569	591									
Elder Care	40	27	42									
Bus Passes TD	0	0	0									
Bus Passes Medicaid	0	0	0									
Purchased Transportation												
FCTD Medicaid	\$ 45,603.42	\$ 45,603.42	\$45,603.42									
HMO Medicaid (Access to Care)	\$ 26,418.79	\$ 30,850.61	59,045									
TD Trust Fund Alachua	\$ 56,058.79	\$ 55,756.65	\$ 55,756.51									
ADA	\$ 116,473.93	\$ 118,302.91	\$ 118,198.27									
NFG - 5317	\$ 3,160.20	\$ 2,754.42	\$ 3,396.58									
CICO - 5311	\$ 3,170.72	\$ 3,870.65	\$ 4,361.29									
County of Alachua, FGPA, RSVP	\$ 15,661.70	\$ 18,782.37	\$ 18,708.75									
Elder Care	\$ 1,364.00	\$ 920.70	\$ 1,432.20									
Bus Passes Total MED and TD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Dollars Invoiced	\$ 267,911.30	\$ 276,841.73	\$ 306,502.49									
Total Expenses	\$ 241,184.00	\$ 242,097.00	\$ 254,037.73									
Average Cost Per Trip	\$ 29.02	\$ 29.30	\$ 27.68	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	\$ -	#DIV/0!
Total Vehicle Miles	122,485	124,973	131,078									
Total Vehicle Hours	5,364	6,716	6,000									
Avg Miles per Trip	15	15	14	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0	#DIV/0!
Avg Cost Per Mile	\$1.97	\$1.94	\$1.94	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Avg Cost Per Hour	\$44.96	\$36.05	\$42.34	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of No Shows	525	619	581									
Number Trips Denied	0	0	0									
No Accidents	0	1	2									
No RoadCalls	4	5	3									
Telephone Calls Rec'd	9,988	13,079	15,477									
Avg. Telephone On-Hold Time	1.3	1.23	1.25									

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

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
7/2014	3	0.48
8/2014	3	0.36
9/2014	3	1.85



**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	1	5	6								
Pick-Up before Window Opens	0	0	0	0								
Late Return Pick-Up	0	0	4	3								
Ride Time Exceeded Standards	0	0	0	0								
Can't Get Through by Telephone	0	0	0	0								
On Hold for Excessive Periods of Time	0	0	2	0								
Phone System Problems	0	0	0	1								
Sunday Reservations	0	0	0	0								
Trip Denial	0	0	0	0								
Driver Training	0	0	0	0								
Driver Behavior	1	1	1	0								
No Passenger Assistance Provided	0	0	0	0								
No Driver ID	0	0	0	0								
Dispatcher Behavior	1	0	2	1								
Reservationist Behavior	1	0	0	0								
Unsafe Driving	0	0	0	0								
No Show by Driver	0	0	0	1								
Reservations/Scheduling	0	0	0	0								
Reservations	0	0	0	0								
Air Conditioning not Working	0	0	0	0								
Wheelchair/Scooter Securement	0	0	0	0								
Passenger Behavior	0	0	0	0								
No Show by Passenger	0	0	0	0								
Customer Service	0	0	1	0								
Safety	0	0	0	1								
Trip Cancelled, Ride Came Anyway	0	0	0	0								
Wheelchair Lift Not Working Properly	0	0	0	0								
Charged Wrong Passenger Fare	0	0	0	0								
Vehicle Condition	0	0	0	0								
MV Staff Availability	0	0	1	0								
Dropped Off at Wrong Location	0	0	0	0								
Improper Passenger Assistance	0	0	0	0								
Did Not Process TD Eligibility Application	0	0	0	0								
Other	0	1	1	0								
TOTAL	4	3	17	13	0	0	0	0	0	0	0	0
TRIPS	8,310	8,292	9,179									
COMPLAINTS/1,000 TRIPS	0.48	0.36	1.85	#DIV/0!	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of Individuals Submitting Complaints	2	1	5	6								
RTS	1	1	3	0								
CIL	0	0	1	0								
Foster Grandparents	0	0	0	0								
NCFRPC	0	0	1	6								
COMMENDATIONS	0	0	5	0								

\\pied006alechua\complaints\mjs\july

Received: Commission Office

Date: 9/8/14

From: Chair

To: BoCC, County Manager,
County Attorney, Agenda

*Leslie Lenora Stewart
1018 SW 60th Terrace
Apartment B
Gainesville*

232-3827

September 5, 2014

Mr. Mike Byerly
County Commissioner
12 East 1st Street
Gainesville, Florida 32601

Re: MV Transport

I have been very hesitant to write this letter, instead trying to go through channels at MV to voice my concerns. Unfortunately, those concerns have only fallen on deaf ears. MV seems to be completely falling apart. Drivers have their radios blaring. Pick ups and drop offs are late. Changes are apparently being made that affect consumers, but we consumers are not being told of these changes. For example, it seems that drivers no longer go inside an establishment to locate their client, but instead park wherever they feel like it outside, wait a couple of minutes and drive off. In the past, it's always been a rule that drivers go inside to locate their passenger.

