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May 27, 2015

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

The Alachua County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and regular business meeting June 3, 2015 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 the public hearing and business meeting.

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

Attachments

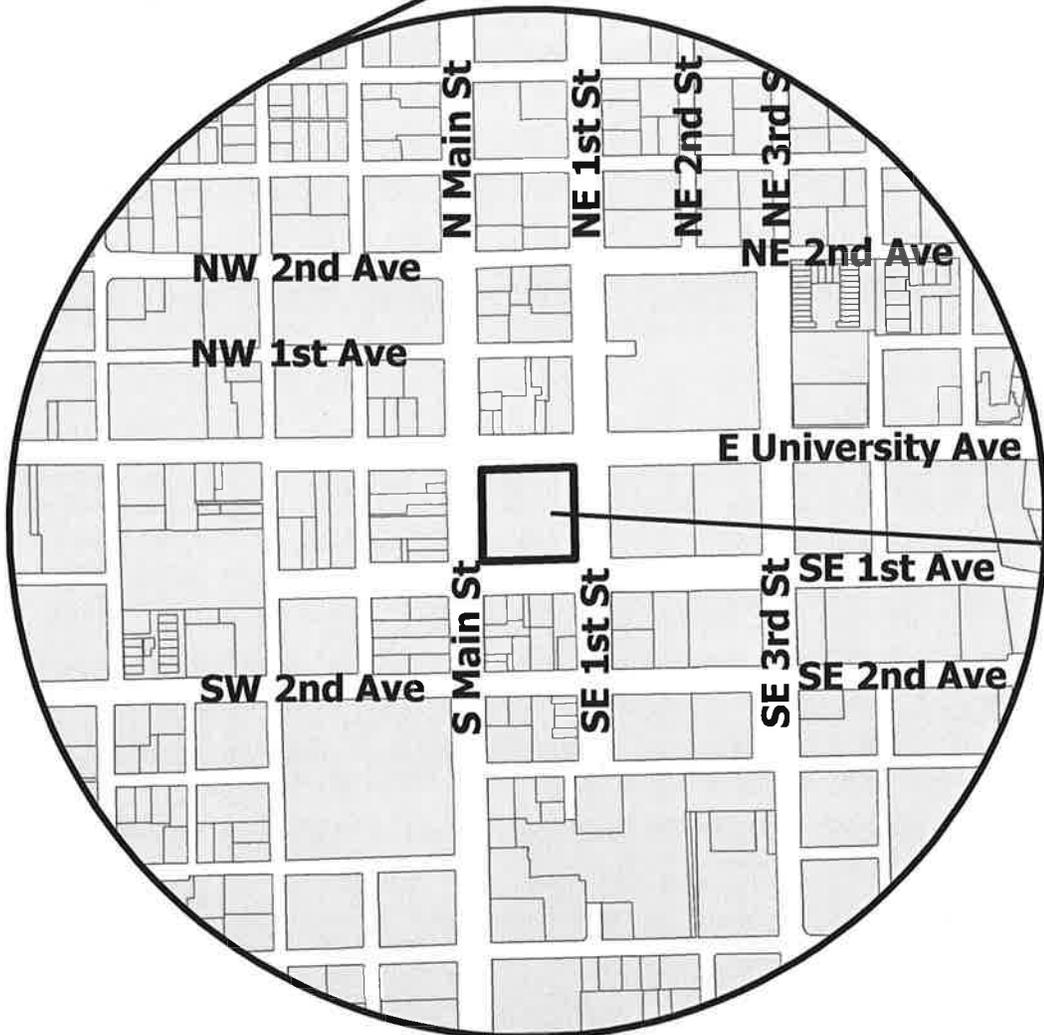
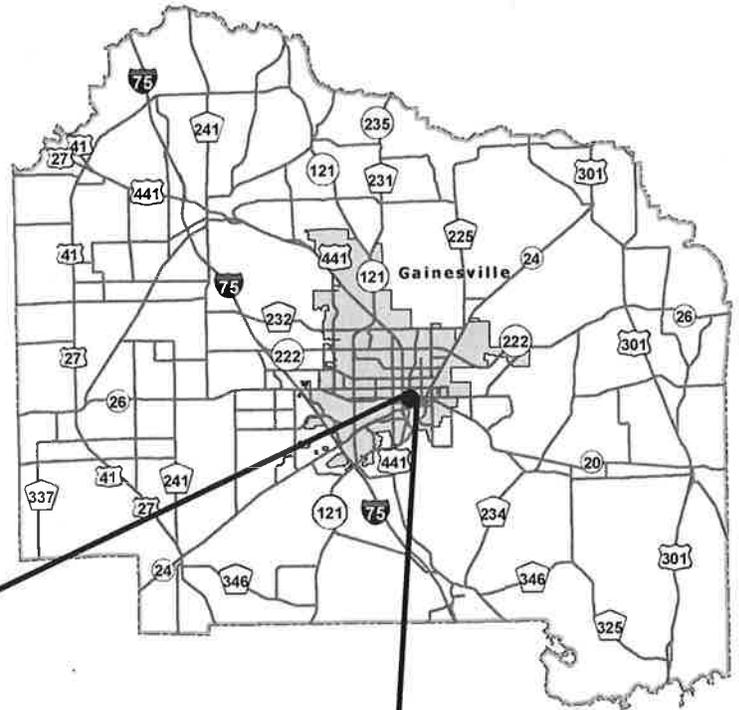
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Alachua County Administration Building

12 Southeast 1st Street
Gainesville, FL 32601

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



1 inch = 500 feet

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**ALACHUA COUNTY
 TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**PUBLIC HEARING AND MEETING
 ANNOUNCEMENT AND AGENDA**

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

Wednesday
 June 3, 2015
 10:00 a.m.

I. PUBLIC HEARING – CALL TO ORDER

- A. Introductions**
- B. Receive Public Testimony**
- C. Close Public Hearing**

II. BUSINESS MEETING – CALL TO ORDER

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the February 4, 2015 Minutes** **Page 7** **ACTION REQUIRED**

III. NEW BUSINESS

- A. Alachua County Transportation Disadvantaged Service Plan** **Page 11** **ACTION REQUIRED**

The Board needs to review and approve the Alachua County Transportation Disadvantaged Service Plan

- B. Appoint Grievance Committee Member** **Page 85** **ACTION REQUIRED**

The Chair needs to appoint a member to the Grievance Committee

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C. Operations Reports

Page 87 NO ACTION REQUIRED

IV. OTHER BUSINESS

A. Comments

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

V. FUTURE MEETING DATES

- A. September 9, 2015 at 10:00 a.m.**
- B. 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 Grievance Committee Member	
Janell Damato Florida Department of Transportation	Sandra Collins Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Lydia Bush Florida Department of Education	Jeffrey Aboumrad Florida Department of Education
Jeff Lee - Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Vacant Florida Department of Elder Affairs
Vacant 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)
James East Citizen Advocate (Term ending June 30, 2015)	Vacant Citizen Advocate (Term ending June 30, 2015)
Earther Wright Citizen Advocate - User Grievance Committee Member (Term ending June 30, 2015)	Vacant Citizen Advocate - User (Term ending June 30, 2015)
Christine Eason Louton Persons with Disabilities Grievance Committee Member (Term ending June 30, 2015)	Sharon Curtis 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 Grievance Committee Member (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
February 4, 2015
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
Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair
Dr. Maurice Levy, Elderly Representative
Alana McKay, Agency for Health Care Administration- Medicaid
John Wisker, Florida Department of Children and Families
Earther Wright, Citizen Advocate

VOTING MEMBERS ABSENT

Elliene Chisholm, Children at Risk Representative
Christine Eason Louton, Persons with Disabilities Representative
Dr. Harrell Harrison, Public Education
Monique Harrison Community Action Agency Representative
Linda Tatum, Regional Workforce Development Board

OTHERS PRESENT

Kelly Gonzalez, MV Transportation, Inc.
Ed Griffin, MV Transportation, Inc.
Jesse Pete
Marsha Rivera, MV Transportation

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 Board members to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Earther Wright moved to approve the meeting agenda. Jeff Lee seconded; motion passed unanimously.

C. Approval of the November 5, 2014 Minutes

ACTION: Jeff Lee moved to approve the November 5, 2014 meeting minutes. Mildred Crawford seconded; motion passed unanimously.

II. NEW BUSINESS

A. Alachua County Transportation Disadvantaged Service Plan Amendments

Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization Senior Planner, explained that transportation projects selected for Federal or State funding must be included in the Alachua County Transportation Disadvantaged Service Plan. She said the Board is also required to review all applications for local government, federal and state transportation disadvantaged funds submitted for use in Alachua County.

Ms. Godfrey said the Board needs to review and approve the draft amendments to the Alachua County Transportation Disadvantaged Service Plan that meet the Federal and State requirements.

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

B. Rural Area Capital Assistance Program Grant Awards

Ms. Godfrey stated that MV Transportation applied for Rural Area Capital Assistance Program Grant funds to purchase two vehicles. She said the Florida Commission for the Transportation Disadvantaged awarded MV Transportation funds to purchase one vehicle. She said a list of grant awards is included in the meeting materials for the Board's information.

C. Operations Reports

Ms. Godfrey presented the operations reports.

Mr. Edward Griffin, MV Transportation Vice-President of Business and Governmental Affairs, discussed how changes to the Medicaid Non-Emergency Medical Transportation Program have affected service. He stated that MV Transportation was able to recover approximately 75 percent of the Medicaid trips they provided prior to Medicaid Program reform. He said MV Transportation has secured contracts to provide Medicaid transportation with Access2Care, Logisticare and MTM. He said the Florida Commission for the Transportation Disadvantaged will no longer provide Medicaid transportation as of March 1, 2015.

Ms. Alana McKay said she is glad to hear MV Transportation was able to continue providing most of the Medicaid non-emergency transportation service in Alachua County.

III. OTHER BUSINESS

A. Members

Dr. Maurice Levy stated that the sidewalk projects from bus stops to the Safety Net medical clinics recommended by the Board will not be funded because the transportation surtax did not pass. He encouraged the Board to keep the Metropolitan Transportation Planning Organization aware of the need for sidewalks to allow pedestrians safe passage from the bus stops to the clinics.