In addition, drivers, who are already late, are given an add-on, leaving the hapless riders on the van for as much as an hour and a half before being dropped off, because the add-on is given priority.

The Operations Manager does not answer his phone and you can't leave a message. If you call MV to lodge a complaint, you are likely to be talking to the person who you are complaining about, as there is no separate department to take comments from passengers.

Yesterday, my ride was late dropping me off, but I was seated just inside the door of the establishment I was visiting at five minutes before the driver was due to arrive. I started calling at 1:20 to get an ETA on my ride and was told that the driver had already been there. I was seated in the exact place that MV riders always sit. The temperature outside with the heat index factored in was 102 degrees. I have a serious back problem and am a patient at Shands Pain Management Clinic for the problem. So, I thought I was doing the right thing by sitting where I was. If the driver did arrive, he was not parked in the front where I could see him, because I was sitting right at the front door. There was no way that I could stand in 102 degree heat and wait for a driver. And it is insane that MV would expect a handicapped person to do so.

When I started calling dispatch, it was 1:20. When I got somebody on the line, it was 1:37 and I was put on hold for another 7 minutes. (Yes, I was timing it.) The person who came on the line (I think his name was Joshua) curtly told me that my driver had come and gone and that I was out of luck and hung up. I called back and that took another 15 minutes on hold. This is not an unusual occurrence. When it was an unusual occurrence, I let it go, figuring "things happen," no big deal. Now drivers being late happens almost every time I ride MV. Dispatch leaving you on hold for 15 to 20 minutes is the norm and so is their rudeness. They don't seem to care what they say to a client. If I had not called yesterday, I would not have known that the driver had left me. Yet, it somehow became my fault that I called dispatch looking for a status on my ride. To be very blunt about it, dispatchers act like they think I nothing but a bitch trying to make their life miserable.

When the driver finally did arrive yesterday (I waited over an hour), she had the radio on so loud that it was unbearable. By then, my patience had worn out, so I curtly told her she need to turn off the radio. She didn't turn it off, but she did turn it down. That was better than another driver who I recently asked politely that she turn the radio down. She not only who refused, but literally screamed at me that the radio wasn't on loud.

For years, radios were not allowed on MV vans, for the same reason that they are not allowed on buses. These are shared rides and one person's music is another person's anxiety causing racket. MV needs to go back to no radios. They are driving people who suffer from all sorts of maladies, including anxiety and depression. Both conditions can be made worse by a noise the sufferer of those conditions feel is unpleasant and discordant.

When I called about the radios, I was told by the person I spoke to that my asking the driver to turn down the radio was rude. I was flabbergasted by that response.

Dispatch also has a bad habit of lying to you about when your van will arrive. They'll say anything to get you off the phone. They'll never check with the driver to find out where he/she is. I know don't know why they do that, because it just makes more work for them as the person will call back when the van doesn't arrive as promised. Now, it seems they've decided to not answer the phones in any kind of timely fashion and that's their way of dealing with the problem.

Yesterday was a hair-pulling nuisance, but there are times that being late is a lot more. I've been so late to doctors' appointment over the past few months that two doctors would not see me. Another doctor would not see me before the end of the day. It was imperative that I see the doctor, so I decided to wait. That meant I wouldn't have a ride home. When I called MV, they said they'd come get me to call when I was ready. So, that's what I did. They did come get me, but it took numerous calls to dispatch and I had to wait - standing, in great pain, I might add - for over two hours. The facility was

locked, it was dark and I was completely alone outside Shands Springhill clinic in the middle of nowhere. None of that would have happened, if I had been delivered to the clinic in a timely fashion. The driver was late that from jump, but then he took an add-on and picked her up and dropped her off before taking me to the clinic, telling me I was already late and he didn't want to have any more late drop offs. Missing doctors' appointments equate a danger to anybody's health and MV should be ashamed that they have come to the point that the customer no longer counts and that doctors' appointments are not given the priority they deserve.

There are also safety problems with MV now. Drivers have no qualms anymore about driving off before the client has his/her seatbelt fastened. Many of them will no longer pull into my driveway, because they don't know how to back out. Drivers who can't backup should not be driving a van.

And when they park in the street at my home, they cause me a hardship. I look healthy, but every step I take is sheer agony, so those extra steps to the street are difficult for me.

Reservations are getting slow on the answering the phones as well, but for the most part they are professional, courteous and efficient and have always been.

The drivers used to be the same - professional, courteous and efficient. Unfortunately now, there are quite a few drivers with an sullen attitudes. Perhaps if MV hired someone to do the manifests who could actually prepare one better than a blind monkey with a Sharpie, the drivers might have better attitudes. The drivers are having to suffer with "add-ons" and three pick-ups at the same time, all three people to be dropped off within the hour and possibly with a fourth or fifth person on their manifest to pick up in that same time period. A decent manifest could fix those headaches.

The reason that the local MV doesn't give two hoots in hell about their customers became clear to me one day when I decided to call MV's headquarters after a dispatcher was particularly nasty. When I asked for customer service, I was told that MV does not have a "customer service department." You could have knocked me off my chair. A company that made \$16 billion last year DOES NOT have a customer service department.

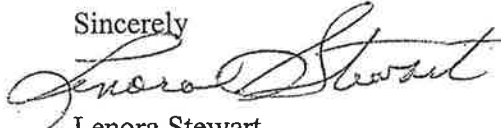
So from the top of the company all the way to the local Operations Manager, dispatchers and many of the drivers, the customer does not count with MV Transport.

I know that I could not possibly be the only person having such difficulties with MV. I'm sure the problems are so endemic that they touch MV clients across the board. For that reason, the County needs to reevaluate the contract with MV and should look at other companies that may be able to provide better, more consumer-oriented services to the handicapped in Alachua County. In the meantime, the County should hold a public

Page 4
MV Transport

hearing on the MV problems and use its influence to get decent management who can again professionalize the local operations.

Sincerely



Lenora Stewart

Cc: MV Transport Gainesville
MV Transport Texas

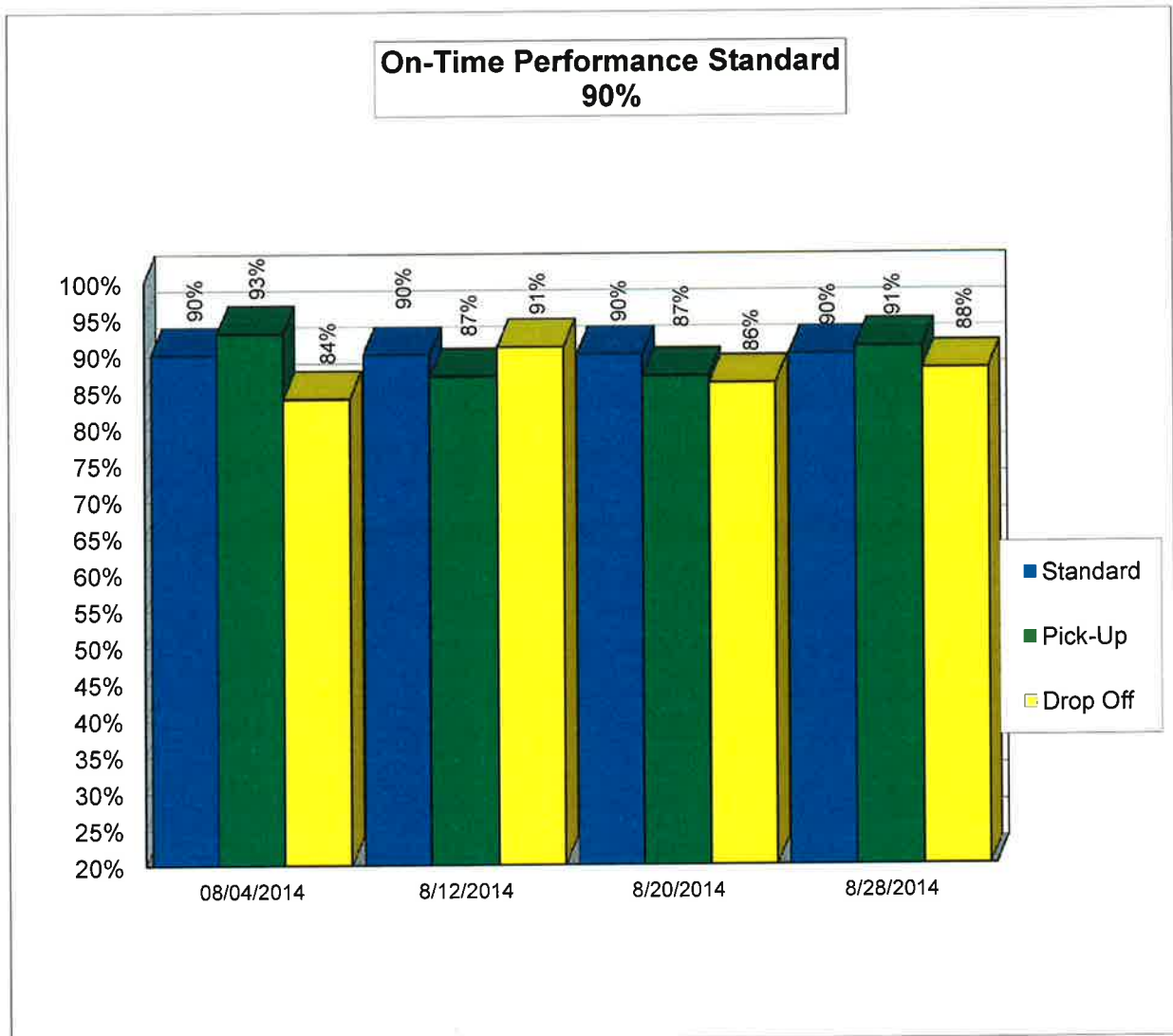
Early/Late Report - Monthly

Div 65 Gainesville, FL

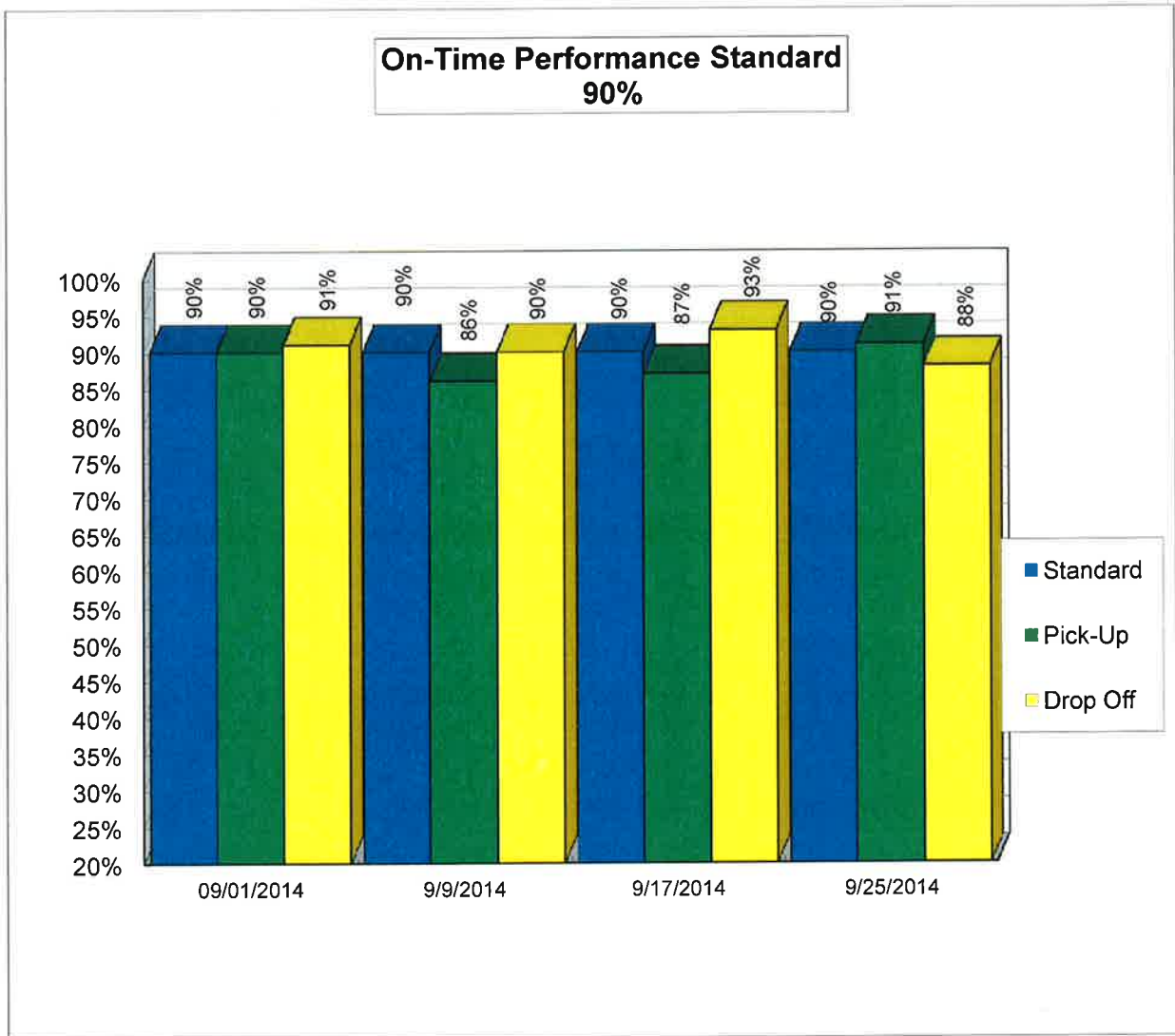
Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 09/25/14 02:51:21 PAC