Chairman Carter said the City of Gainesville funded free bus passes to the Safety Net Clinic patients. He said the Metropolitan Transportation Planning Organization is conducting a study on providing free bus service.

Mr. Jeff Lee commended MV Transportation's service.

B. Citizens

Chairman Carter read a letter from Ms. Jesse Pete commending MV Transportation's staff for the excellent service they provide.

Mr. Kelly Gonzalez, MV Transportation General Manager, thanked Ms. Pete for her letter. He said MV Transportation recently updated their scheduling software program and hired a new driver training team.

IV. FUTURE MEETING DATES

Chair Carter stated that the next meeting of the Alachua County Transportation Disadvantaged Coordinating Board will be held June 3, 2015 at 10:00 a.m.

ADJOURNMENT

The meeting adjourned at 11:00 a.m.

Chair

Date



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

May 27, 2015

TO: Alachua County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Fiscal Year 2015/16 Alachua County Transportation Disadvantaged Service Plan

RECOMMENDATION

Approve the Fiscal Year 2015/16 Alachua County Transportation Disadvantaged Service Plan.

BACKGROUND

MV Transportation in cooperation with the Metropolitan Transportation Planning Organization is required to prepare a Transportation Disadvantaged Service Plan for the Board's approval. This plan provides information needed by the Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft Fiscal Year 2015/16 Alachua County Transportation Disadvantaged Service Plan. If you have any questions concerning this Plan, please do not hesitate to contact me at extension 110.

Attachment

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 promoting economic development and providing technical services to local governments.

Alachua County Transportation Disadvantaged Service Plan

July 1, 2015 - June 30, 2016

Alachua County Transportation Disadvantaged
Coordinating Board



Alachua County Transportation Disadvantaged Service Plan

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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

Craig Carter, Chair

with Assistance from

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

and

MV Transportation, Inc.
3713 SW 42nd Avenue
Gainesville, FL 32608
352.375.2784

June 3, 2015



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Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Alachua County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

1. Background of Florida's Transportation Disadvantaged Program

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as:

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

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Section 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact Chapter 427, Florida Statutes with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427, Florida Statutes. In addition, Rule 41-2 of the Florida Administrative Code assigns the Florida Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of the Transportation Disadvantaged Program.

a. Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, Florida Statutes states that:

"the purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged."

The Governor appoints seven members to the Florida Commission for the Transportation Disadvantaged. Five of the members must have significant experience in the operation of a business and two of the members must have a disability and use the transportation disadvantaged system. The Chair is appointed by the Governor and Vice-Chair is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

b. Designated Official Planning Agency

The Designated Official Planning Agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations. In the rural areas of the state, organizations which are eligible to be planning agencies are:

- county or city governments
- regional planning councils
- metropolitan planning organizations
- local planning organizations who are currently performing planning activities in the service area

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is the Designated Official Planning Agency for Aachua County. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

- Appointment of members to the local coordinating boards.
- Provision of staff support to the local coordinating boards.
- Recommendation to the Florida Commission for the Transportation Disadvantaged regarding the initial selection or re-designation of the Community Transportation Coordinator.

c. Local Coordinating Boards

The Designated Official Planning Agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the Community Transportation Coordinator concerning the coordination of transportation services.

According to Rule 41-2 of the Florida Administrative Code, the Designated Official Planning Agency appoints an elected official, to serve as the official chairperson for all local coordinating board meetings. The Board shall elect a Vice-Chair.

In addition to the Chair, the following agencies or other groups serve on the local coordinating boards as voting members:

- An elected official from Aachua County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person recommended by the local Veterans Service Office representing veterans of the county.

- A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation services of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elderly Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

The following are some of the duties of the local coordinating board:

- Approving the Transportation Disadvantaged Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.

d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. MV Transportation, Inc. is the designated Community Transportation Coordinator for Alachua County.

MV Transportation, Inc. may provide all or a portion of transportation service in a designated service area. MV Transportation, Inc. may subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of MV Transportation, Inc.:

- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

2. Designation Date/History

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

MV Transportation is a private for-profit entity. MV Transportation centrally coordinates rides and provides direct transportation service.

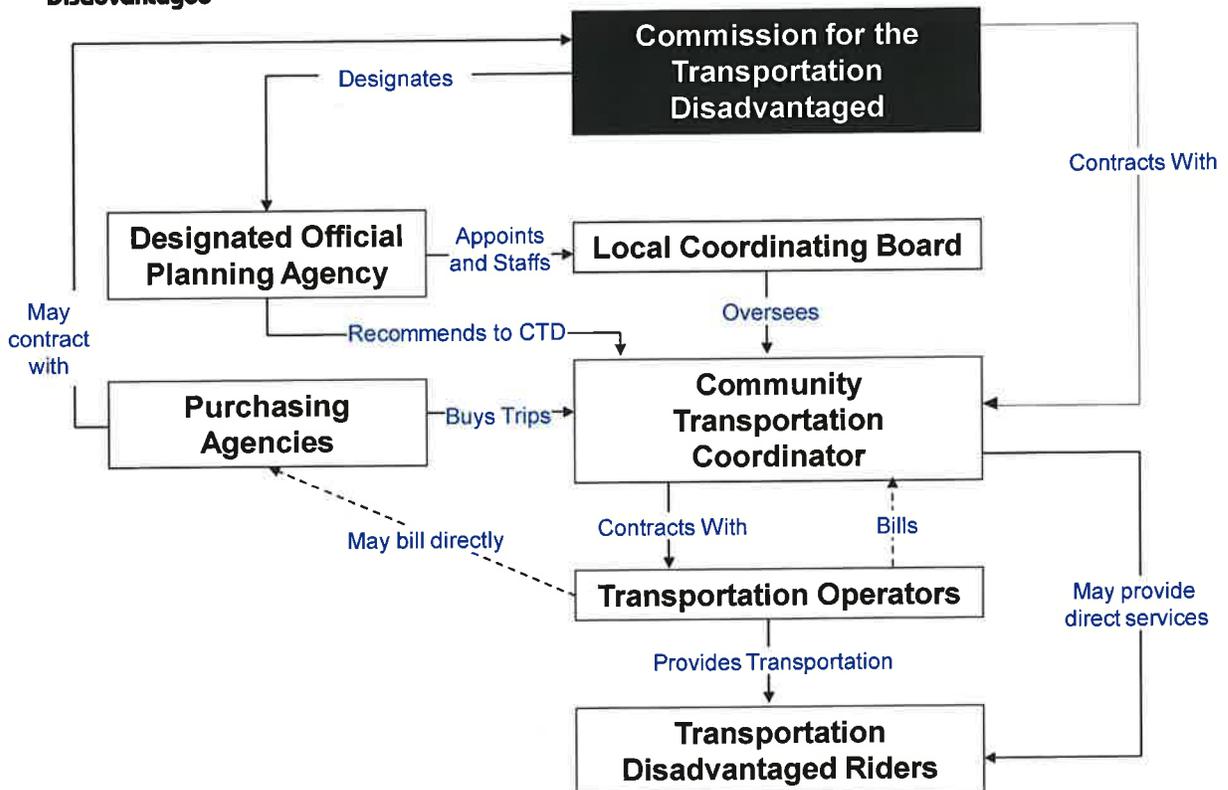
The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area was designated the official planning agency for Alachua County in April 1990. The Council was selected through a non-competitive selection process.

3. Organization Chart

The following chart identifies the partners involved in Florida's Transportation Disadvantaged Program.



Coordinated Transportation System Organization



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

1. the collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. the formulation of goals for future growth and development;
3. the development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;
4. the implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Alachua County Comprehensive Plan.

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan as adopted by the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Strategic Regional Policy Plan.

c. Transit Development Plans

The Regional Transit System Transit Development Plan discusses the existing transit system, coordination with related plans and policies, transit service needs and a proposed transit service plan. The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Regional Transit System Transit Development Plan.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan establishes goals, objectives and a plan of action for the Florida Commission for the Transportation Disadvantaged. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan.

e. **Metropolitan Planning Organization Long-Range Transportation Plans**

The Gainesville Urbanized Area Transportation Study (GUATS) Year 2035 Transportation Plan is part of a continuing, comprehensive and coordinated transportation planning process that establishes policy foundation for long range transportation decisions affecting the Gainesville area. The Year 2035 Transportation Plan is intended to serve as a record of efforts undertaken by the Gainesville Metropolitan Transportation Planning Organization to develop a multi-modal transportation plan for the year 2035.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Year 2035 Long Range Transportation Plan for the Gainesville Urbanized Area.

f. **Transportation Improvement Program**

The purpose of the Transportation Improvement Program is to identify all transportation projects (including pedestrian walkways, bicycle transportation facilities and transportation enhancement projects) within the Gainesville Metropolitan Area to be funded by the City of Gainesville, Alachua County, the University of Florida, Title 23 United States Code and the Federal Transit Act. In addition, the Transportation Improvement Program identifies all regionally significant transportation projects for which Federal Highway Administration or Federal Transit Administration approval is required whether or not the projects are to be funded with Title 23 United States Code or Federal Transit Act funds.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible with the Transportation Improvement Program.