August 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	31to80	81to90	91+
08/01/14	Fri	373	53	0	0	0	0	426	384	42	90.14%	1	38	33	8	1	0	0
08/02/14	Sat	160	19	0	0	0	0	179	162	17	90.50%	0	19	15	2	0	0	0
08/03/14	Sun	39	5	0	0	0	0	44	42	2	95.45%	0	7	0	2	0	0	0
08/04/14	Mon	385	35	0	0	0	0	420	393	27	93.57%	4	63	22	1	2	1	1
08/05/14	Tue	387	34	0	0	0	0	421	385	36	91.45%	4	55	22	10	4	0	0
08/06/14	Wed	429	33	0	0	0	0	462	411	51	88.96%	7	78	29	15	7	0	0
08/07/14	Thu	438	42	0	0	0	0	480	448	34	92.92%	4	48	21	9	3	1	0
08/08/14	Fri	380	38	0	0	0	0	418	405	13	96.89%	3	69	9	1	3	0	0
08/09/14	Sat	160	20	0	0	0	0	180	165	15	91.67%	2	37	13	0	2	0	0
08/10/14	Sun	30	3	0	0	0	0	33	31	2	93.94%	1	5	1	0	1	0	0
08/11/14	Mon	387	39	0	0	0	0	426	370	56	86.85%	7	64	37	12	7	0	0
08/12/14	Tue	444	41	0	0	0	0	485	426	59	87.84%	2	40	38	19	2	0	0
08/13/14	Wed	451	41	0	0	0	0	492	429	63	87.20%	5	49	34	24	4	1	0
08/14/14	Thu	443	45	0	0	0	0	488	431	57	88.32%	6	30	35	16	6	0	0
08/15/14	Fri	427	45	0	0	0	0	472	430	42	91.10%	1	58	29	12	1	0	0
08/16/14	Sat	143	15	0	0	0	0	158	149	9	94.30%	0	20	6	3	0	0	0
08/17/14	Sun	30	4	0	0	0	0	34	31	3	91.18%	0	4	3	0	0	0	0
08/18/14	Mon	426	44	0	0	0	0	470	426	44	90.64%	1	57	32	11	1	0	0
08/19/14	Tue	433	45	0	0	0	0	478	408	70	85.36%	11	45	36	23	10	1	0
08/20/14	Wed	461	36	0	0	0	0	497	437	60	87.93%	8	64	42	10	7	1	0
08/21/14	Thu	478	58	0	0	0	0	536	442	94	82.46%	11	41	60	23	11	0	0
08/22/14	Fri	449	35	0	0	0	0	484	422	62	87.19%	12	50	33	17	11	1	0
08/23/14	Sat	176	12	0	0	0	0	188	166	22	88.30%	1	26	16	5	1	0	0
08/24/14	Sun	45	4	0	0	0	0	49	49	0	100.00%	0	3	0	0	0	0	0
08/25/14	Mon	404	41	0	0	0	0	445	425	20	95.51%	3	64	10	7	3	0	0
08/26/14	Tue	436	29	0	0	0	0	465	438	27	94.19%	3	40	20	4	3	0	0
08/27/14	Wed	488	45	0	0	0	0	533	499	34	93.62%	1	58	25	8	1	0	0
08/28/14	Thu	469	41	0	0	0	0	510	468	42	91.76%	2	55	26	14	2	0	0
08/29/14	Fri	453	29	0	0	0	0	482	423	59	87.76%	4	53	33	22	3	1	0
08/30/14	Sat	172	19	0	0	0	0	191	173	18	90.58%	2	29	12	4	2	0	0
08/31/14	Sun	27	1	0	0	0	0	28	26	2	92.86%	0	6	2	0	0	0	0
Total:		10,023	951	0	0	0	0	10,974	9,892	1,082	90.14%	106	1,275	694	282	98	7	1

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

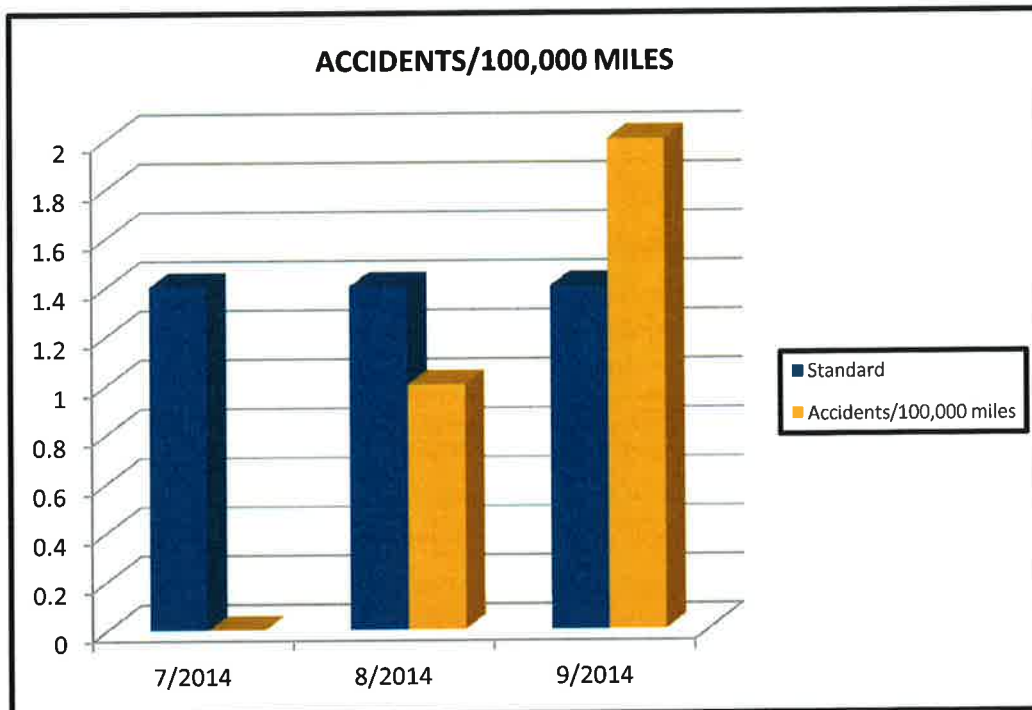


TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, SEPTEMBER 2014



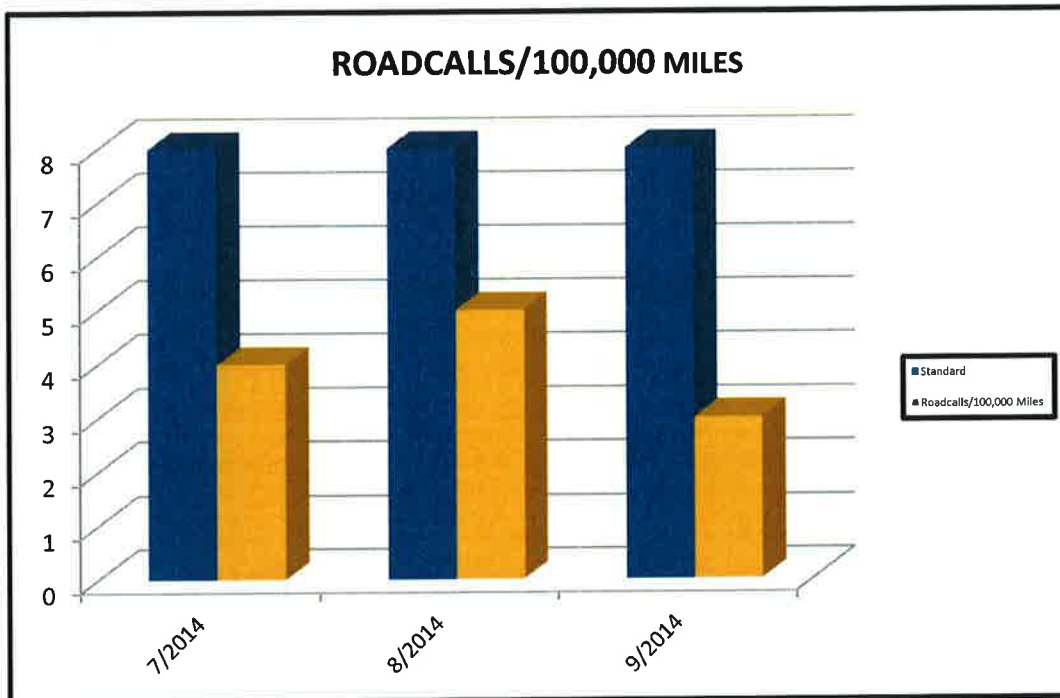
**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY JULY - SEPTEMBER 2014**

MONTH	STANDARD	ACCIDENTS/100,000 MILES
7/2014	1.4	0
8/2014	1.4	1
9/2014	1.4	2



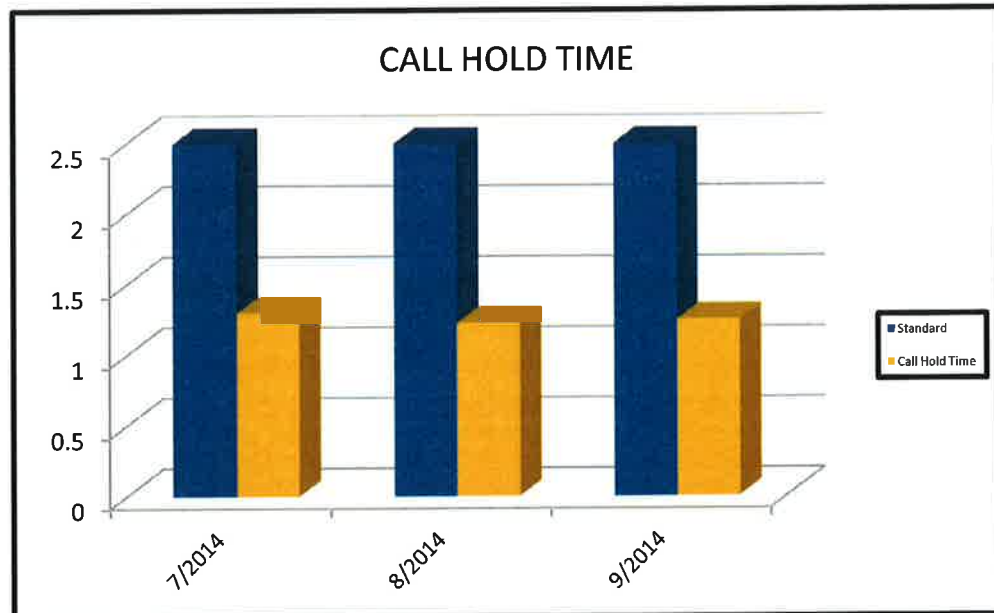
**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY - SEPTEMBER 2014**