5. Public Participation

The Alachua County Transportation Disadvantaged Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Alachua County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Alachua County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

6. Alachua County Transportation Disadvantaged Coordinating Board Membership Certification

ALACHUA COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area
 Address: 2009 N.W. 67th Place
Gainesville, Florida 32653-1603

The Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature:  Date: 1/27/2014
 Randy Wells Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Todd Chase		No Term
Elderly	Maurice Levy	Vacant	6/30/2014
Disabled	Christine Louton	Tassie Fuller	6/30/2015
Citizen Advocate	Vacant	Vacant	6/30/2015
Citizen Advocate/User	Earther Wright	Vacant	6/30/2015
Children at Risk	Elliene Chisholm	Vacant	6/30/2016
Community Action	Monique Harrison	Charles J. Harris	6/30/2014
Public Education	Harrell Harrison	Vacant	No Term
Department of Transportation	Janell Damato	Sandra Collins	No Term
Department of Children and Families	Peggy Henderson	Louella Teague	No Term
Department of Elder Affairs	Jeff Lee	Vacant	No Term
Department of Education	Lydia Bush	Jeffrey Aboumrad	No Term
Department of Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Linda Tatum	Vacant	No Term
Veteran Services	Kyle Morrison	Vacant	6/30/2014
Local Mass Transit	Jesus Gomez	Mildred Crawford	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Vacant	Vacant	6/30/2016

7. Alachua County Transportation Disadvantaged Coordinating Board Membership

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Craig Carter Local Elected Official/Chair Grievance Committee Member	
Janell Damato Florida Department of Transportation	Sandra Collins Florida Department of Transportation
John Wisker Florida Department of Children and Families	Louella Teague Florida Department of Children and Families
Lydia Bush Florida Department of Education	Jeffrey Aboumrad Florida Department of Education
Jeff Lee - Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Vacant Florida Department of Elder Affairs
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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)

B. Service Area Profile and Demographics

1. Alachua County Service Area Description

Alachua County has a land area of approximately 874 square miles. The County is located in the north central portion of the State of Florida and is bordered on the north by Bradford, Columbia and Union Counties, on the east by Putnam County, on the south by Levy and Marion Counties and on the west by Gilchrist County.

2. Demographics

a. Land Use

The Future Land Use Element of the Alachua County Comprehensive Plan establishes policies and standards for the proper distribution and development of varying land uses in the county. Transportation is essential to the development of these land uses as it provides a means of interaction among these areas.

The Future Land Use Element is oriented around the Urban Cluster concept. The Future Land Use Element limits future urban residential development (at densities of one unit per acre or greater) to the urban area based on existing development and availability of infrastructure (such as potable water and sanitary sewer.) The Future Land Use Map designates vacant land within the urban area for densities and intensities of development based on determination of compatibility with adjacent existing and recently approved development. It also takes environmental constraints into account such as wetlands or proximity to preservation areas.

Within the urban area, the Comprehensive Plan provides for multiple nodes of mixed use Activity Centers of more intense development, with the degree of intensity corresponding to trip generation. Various levels and types of Activity Centers have been designated. These Activity Centers, distributed throughout the urban area, provide shopping, employment and/or service activities within short travel distances from the market areas they serve. This maximizes the use of infrastructure such as roads and public transit in relation to population.

Alachua County Activity Centers include: the University of Florida; N.W. 39 Avenue and I-75; Millhopper; Oaks Mall; Archer Road and 34th Street; N.W. 53rd Avenue and U.S. 441, Tower Road/24th Avenue; Archer Road/Tower Road; N. Main Street/53rd Avenue, Jonesville, Santa Fe Community College, Williston Road and SW 13 Street, Williston Road and I-75, N.E. 39 Avenue and North Main Street, Alachua (City of Alachua); Ridgeway (City of Gainesville); Gainesville (City of Gainesville); Hawthorne (City of Hawthorne); High Springs (City of High Springs) and High Springs Plaza (City of High Springs).

The cluster concept in the Future Land Use Element is also applied to rural areas. Rural clusters are designated in traditional communities with provision for infill development of these areas at no more than two units per acre and limited commercial development to serve those areas. Rural employment centers are also designated in areas with adequate infrastructure to provide for readily accessible employment opportunities for rural residents.

b. Population/Composition

The Bureau of Economic and Business Research estimates Alachua County's total population in 2014 as 250,730. Table 1 shows the population of the cities and towns in Alachua County.

TABLE 1

**POPULATION COUNTS AND ESTIMATES
ALACHUA COUNTY**

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2013
Alachua County	247,336	248,002
City of Alachua	9,059	9,300
City of Archer	1,118	1,123
City of Gainesville	124,476	124,391
City of Hawthorne	1,417	1,389
City of High Springs	5,350	5,440
Town of LaCrosse	360	360
Town of Micanopy	600	600
City of Newberry	4,950	5,148
City of Waldo	1,015	969
Unincorporated Area	98,991	99,282

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

TABLE 2

**POPULATION DISTRIBUTION IN CENSUS
DIVISIONS, CITIES AND TOWNS
ALACHUA COUNTY**

U.S. CENSUS POPULATION	PERSONS 65 YEARS AND OVER, PERCENT	PERSONS PER SQUARE MILE
247,336	12%	282.7

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

According to the Bureau of Economic and Business Research, 1,269 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

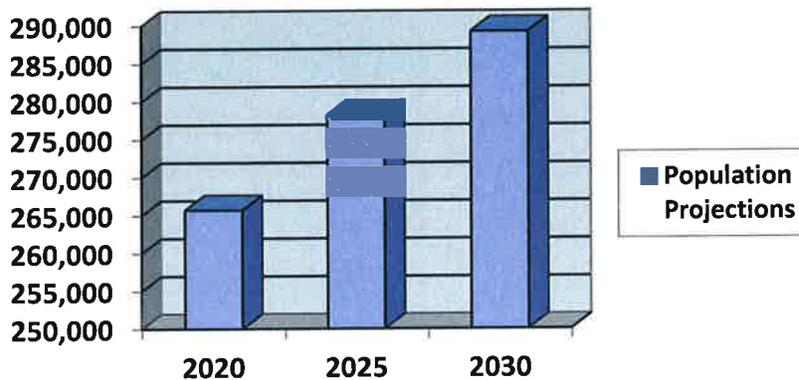
c. **Population Densities**

With approximately 875 square miles of land area, the County population density in 2010 was approximately 283 persons per square mile.

d. **Population Projections**

According to the Bureau of Economic and Business Research, Alachua County will have a total population of 265,700 by the Year 2020. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I



e. **Population Age Distribution**

Population age distribution is useful in determining mobility needs which might be met by transit. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group.

**TABLE 3
POPULATION ESTIMATES BY AGE GROUP
ALACHUA COUNTY**

AGE GROUP	2013 POPULATION ESTIMATES
0-4	12,936
5-17	31,812
18-24	54,543
25-54	90,636
55-64	28,132
65-79	22,061
80 +	7,882

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

f. **Disability and Self Care Limitations**

According to the 2009-2013 American Community Survey 5-Year Estimates, Alachua County had a disabled population of 25,946. The population under 18 years of age with a disability was 1,430. The population 18 to 64 years of age with a disability was 14,382. The population 65 years and over with a disability was 10,134.

g. **Employment**

Bureau of Economic and Business Research reports that Alachua County's monthly labor force (individuals who are able to work but may not be employed) in 2015 was 126,305 with 124,470 people employed and 6,149 unemployed. The monthly unemployment rate for Alachua County in 2015 was 4.7 percent.

h. Income

According to the 2010 Bureau of the Census, Alachua County's projected median household income in 2013 was \$42,149. Table 4 characterizes the levels of household income in Alachua County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
HOUSEHOLD INCOME
ALACHUA COUNTY, 2009-2013

PER CAPITAL MONEY INCOME	MEDIAN HOUSEHOLD INCOME	PERSONS BELOW POVERTY LEVEL PERCENT
\$24,857	\$42,149	24.9%

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

TABLE 5
2015 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES
AND THE DISTRICT OF COLUMBIA

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
7	\$36,730
8	\$40,890

* For families/households with more than 8 persons, add \$4,160 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

The Bureau of Economic and Business Research reported 1,168 public assistance cases in 2014. The total number of Medicaid recipients in 2013 was 39,832. Table 7 shows individuals who received Supplemental Security Income.

TABLE 7
PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
ALACHUA COUNTY, 2013

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	982
Aid to the Blind and Disabled	5,538
Total	6,000

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

i. Housing

The 2010 Bureau of the Census reported the total number of households in Alachua County was 96,043 and that the average household size was 2.43.

Table 8 presents data on housing units. The Gainesville census division contains approximately 73 percent of the County's housing units.

TABLE 8
DISTRIBUTION OF HOUSING UNITS
ALACHUA COUNTY, 2010

HOUSING UNITS 2009-2013	HOME OWNERSHIP RATE 2009-2013	MEDIAN VALUE OF OWNER-OCCUPIED HOUSING UNITS 2009-2013	HOUSEHOLDS 2009-2013
113,159	54.1%	\$167,900	96,043

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

j. Health

The Bureau of Economic and Business Research reports there are 1,806 physicians of medicine and 5,468 registered, practical and advanced nurses.

k. Transportation

According to the 2009-2013 American Community Survey 5-Year Estimates, 8,007 occupied housing units in Alachua County had no vehicle available.

l. Major Trip Generators/Attractors

The Alachua County Comprehensive Plan designates twenty-eight areas as either major trip generators or attractors. Nineteen of these areas have been designated by the City of Gainesville as activity centers, five by the City as industrial concentrations and four have been identified by Alachua County as urban activity centers.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation Disadvantaged population includes the estimates of all disabled, elderly, low income persons and children who are "high-risk" or "at-risk."

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Alachua County

Census Data from: **2013**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	66	4.20%	3	0
5-17	1,470	4.20%	62	0.20%
18-34	2,329	6.30%	147	0.18%
35-64	11,435	13.84%	1,583	1.94%
Total Non Elderly	15,300		1,794	0.86%
65-74	4,091	27.12%	1,109	6.88%
75+	5,930	46.55%	2,760	23.35%
Total Elderly	10,021		3,870	13.84%
Total	25,321		5,664	2.39%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	513
11.70%	453
	966

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

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

Low Income & Not Disabled = C + E			
Assumes	51,607		
27.2%	xx % without auto access		
	14,037		
50.0%	xx % without transit access		
	7,019		
Calculation of Daily Trips			
Total Actual Critical TD Population		Daily Trip Rates	Total
Severely Disabled	5,664	Per Person	Daily Trips
Low Income ND	###		
		0.049	278
		1.899	13,328
Totals	12,682		13,606

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION

The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

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

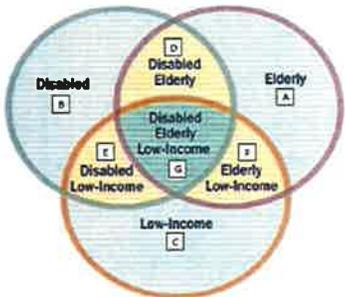
2. Paratransit Service Demand Estimation

The National Center for Transit Research Center for Urban Transportation Research developed a paratransit service demand estimation tool based on the most current U.S. Census Bureau demographic and socio-economic data available. The following table shows trip demand for the critical Transportation Disadvantaged population.