MONTH	STANDARD	ROADCALLS/100,000 MILES
7/2014	8	4
8/2014	8	5
9/2014	8	3



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

MONTH	STANDARD	CALL HOLD TIME
7/2014	2.5	1.30
8/2014	2.5	1.23
9/2014	2.5	1.25



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**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

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS
AUGUST_2014**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Transportation Services Provided by HMO	1
Medicaid benefits don't cover transportation program - QMB	1
Client doesn't have Medicaid Benefits	1
Weekend Trip Request	0
Other	0
TOTALS	3

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS
SEPTEMBER_2014**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	0
Transportation Services Provided by HMO	13
Medicaid benefits don't cover transportation program - QMB	0
Client doesn't have Medicaid Benefits	2
Weekend Trip Request	0
Other	0
TOTALS	15

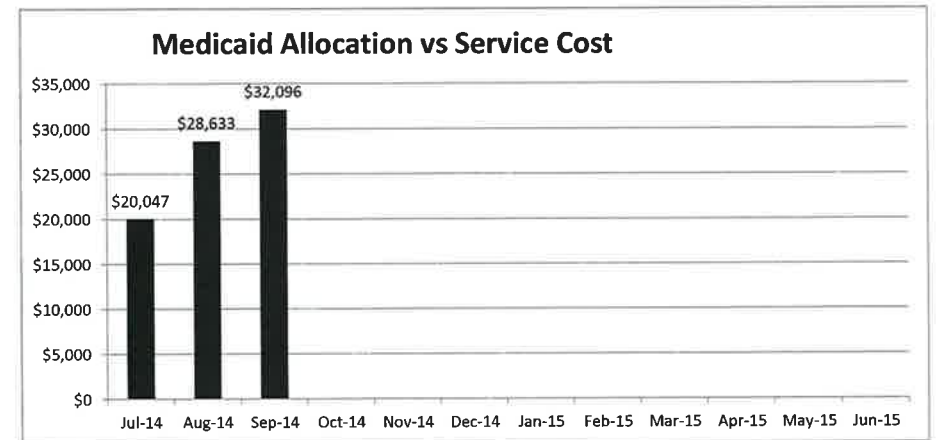
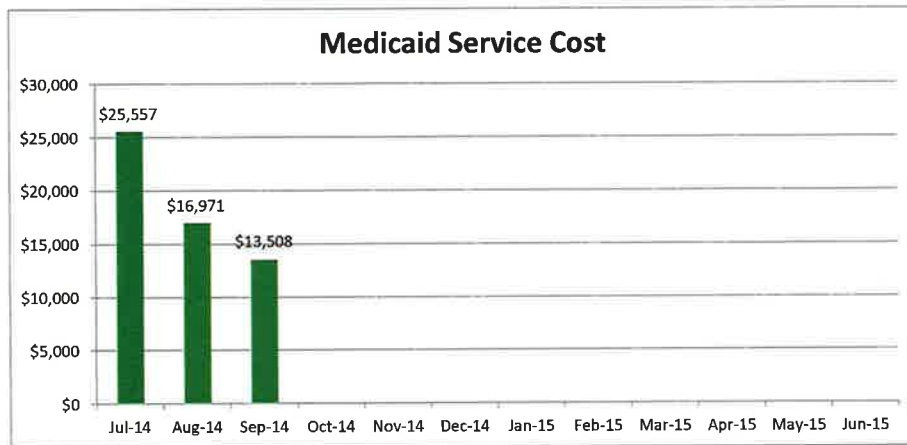
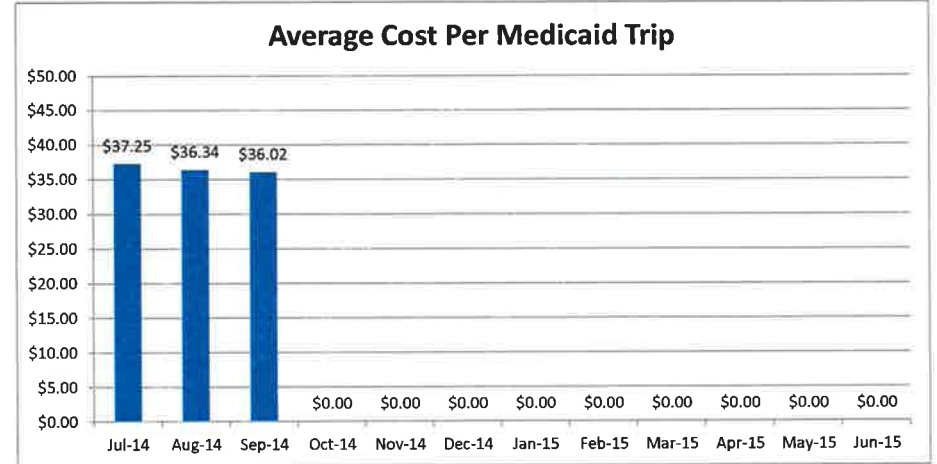
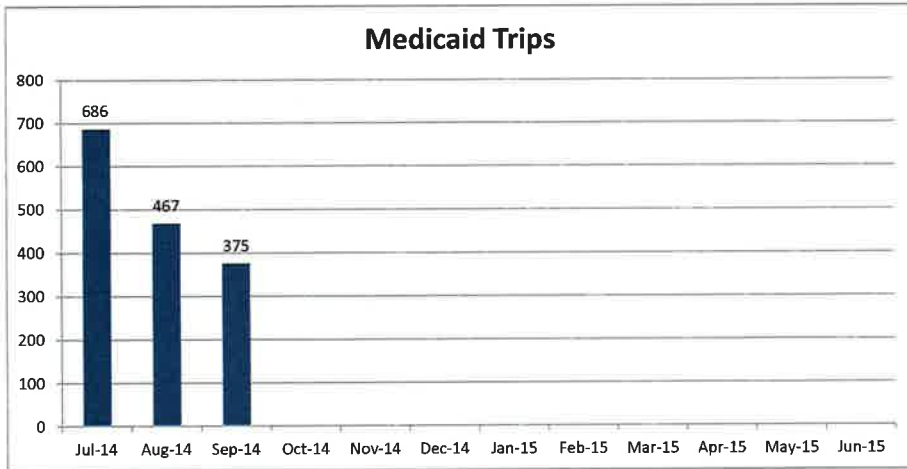
CTC: MV Transportation
 Rates Charged for TD Service:
 \$31.02 one-way ambulatory trip
 \$53.19 one-way wheelchair trip
 \$110.80 one-way stretcher trip
 \$20.50 bus pass