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Alachua County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	5,327	5,382	5,438	5,495	5,552	5,610	5,668	5,727	5,786	5,846	5,907
B - Estimate non-elderly/ disabled/not low income	9,973	10,077	10,181	10,287	10,394	10,502	10,611	10,721	10,833	10,945	11,059
G - Estimate elderly/disabled/low income	1,562	1,578	1,595	1,611	1,628	1,645	1,662	1,679	1,697	1,714	1,732
D - Estimate elderly/ disabled/not low income	8,459	8,547	8,636	8,725	8,816	8,908	9,000	9,094	9,188	9,284	9,380
F - Estimate elderly/non-disabled/low income	853	862	871	880	889	898	908	917	927	936	946
A - Estimate elderly/non-disabled/not low income	17,084	17,261	17,441	17,622	17,805	17,990	18,177	18,366	18,557	18,750	18,944
C - Estimate low income/not elderly/not disabled	50,754	51,281	51,814	52,352	52,896	53,446	54,001	54,562	55,129	55,702	56,281
TOTAL GENERAL TD POPULATION	94,012	94,989	95,976	96,973	97,980	98,998	100,027	101,066	102,116	103,177	104,249
TOTAL POPULATION	237,323	239,789	242,280	244,797	247,341	249,911	252,507	255,131	257,781	260,460	263,166



Alachua County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	5,664	5,723	5,782	5,842	5,903	5,964	6,026	6,089	6,152	6,216	6,280
Low Income Not Disabled No Auto/Transit	7,019	7,091	7,165	7,240	7,315	7,391	7,466	7,545	7,624	7,703	7,783
Total Critical Need TD Population	12,682	12,814	12,947	13,082	13,218	13,355	13,494	13,634	13,776	13,919	14,063
Daily Trips - Critical Need TD Population											
Severely Disabled	278	280	283	286	289	292	295	298	301	305	308
Low Income - Not Disabled - No Access	13,328	13,467	13,607	13,748	13,891	14,035	14,181	14,328	14,477	14,628	14,780
Total Daily Trips Critical Need TD Population	13,606	13,836	14,070	14,307	14,549	14,807	15,069	15,335	15,607	15,883	16,132
Annual Trips	4,966,100	5,050,027	5,135,373	5,222,160	5,310,415	5,404,409	5,500,067	5,597,418	5,696,493	5,797,321	5,888,339

3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida's Coordinated Transportation System in Alachua County. In May 2014, the Florida Agency for Health Care Administration implemented Florida's Managed Medical Care Program. The Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available.

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. According Chapter 2 of the Florida Agency for Health Care Administration Transportation Coverage, Limitations and Reimbursement Handbook, July 1997, "Medicaid is required by Chapter 427, Florida Statutes to purchase transportation services through the designated Community Transportation Coordinator, unless those services are not cost effective or the Community Transportation Coordinator does not coordinate Medicaid transportation services."

4. Needs Assessment

United States Code Section 5310 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase one replacement paratransit vehicle and one mobile data terminal.	2015/16	City of Gainesville Alachua County	\$57,555 \$7,194 \$7,195	Section 5310 Florida Department of Transportation City of Gainesville
Provide demand response trips for elderly and disabled residents of Alachua County and fund three new fixed routes developed specifically to serve seniors residing in Gainesville.	2015/16	City of Gainesville Alachua County	\$100,000 \$100,000	U.S.C. Section 5310 City of Gainesville

United States Code Section 5311 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase demand response trips and fund one bus on the Route 23 between Santa Fe College and the Oaks Mall	2015/16	City of Gainesville Alachua County	\$362,077 \$294,577 \$67,500	U.S.C. Section 5311 City of Gainesville Program Income

United States Code Section 5339 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase four replacement paratransit vehicles and four mobile data terminals.	2015/16	City of Gainesville Alachua County	\$230,220 \$57,555	U.S.C. Section 5339 Other

Rural Area Capital Equipment Support Grant

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

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2015/16	Alachua County	\$602,225 \$66,914	Transportation Disadvantaged Trust Fund Grant MV Transportation

5. Goals, Objectives and Strategies

GOAL I: Coordinate transportation disadvantaged services that are funded with local, state and/or federal government funds.

OBJECTIVE: Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator.

Strategy a: Identify agencies in Alachua County that receive local, state and/or federal funds to transport clients or purchase vehicles.

Strategy b: Contact agencies to obtain information about coordination opportunities.

Strategy c: Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: Identify unmet transportation needs in Aachua County.

OBJECTIVE: Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy: The Community Transportation Coordinator shall report quarterly the number and types of transportation services that are requested which it is unable to provide.

GOAL III: Provide transportation services that are consumer oriented and effectively coordinate trips.

OBJECTIVE: Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

Strategy a: The Community Transportation Coordinator shall report on a quarterly basis the number of single passenger trips provided.

Strategy b: The Community Transportation Coordinator shall work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.

Strategy c: The Community Transportation Coordinator shall document the reduction of single passenger trips.

Strategy d: The local Coordinating Board shall measure the total passenger trips per vehicles quarterly.

GOAL IV: Develop creative ways to provide additional trips.

OBJECTIVE: Identify additional funding opportunities to provide transportation.

Strategy: Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.

GOAL V: Ensure demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.

OBJECTIVE: The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.

Strategy a: The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.

Strategy b): The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.

- GOAL VI: Annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII: Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII: Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL IX: Improve the quality of service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:** **Provide courteous and professional service.**
- Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- GOAL X: Promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

Strategy: The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.

GOAL XI: **Insure the provision of safe transportation services.**

OBJECTIVE: The Community Transportation Coordinator shall insure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

Strategy: he System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code*.

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Alachua County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2015 (4) 2015
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2015

<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) Ongoing (2) Annually (3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p>	<p>(1) Ongoing (2) Ongoing</p>
<p>(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing</p>
<p>The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

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Chapter II: Service Plan

A. Operations

The operations element is a profile of the Alachua County coordinated transportation system. This element is intended to provide basic information about the daily operations of MV Transportation, Inc. and its contracted transportation operators.

1. Types, Hours and Days of Service

- Ambulatory
- Wheelchair
- Non-Emergency Stretcher
- Demand Responsive
- Subscription
- Door to Door
- Curb to Curb

Non-emergency stretcher service sponsored with Transportation Disadvantaged Trust Funds will be limited to 18 trips per grant period. Transportation Disadvantaged Program sponsored service is only provided within Alachua County.

a. Bariatric Transportation

Transportation Disadvantaged Program: MV Transportation, Inc. is required to transport all mobility assistive devices (wheelchairs) that do not exceed 600 pounds.

Americans With Disabilities Act Program: MV Transportation, Inc. is required to transport all mobility assistive devices (wheelchairs) that do not exceed 600 pounds.

b. Hours and Days of Service

Transportation Disadvantaged Program - Monday through Friday, 6:00 a.m. to 9:00 p.m. excluding holidays (see below). Saturday service will only be provided for dialysis appointments, and limited additional Transportation Disadvantaged sponsored trips on Saturday based on availability of funds and priorities as outlined in the Transportation Disadvantaged.

Americans With Disabilities Act Program – The parameters of this service are outlined in a service plan prepared by the City of Gainesville Regional Transit System. It is available upon request.

c. Holidays

Transportation Disadvantaged Program - Service sponsored by the Transportation Disadvantaged Program will not be provided on the following observed holidays.

- Thanksgiving Day
- Christmas Day
- New Year's Day

Only service to dialysis and cancer treatment will be provided on the following observed holidays:

- Veteran's Day
- Martin Luther King, Jr.'s Birthday
- Memorial Day
- Independence Day
- Labor Day

Americans With Disabilities Act The parameters of this service are outlined in a service plan prepared by the City of Gainesville Regional Transit System (RTS). It is available upon request. . Americans With Disabilities Act service will be provided only during hours when the Regional Transit System fixed-route service is operating.

2. Accessing Services

a. Office Hours

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

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

Customer Service: Monday through Friday, 8:00 a.m. to 5:00 p.m. for all services, and Saturday 8:00 a.m. to 5:00 p.m. and Sunday from 10:00 a.m. to 5:00 p.m. for Americans With Disabilities Act service **ONLY**.

b. Phone Number

352.375.2784.

c. Advance Notification Time

Transportation Disadvantaged Program - Transportation Disadvantaged sponsored trips must be scheduled through MV Transportation by 5:00 p.m. the day before.

d. Trip Cancellation Process

Trip cancellations must be made to MV Transportation at least two hours before the opening of the pick-up window. For example: If a passenger has an 8:00 a.m. appointment time and their pick-up window opens at 7:00 a.m., they must call MV Transportation to cancel their ride before 5:00 a.m.

e. **No-Show Policies**

Transportation Disadvantaged Program - trips must be canceled a minimum of two hours before the scheduled pick-up time. If trips are not cancelled at least two hours in advance, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows. If an individual is charged with frequent no-shows, they may be temporarily suspended from service.

On the first "no-show," the driver will leave a "no-show" notice on the client's door. On the second "no-show" occurrence, a letter of warning will be sent from the Community Transportation Coordinator. If a third infraction occurs within 60 days, the Community Transportation Coordinator will send a letter notifying the client that they have been suspended from service for a 30 day period. When the client is again reinstated to the program, and if three (3) infractions occur within 60 days, the suspension will be 45 days. When the client is again reinstated to the program and if three (3) infractions occur within 60 days, the suspension will be 60 days.

f. **After Hours Service**

Not applicable.

g. **Passenger Fares**

Transportation Disadvantaged Program - MV Transportation, Inc. will charge passengers transported under the Florida's Transportation Disadvantaged Program \$3.00 per one-way trip with the exception of dialysis patients who will be charged \$2.00 per one -way trip.

h. **Travel Times**

City Limits - maximum ride time one hour.

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

i. **Dialysis Shuttles**

The purpose of the dialysis shuttle is to provide predictable and regular vehicle arrivals at the dialysis centers for return trips and to maximize vehicle multi-loading utilization. MV Transportation worked with the various dialysis units to develop days and times for the return trip shuttles. At the present time, a shuttle is in place at Shands Kidney Center and Gainesville Kidney Center West.

Trips to the designated dialysis units are handled like any other paratransit trip. Return trips from the designated dialysis units are assigned to shuttle routes. The time the shuttle will arrive at the designated unit is coordinated between MV Transportation and the dialysis unit. The schedule of vehicle arrival times may vary by day of week and by unit depending on the volume and schedules at each unit

Dialysis patients who are unable to board the last shuttle vehicle for the day will be made a will call. A "will-call" is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Transportation will dispatch a vehicle back to their pick-up location within two hours of the initial time a "will-call" was given. Travel times for regular service shall apply to the dialysis shuttle service.

j. Scheduling Consecutive Same Day Trips

Consecutive same day trips must be scheduled a minimum of 90 minutes apart.

k. Changing Trip Schedules

Passengers must call MV by 5:00 p.m. the day before their travel to change a scheduled trip.

l. Will Call Definition/Policy

A "will-call" is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Transportation will dispatch a vehicle back to their pick-up location within two hours of the initial time a "will-call" was given.

m. Safety

Transportation service shall be denied if the passenger represents a danger to the safety of the driver, other passengers or to themselves. If a passenger represents a danger, an incident report is completed by the driver. Passengers and agency/facility personnel will be interviewed as appropriate and MV Transportation will investigate the incident report. Based on the incident report, a warning letter will be issued to the passenger. If the passenger's behavior continues, service will be suspended.

n. Transportation Disadvantaged Program Eligibility

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

Unable to transport themselves: Individual is not sponsored by any agency for their transportation and is unable to use the fixed route bus system due to a physical or mental disability defined by the ADA (*Medical Verification Form required*); or unable to purchase transportation: Individual applicant income meets maximum of 150% of the current Federal Poverty Guidelines (*Proof of Income required*).

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

MV Transportation will use the above criteria for new applicants and when current Transportation Disadvantaged Program participants reapply for certification. MV Transportation should provide all Transportation Disadvantaged Program applicants with written notification of eligibility approval or denial within 10 working days after receipt of application. Appeals may be filed with the Alachua County Transportation Disadvantaged Board Grievance Committee.

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged. Eligibility shall be for one year. MV Transportation shall notify individuals 30 days in advance of their eligibility expiration date and need for renewal.

o. **Transportation Disadvantaged Program Trip Priorities**

In ranking order:

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

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

3. Transportation Operators And Coordination Contractors

Not applicable.

4. Fixed Route Utilization

Transportation Disadvantaged Program and Medicaid Non-Emergency Transportation Program sponsored riders may participate in the Bus Pass Programs if they can use the fixed route transit service. A \$3.00 passenger payment is required for each Transportation Disadvantaged Program sponsored bus pass. Bus passes are issued at the MV Transportation office. Transportation Disadvantaged Program bus passes are available subject to funding availability.

5. School Bus Utilization

Currently, there is no need to use school buses at this time. If MV Transportation, Inc. determines a need to use school buses in the future, the Alachua County School Board will be contacted for assistance.

6. Vehicle Inventory

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

7. System Safety Program Plan Certification

MV Transportation, Inc.'s System Safety Program Plan Certification is shown as Exhibit D.

8. Inter-County Services

MV Transportation, Inc. does not have any inter-county agreements with other Community Transportation Coordinators at this time.

9. Natural Disaster/Emergency Preparedness

Alachua County Emergency Management is responsible for evacuating special needs registrants. The Alachua County Emergency Management Department does not have a formal agreement with MV Transportation, Inc. to provide transportation during natural disasters.

10. Education/Marketing

Education programs for program recipients, agencies, facilities and medical providers are available upon request.

11. Acceptable Alternatives

There have been no acceptable alternatives identified for the provision of transportation service in Alachua County. The Florida Agency for People for Disabilities operates outside of the coordinated system but the Community Transportation Coordinator is waiting on guidance from the Florida Commission for the Transportation Disadvantaged regarding any official process.

12. Service Standards

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

a. Drug and Alcohol Policy

Rule 41-2.006 (4) (a), F.A.C.: Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post accident and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

Local Policy: MV Transportation shall comply with all requirements of the Federal Transportation Administration (FTA) (and the Florida Department of Transportation) regarding the testing of safety sensitive employees for drug and alcohol use.

b. Transport of Escorts and Dependent Children

Rule 41-2.006 (4) (b), F.A.C.: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.

Local Policy: Escorts will be transported when prearranged at the time of the reservation. Escorts shall pay the same fare as the authorized passenger. Any Americans With Disabilities Program rider who has been authorized through the Center for Independent Living as a personal care attendant may have the personal care attendant travel at no charge. Both escorts and personal care attendants will be transported from the same origin to the same destination as the authorized passenger. Children under age of 16 will be required to be accompanied by an escort.

c. Use, Responsibility and Cost of Child Restraint Devices

Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Local Policy: The provision of federally approved child restraint devices is the sole responsibility of the parent/guardian/caregiver of the child/infant being transported. The Community Transportation Coordinator will not provide these devices.

d. Passenger Property

Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Local Policy: Passenger property that can be carried by the passenger and/or personal care attendant in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Drivers may assist passengers with up to two (2) bags of personal property upon request. MV drivers are not personally or financially responsible for damaged or broken property. Only one (1) folding shopping cart per client will be allowed on the vehicle. The driver is responsible for the handling and stowing of the shopping cart. Personal property shall not exceed 25 pounds. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices. Passenger property in excess of this policy will not be transported.

e. Vehicle Transfer Points

Rule 41-2.006 (4) (e), F.A.C.: Vehicle transfer points shall provide shelter, security and safety of passengers.

Local Policy: MV Transportation shall comply with this standard.

f. Local Toll Free Phone Number

Rule 41-2.006 (4) (f), F.A.C.: A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The Transportation Disadvantaged Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) Will include the Transportation Disadvantaged Helpline phone number.

Local Policy: MV Transportation shall comply with this standard.

g. Out-Of-Service Area Trips

Rule 41-2.006 (4) (g), F.A.C.: Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

Local Policy: No out-of-county trips will be provided if sponsored by the Transportation Disadvantaged Program.

h. Vehicle Cleanliness

Rule 41-2.006 (4) (h), F.A.C. Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

Local Policy: Vehicle exteriors shall be cleaned (scrubbed) once per week. Vehicle interiors shall be swept and cleaned up each day and thoroughly cleaned (scrubbed) once per week. Passenger compartment shall be clean and free of vermin, insects or pests.

i. Billing Requirements

Rule 41-2.006 (4) (I), F.A.C. Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes.

Local Policy: Chapter 287.0585 Florida Statutes - Late payments by contractors to subcontractors and suppliers; penalty.-- (1) When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts, except those construction contracts subject to the provisions of chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payments required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of 1 percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding balance

due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

(2) This section shall not apply when the contract between the contractor and subcontractors or subvendors provides otherwise.

History.--s. 5, ch. 85-104; s. 2, ch. 89-200; s. 9, ch. 91-162.

j. Passenger/Trip Database

Rule 41-2.006 (4) (j), F.A.C.: Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system.

Local Policy: MV Transportation shall comply with this standard.

k. Adequate Seating

Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate searing or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

Local Policy: MV Transportation shall comply with this standard.

l. Driver Identification

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

Local Policy: Drivers will be required to wear a photo ID name tag and standard recognizable attire.

m. Passenger Assistance

Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

Local Policy: MV Transportation shall comply with this standard.

n. Smoking, Eating, and Drinking

Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

Local Policy: Smoking, eating and drinking is prohibited in any vehicle.

o. Passenger No-Shows

Rule 41-2.006 (4) (o), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Local Policy - MV Transportation shall attempt to reduce the number of no shows annually.

p. Two-Way Communications

Rule 41-2.006 (4) (p), F.A.C.: All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

Local Policy: MV Transportation shall comply with this standard.

q. Air Conditioning/Heating

Rule 41-2.006 (4) (q), F.A.C.: All vehicles providing service within the coordinated system shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

Local Policy: Each vehicle shall have air conditioning and heating systems adequate for the climate conditions of the area and maintained in good working order.

r. First Aid

Rule 41-2.006 (4) (r), F.A.C.: First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: Drivers shall attend required training sessions in first aid if required within the parameters of the Request for Proposals issued by the Designated Official Planning Agency.

s. Cardiopulmonary Resuscitation

Rule 41-2.006 (4) (s), F.A.C.: Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: Drivers shall attend required training sessions in cardiopulmonary resuscitation if required within the parameters of the Request for Proposals issued by the Designated Official Planning Agency.

t. Driver Criminal Background Screening

Rule 41-2.006 (4) (t), F.A.C.: Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: MV Transportation conducts a thorough criminal records/background check that meets or exceeds requirements of all participating funding agencies.

u. Fixed Route Transit Utilization

Rule 41-2.006 (4) (u), F.A.C.: In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the local Coordinating Board a percentage of total trips that will be placed on the fixed route system.

Local Policy: The number of bus passes issued will be determined by the Community Transportation Coordinator and the local Coordinating Board with goals that best meet the needs of all passengers accessing service.

v. Pick-Up Window

Rule 41-2.006 (4) (v), F.A.C.: The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

Local Policy:

Trips within the Gainesville City Limits: Passengers must be ready one hour before their appointment time. For example: Passenger has a 8:00 a.m. appt. time passenger must be ready at 7:00 a.m.

Trips From or To Areas Outside of the Gainesville City Limits within Alachua County: Passenger must be ready 1 ½ hours before their appointment time. For example: Passenger has an 8:00 a.m. appointment time, passenger must be ready at 6:30 a.m.