**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	\$50,180.98	\$4.02	\$501,856.33	\$55,756.65	1,528	\$ 36.49
Sep-13	-	\$50,185.00	\$50,180.86	\$4.14	\$451,675.47	\$55,756.51	1,534	\$ 36.35
Oct-13	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
Nov-13	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
Dec-13	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
Jan-14	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
Feb-14	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
Mar-14	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
Apr-14	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
May-14	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
Jun-14	-	\$50,185.00		\$50,185.00	\$451,675.47			#DIV/0!
TOTAL	-	\$602,490.00	\$150,814.53	\$451,675.47	\$451,675.47	\$167,571.70	4,569	\$ 36.68

TD PROGRAM STATUS REPORT	Jun-14	Jul-14	Aug-14	Sep-14
TD Applications Approved	39	24	21	42
TD Applications Denied	0	1	0	0
Bus Pass Applications Received	0	0	0	0
Number of Bus Passes sponsored by the TDTF	0	0	0	0
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A	N/A
Number of TD Trips that can be Provided Daily	54	54	54	54
Average Number of TD Trips Performed Daily	54	53	56	58
TD Trip Priorities Used (Yes or No)	No	No	No	No
Number of Dialysis Saturday Trips Provided	50	53	69	72
Number of Other Saturday Trips Provided	53	42	71	58
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0

**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	12/4/2013	2/5/2014	6/11/2014	9/10/2014
Chair	Commissioner Craig Carter				P
Florida Department of Transportation	Janell Damato	A	P	P	P
Alternate Member	Sandra Collins	P	A	A	A
Florida Department of Children and Families	John Wisker				P
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Alana McKay	A	P	P	P
Alternate Member	Andrew Singer	A	A	A	A
Florida Department of Education	Lydia Bush	A	A	A	A
Alternate Member	Jeff Aboumrad	A	A	P	P
Public Education	Dr. Harrell Harrison	A	A	A	A
Alternate Member	David Deas	A	A	A	A
Citizen Advocate	(Vacant)				
Alternate Member	(Vacant)				
Citizen Advocate-User	Earther Wright	P	P	P	A
Alternate Member	(Vacant)				
Elderly	Dr. Maurice Levy	A	P	A	P
Alternate Member	(Vacant)				
Veterans	(Vacant)				
Alternate Member	(Vacant)				
Persons with Disabilities	Christine Eason Louton	P	P	P	P
Alternate Member	Tassie Fuller	P	A	A	A
Florida Association for Community Action	Monique Harrison	A	P	A	P
Alternate Member	Charles J. Harris		P	A	A
Florida Department of Elder Affairs	Jeff Lee	P	A	P	P
Alternate Member	(Vacant)				
Children at Risk	Elliene Chisholm	P	A	A	A
Alternate Member	(Vacant)				
Mass Transit	Jesus Gomez	A	A	A	A
Alternate Member	Mildred Crawford	P	P	P	P
Regional Workforce Board	Linda Tatum	A	A	A	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."