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

Return Trips: Passengers shall be picked up 0-30 minutes after their scheduled pick-up time. For example: Rider has a 5:00 p.m. return pick-up time, driver should arrive between 5:00 p.m. and 5:30 p.m.

Dialysis Return Trips: If a driver is waiting for a passenger returning from a dialysis appointment, the driver may wait for the passenger more than 5 minutes (upon passenger or agency request) as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle.

Will Call Trips: A "will-call" is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Transportation will dispatch a vehicle back to their pick-up location within two hours of the initial time a "will-call" was given.

w. On-Time Performance

Rule 41-2.006 (4) (w), F.A.C.: The Community Transportation Coordinator and local Coordinating Board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. This measure should also be included as part of the Community Transportation Coordinator's evaluation of its contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: MV Transportation shall have a 90 percent on-time performance rate for all completed trips. Trips are considered on-time when a passenger is picked up and dropped off within their pick-up windows as defined above.

x. Advance Reservation Requirement

Rule 41-2.006 (4) (x), F.A.C.: The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: Trips must be scheduled through MV Transportation by 5:00 p.m. the day before transportation is needed. MV Transportation will accept reservations up to 14 days in advance.

y. Safety

Rule 41-2.006 (4) (y), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: Preventable accidents should not exceed 1.4 accidents per 100,000 miles.

z. Reliability

Rule 41-2.006 (4) (z), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: Road calls should not exceed 8 per 100,000 miles.

aa. Call-Hold Time

Rule 41-2.006 (4) (aa), F.A.C.: This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the local Coordinating Board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: The reservations line shall not exceed an average on-hold time of 2 minutes for calls received.

bb. Quality of Service

Rule 41-2.006 (4) (bb), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: Three certified valid complaints per 1,000 trips will be the maximum allowable number of complaints for the evaluation period.

13. Local Grievance Procedure/Process

The Transportation Disadvantaged Program Grievance Procedures are shown in Appendix A.

14. Passenger Code of Conduct

For everyone's safety, drivers and riders of the system are expected to act in an appropriate manner at all times and abide by the policies of MV Transportation, Inc.

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke on board any vehicle.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.
- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

a. **Verbal Abuse**

Verbal abuse by a rider against staff, drivers or other clients will not be tolerated. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers or other clients may be suspended from service.

b. **Physical Abuse**

Physical abuse of either a rider to another rider or rider to a driver will not be tolerated. Physical abuse includes but is not limited to grabbing, hitting or touching. Such abuse shall be deemed as assault. In such cases, the local police shall be notified, and the rider shall be issued a notice of suspension from service.

c. **Substance Abuse**

No passenger who is under the influence of alcohol or illegal drugs will be transported. If a passenger is scheduled to be returned home and they are under the influence, they will be required to find alternative means of transportation. If a pattern of such behavior exists, a suspension of transportation privileges shall be invoked.

d. **Penalties**

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program. Service suspension for Medicaid NET sponsored passengers must follow the Medicaid Program guidelines.

Verbal Abuse

- First offense – written warning
- Second offense – one week suspension of services
- Third offense – 30 day suspension of services
- Fourth offense – 90 day suspension of services
- Fifth offense – permanently removed from service

Physical Abuse

First offense - MV Transportation, Inc. will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that MV Transportation, Inc. intends to suspend his or her riding privileges and the reason for such action.

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. **Appeals**

A rider has ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Alachua County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program. All requests for reconsideration must be in writing and delivered to:

MV Transportation, Inc.
P.O. Box 70
Live Oak, FL 32060

and

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

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue. Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

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

15. Evaluation Process

MV Transportation, Inc. in cooperation with the local Coordinating Board will determine whether agencies, from a total system approach, can perform more effectively and more efficiently their own transportation.

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

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Chapter III: Quality Assurance

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

A. Community Transportation Coordinator Evaluation Process

The local Coordinating Board will evaluate the Community Transportation Coordinator's performance on an annual basis using the Commission for the Transportation Disadvantaged Quality Assurance Program Evaluation/Local Coordinating Board, Community Transportation Coordinator Evaluation Workbook. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators). The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

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Appendix A: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

D. Purpose

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

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

E. Membership

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

F. Officers

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

G. Meetings

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

- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.
- (5) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

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

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

H. Administration

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

I. Duties

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

J. Procedures

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

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff will provide assistance individuals to prepare written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.

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

K. Appeals

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

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

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

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

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

M. Suspension Reconsideration

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

N. Prohibition Against Retaliation

No individual shall be unlawfully denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

O. Alternative Recourse

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

Appendix B: Cost/Revenue Allocation and Rate Structure Justification

COMMUNITY TRANSPORTATION COORDINATOR: MV Transportation, Inc.

COUNTY: Aachua

CONTRACT PERIOD: July 1, 2014 - June 30, 2015

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or Passenger Trip)
Transportation Disadvantaged Program Ambulatory	\$31.02/passenger trip
Transportation Disadvantaged Program Wheelchair	\$53.19/passenger trip
Transportation Disadvantaged Program Stretcher	\$110.80/passenger trip
Transportation Disadvantaged Program Bus Pass	\$20.50/bus pass

Preliminary Information Worksheet

Version 1.4

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

▲ Through triangles comment hover you see the c

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Transportation, Inc.
County: Alachua County

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

	Prior Year's ACTUALS from July 1st of 2012 to June 30th of 2013	Current Year's APPROVED Budget, as amended from July 1st of 2013 to June 30th of 2014	Upcoming Year's PROPOSED Budget from July 1st of 2014 to June 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

	2012	2013	2014	% Change	Proposed % Change	Notes
Local Non-Govt						
Farebox	\$ 88,683	\$ 84,000	\$ 98,379	-3.1%	17.1%	\$98,000 - \$68,379 TO 10% Local Match plus \$30,000 projected farebox. Bus pass program was eliminated on July 1st 2012.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other		\$ 11,525			-100.0%	
Bus Pass Program Revenue		\$ 3,000			-100.0%	
Local Government						
District School Board						
Compl. ADA Services						
County Cash	\$ 179,931	\$ 169,305	\$ 185,290	10.2%	-6.6%	
County In-Kind, Contributed Services						
City Cash	\$ 1,256,757	\$ 1,314,280	\$ 1,352,550	4.6%	2.9%	
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 487,732	\$ 490,671	\$ 602,490	0.4%	20.6%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 61,351				-100.0%	
Other TD (specify in explanation)						
Bus Pass Program Revenue		\$ 16,500			-100.0%	
USDOT & FDOT						
49 USC 5307						Other DOT is from the 5317 grant funds. 5311 & 5317 are buying trips not system subsidy.
49 USC 5310						
49 USC 5311 (Operating)	\$ 41,098	\$ 64,260	\$ 50,000	58.2%	-22.1%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 47,163	\$ 90,000	\$ 50,000	90.8%	-44.4%	
Bus Pass Program Revenue						
AHCA						
Medicaid	\$ 1,226,730	\$ 1,228,730	\$ 547,512	0.0%	-55.4%	Monthly Medicaid Abolment of \$45,026. Estimate based on preliminary calls with the state (July 1, 2014 to June 30, 2015). Other AHCA - New Contract with Access2Care - Managed Medical Assistance provider.
Other AHCA (specify in explanation)			\$ 288,000			
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis/Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)	\$ 24,053	\$ 40,500	\$ 40,500	68.4%	0.0%	
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: MV Transportation, Inc.
County: Alachua County

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

	Prior Year's ACTUALS from July 1st of 2012 to June 30th of 2013	Current Year's APPROVED Budget, as amended from July 1st of 2013 to June 30th of 2014	Upcoming Year's PROPOSED Budget from July 1st of 2014 to June 30th of 2015	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

XXX						
XXX						
XXX						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
YXXX						
XXXX						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =						
Total Revenues =	\$3,423,508	\$3,550,711	\$3,214,731	-3.7%	-9.5%	

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

Operating Expenditures

Labor	\$ 1,454,781	\$ 1,592,500	\$ 1,501,250	8.8%	-5.1%	
Fringe Benefits	\$ 29,811	\$ 31,130	\$ 30,200	5.1%	-3.0%	
Services	\$ 40,566	\$ 53,875	\$ 78,550	32.8%	45.8%	
Materials and Supplies	\$ 701,493	\$ 602,220	\$ 705,455	14.4%	-11.9%	
Utilities	\$ 46,658	\$ 49,000	\$ 49,650	6.3%	0.5%	
Casualty and Liability	\$ 255,625	\$ 289,307	\$ 265,425	13.2%	-8.3%	
Taxes	\$ 2,508	\$ 7,435	\$ 7,510	196.5%	1.0%	
Purchased Transportation:						
Purchased Bus Pass Expenses		\$ 19,500			-100.0%	
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 37,785	\$ 35,060	\$ 36,050	-7.2%	2.8%	
Other:						
Miscellaneous	\$ 7,057	\$ 58,000	\$ 58,500	721.9%	0.9%	
Operating Debt Service - Principal & Interest	\$ 22,443	\$ 34,700	\$ 31,200	54.6%	-10.1%	
Leases and Rentals	\$ 100,851	\$ 65,100	\$ 85,500	-22.5%	0.5%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 226,550	\$ 216,300	\$ 202,000	-4.5%	-6.6%	
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 61,351	\$ 40,000	\$ 61,500	-34.8%	53.8%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
PROFIT	\$ 427,199	\$ 245,524	\$ 100,740	-42.4%	-59.0%	
	\$ -					
Total Expenditures =	\$3,423,607	\$3,550,711	\$3,214,731	3.7%	-9.5%	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year PROFIT above that formerly planned or approved must be reinvested as a trip or system subsidy. Adjustments are to be ID'd and explained in a following period, OR applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Worksheet for Program-wide Rates

CTC: MV Transportation Version 1.4
County: Alachua County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	748,860	2014 - 2015
Rate Per Passenger Mile = \$ 4.25		
Total Projected Passenger Trips =	76,165	
Rate Per Passenger Trip = \$ 41.81		
		Avg. Passenger Trip Length = 9.8 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 4.29	
Rate Per Passenger Trip = \$ 42.21	

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

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: MV Transportat Version 1.4
 County: Alachua County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?...

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 1 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:
 per Passenger Mile
 per Passenger Trip

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) Rate per Passenger Mile for Balance

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: MV Transportati Version 1.4
 County: Alachua County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? Pass Trip Pass Mile **Leave Blank**
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? **Leave Blank**
4. How much will you charge each escort? **Leave Blank**

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) **Do NOT Complete Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate 0.00 to 1.00**

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services. IF the rates were calculated in the Section II above
 - * Be sure to leave the service **BLANK** if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2014 - 2015			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	748,860	450,500	249,585	48,775	Leave Blank 0
Rate per Passenger Mile =		\$3.03	\$5.19	\$10.81	\$0.00 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	76,165	57,545	11,520	7,100	Leave Blank 0
Rate per Passenger Trip =		\$31.02	\$53.19	\$110.80	\$0.00 per passenger per group

2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services....

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$3.03	\$5.19	\$10.81	\$0.00 per passenger per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.05	\$5.24	\$10.91	\$0.00 per passenger per group
Rate per Passenger Trip =		\$31.32	\$53.69	\$111.85	\$0.00 per passenger per group

Program: 11333 Rates into Home Medicaid Encounter Data

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Appendix C: Vehicle Inventory

CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a)

Name of Applicant: Regional Transit SystemDate of Inventory: 29 Sep 2014

Vehicles to be replaced	Model Yr. (b)	Make/size/type (C)	FDOT control # or VIN (d)	Ramp or lift (specify)	Seats & W/C positions (i.e. 12+2)	Avg. miles/Yr.	Current Mileage	Expected retirement date	Other equipment (e)	Funding source (f)
3720	2012	Ford E450	1FDFE4FS6CDB04660	Lift	12/2	47,294.5	94,589	FY17	MDT (5316)	MV
3716	2012	Ford E450 (5311)	1FDFE4FS5CDA02721	Lift	12/2	75,664.5	151,329	FY17	MDT (5311)	RTS
3715	2012	Ford E450 (5311)	1FDFE4FSBCDA02714	Lift	12/2	75,350.5	150,701	FY17	MDT (5311)	RTS
110	2008	Ford Crown Vic	2FAFP72V78X143263	None	5 road supervisor	24,463	146,783	FY13	NONE	MV
3675	2011	Chevy 3500 (STP Funds)	1GB3G2BG8B1144718	Lift	8/2	46,963	140,890	FY16	MDT (5316)	RTS
3674	2011	Chevy 3500 (STP Funds)	1GB3G2BG8B1143021	Lift	8/2	48,333	145,001	FY16	MDT (5316)	RTS
3673	2011	Chevy 3500 (STP Funds)	1GB3G2BG5B1146863	Lift	8/2	50,941	152,823	FY16	MDT (5316)	RTS
3672	2011	Chevy 3500 (STP Funds)	1GB3G2BG8B114855	Lift	8/2	56,400	169,201	FY16	MDT (5316)	RTS
3671	2011	Chevy 3500 (STP Funds)	1GB3G2BG1B1143510	Lift	8/2	49,321	147,963	FY16	MDT (5316)	RTS
3626	2010	Chevy 3500 (STP Funds)	1GB6G2AG3A1160922	Lift	8/2	51,653	206,612	FY15	MDT (5310)	RTS
3625	2010	Chevy 3500 (STP Funds)	1GB6G2AG4A1161223	Lift	8/2	42,180.5	168,722	FY15	MDT (5310)	RTS
3624	2010	Chevy 3500 (STP Funds)	1GB3G2BG4B1111568	Lift	8/2	53,662	214,651	FY15	MDT (5310)	RTS
3623	2010	Chevy 3500 (STP Funds)	1GB6G2AG5A1160694	Lift	8/2	43,577	174,308	FY15	MDT (5310)	RTS
3618	2010	Chevy 3500 (STP Funds)	1GB6G2AG6A1147226	Lift	8/2	49,600	198,403	FY15	MDT (5310)	RTS
3164	2007	Chevy 3500	1GBJG31U471134134	Lift	8/2	37,648	263,541	FY12	MDT (5310)	MV
3499	2009	Chevy 3500 (5310)	1GBJG31K391168177	Lift	8/2	50,386	251,934	FY14	MDT (5310)	RTS
3219	2010	Chevy 3500 (ARRA Funds)	1GBJG31K091173174	Lift	8/2	47,223	188,895	FY15	MDT (5316)	Alachua
3218	2010	Chevy 3500 (ARRA Funds)	1GBJG31KX91174171	Lift	8/2	56,560	226,401	FY15	MDT (5316)	Alachua
3217	2010	Chevy 3500 (ARRA Funds)	1GBJG31K091174115	Lift	8/2	55,912	223,648	FY15	MDT (5316)	Alachua

3216	2010	Chevy 3500 (ARRA Funds)	1GBJG31K591173722	Lift	8/2	48,312	193,250	FY15	MDT (5316)	Alachua
3215	2010	Chevy 3500 (ARRA Funds)	1GBJG31K491171525	Lift	8/2	50,654	202,616	FY15	MDT (5316)	Alachua
3214	2010	Chevy 3500 (5310)	1GBJG31K491173520	Lift	8/2	51,741	206,965	FY15	MDT (5310)	RTS
3894	2014	Chevy 3500 (5317)	1GB3G2BG2E1120192	Lift	8/2	51,024	51,024	FY19	MDT (5317)	RTS
3212	2007	Chevy 3500 (STP Funds)	1GBJG31U271145519	Lift	8/2	46,215	323,509	FY12	MDT (5310)	RTS
3211	2007	Chevy 3500 (STP Funds)	1GBJG31U871145380	Lift	8/2	40,957	286,702	FY12	MDT (5310)	RTS
3208*	2007	Chevy 3208 (STP Funds)	1GBJG31U171145012	Lift	8/2	43,027	301,189	FY12	MDT (5310)	RTS
3162	2006	Ford E350	1FDWE35L56DA13732	Lift	8/2	22,953	183,627	FY11	MDT (5316)	MV
3148	2006	Ford E350 - (5310)	1FDWE35L36DA44295	Lift	8/2	28,437	227,501	FY11	MDT (5310)	RTS
103	2002	Impala road sup	2G1WF52E029113026	None	5 road supervisor	25,431	228,879	FY07	NONE	MV
3146	2009	Chevy 3500 (STP funds)	1GBJG31K191142810	Lift	8/2	46,916	234,581	FY14	MDT (5310)	RTS
3145	2009	Chevy 3500 (STP Funds)	1GBJG31K491143143	Lift	8/2	39,640	198,204	FY14	MDT (5310)	RTS
2906	2005	Ford E350	1FDWE35L45HA19415	Lift	9 or 3	32,708	294,373	FY10	MDT (5316)	MV
2905	2005	Ford E350	1FDWE35L45HA19414	Lift	9 or 3	37,707	339,363	FY10	MDT (5316)	MV
302	2003	Ford Braun - 20053	1FTSS34LX3HB72941	Lift	8/2	24,271	266,984	FY08	MDT (5316)	MV
300	2003	FORD E-350 - 20033	1FTSS34L13HB72939	Lift	8/2	24,353	267,891	FY08	MDT (5316)	MV
214	2003	Ford E350 - 31053	1FTSS34L53HA67675	Lift	7/2	25,196	277,156	FY08	MDT (5316)	MV
209	2003	Ford Braun - 20133	1FBSS31L23HA77511	Lift	10/2	22,538	247,921	FY08	MDT (5316)	MV
204	2003	Ford Braun - 20083	1FBSS31L93HA77506	Lift	10/2	22,566	248,236	FY08	MDT (5316)	MV
203	2003	Ford Braun - 20073	1FBSS31L63HA74353	Lift	8/2	26,925	296,178	FY08	MDT (5316)	MV
201	2003	Ford Braun - 20043	1FTSS34L83HB72940	Lift	8/2	24,202	266,226	FY08	MDT (5316)	MV
3721	2012	Ford E450	1FD4E4FS9DDA92974	Lift	12/2	32,445	64,891	FY17	MDT (5316)	MV
3948	2014	Chevy 3500 (5317)	1GB3G2BG7E1197754	Lift	8/2	16,803	16,803	FY19	MDT (5317)	RTS
3770	2014	Ford Braun (Shirley Conroy Grant)	1FD4E4FS1EDA9173/8	Lift	12/2	22,983	22,983	FY19	MDT (5316)	MV

3962	2015	Chevy 3500 (5317)	1GB3G2BG7E1197799	Lift	8/2	1668	1668	FY20	MDT (5317)	RTS
------	------	----------------------	-------------------	------	-----	------	------	------	------------	-----

- (a) Applicants must use this form.
- (b) Identify vehicles to be replaced with this or other grant by placing an asterisk (*) next to the model year. In Exhibit B of the application, provide the name of the lessee or contractor, if applicable.
- (c) For example, Ford 22' bus; Dodge converted van.
- (d) Show FDOT control number AND VIN if bought with grant through FDOT. If bought through other funding, list the complete VIN.
- (e) Include computer hardware and software, copiers, printers, mobile radios, communication systems, etc.
- (f) Identify the grant or other funding source used for purchasing the vehicle/equipment.

NOTE: Applicants may add additional lines to the form. Those requesting replacement vehicles, please identify the year the vehicle(s) were purchased.

Appendix D: Safety Compliance Self Certification



Florida Department of Transportation

**RICK SCOTT
GOVERNOR**

2198 Edison Avenue MS2806
Jacksonville, FL 32204-2730

**ANANTH PRASAD, P.E.
SECRETARY**

Date: July 17, 2013

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

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

Dear Mr. Gonzalez,

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

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

Sincerely,

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

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

www.dot.state.fl.us

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

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

- * Primary Responsibility
- ** Secondary Responsibility



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**Alachua County
Transportation Disadvantaged Coordinating Board**

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

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May 27, 2015

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Appoint Grievance Committee Member

RECOMMENDATION

The Chair needs to appoint a Board member 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. Ms. Alana McKay was appointed to the Board's Grievance Committee. Ms. McKay recently resigned from the Board.

Please do not hesitate to contact me if you have any questions concerning this matter.

\\memos\apptgcmember.docx

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



May 27, 2015

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:

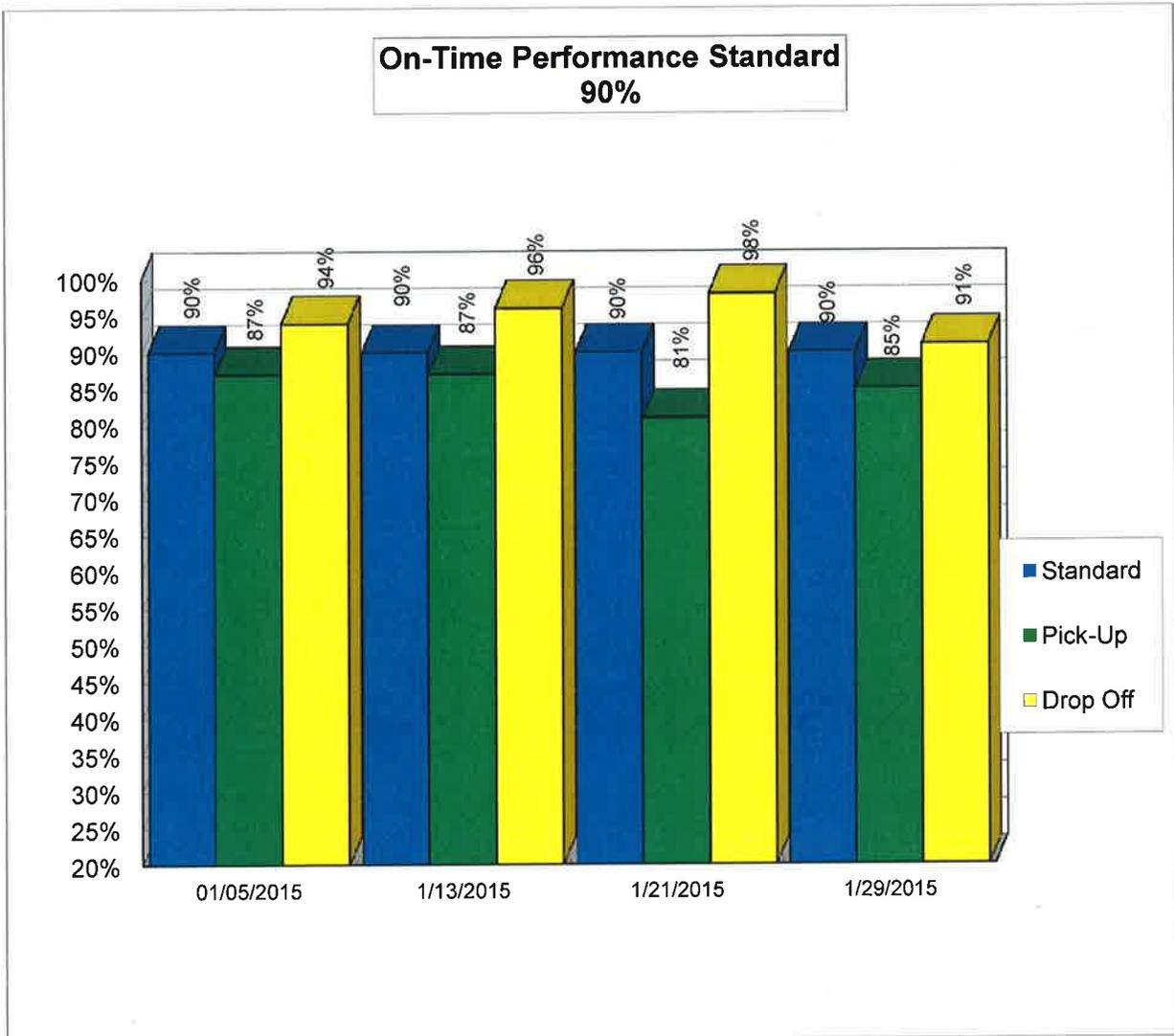
1. Standards Report;
2. MV Transportation Operations Report;
3. Unmet Transportation Needs Report; and
4. Transportation Disadvantaged Program Status Report.

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

Attachments

t:\lynn\td2015\alachua\memos\statjune.docx

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JANUARY 2015**

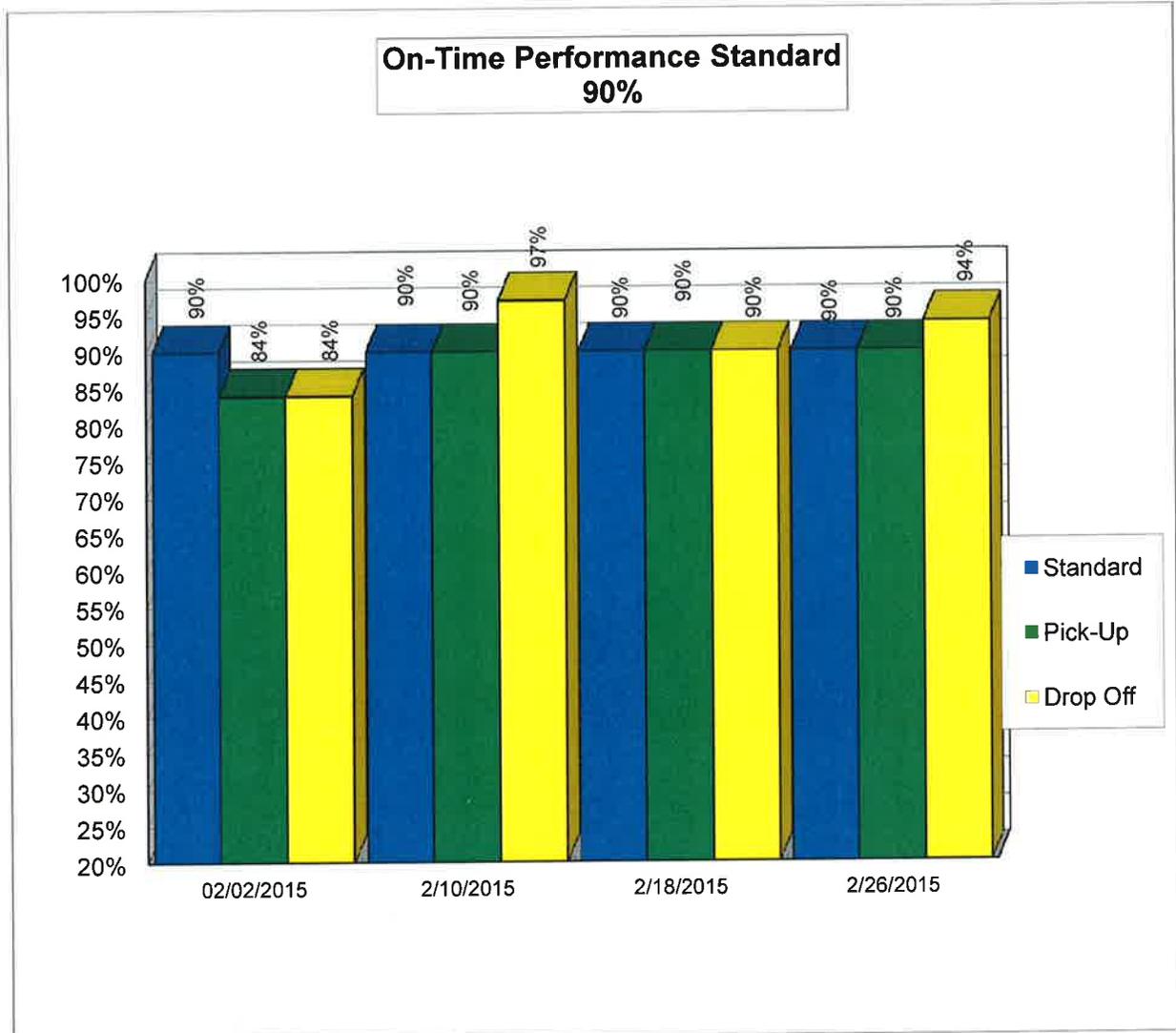


Early/Late Report - Monthly
Div 65 Gainesville, FL

Statistics by iWeb (c) 2008 MV Transportation, Inc. - Last Queried: 03/25/15 03:13:16 PAC

		January 2015 (Early Win: 31 Late Win: 61)																
		Stop Types					Total							Sub Categories				
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
01/02/15	Fri	259	37	0	0	0	0	296	295	1	99.66%	0	52	1	0	0	0	0
01/03/15	Sat	146	18	0	0	0	0	164	160	4	97.56%	0	26	4	0	0	0	0
01/04/15	Sun	41	2	0	0	0	0	43	42	1	97.67%	0	3	0	1	0	0	0
01/05/15	Mon	439	39	0	0	0	0	477	451	26	94.55%	5	57	17	4	2	2	1
01/06/15	Tue	384	49	0	0	0	0	430	427	3	99.30%	2	51	1	0	1	1	0
01/07/15	Wed	473	48	0	0	0	0	521	503	18	96.55%	3	58	11	4	2	1	0
01/08/15	Thu	432	53	0	0	0	0	485	458	27	94.43%	12	59	11	4	6	2	4
01/09/15	Fri	430	54	0	0	0	0	484	475	9	98.14%	3	59	4	2	1	1	1
01/10/15	Sat	172	28	0	0	0	0	195	190	5	97.44%	2	24	1	2	1	0	1
01/11/15	Sun	26	1	0	0	0	0	27	27	0	100.00%	0	3	0	0	0	0	0
01/12/15	Mon	464	58	0	0	0	0	520	497	23	95.58%	4	61	17	2	3	1	0
01/13/15	Tue	405	35	0	0	0	0	440	426	14	96.82%	2	51	7	5	2	0	0
01/14/15	Wed	455	38	0	0	0	0	494	474	20	95.95%	2	55	14	4	2	0	0
01/15/15	Thu	451	38	0	0	0	0	489	473	16	96.73%	1	54	8	7	0	0	1
01/16/15	Fri	352	37	0	0	0	0	389	379	10	97.43%	1	48	7	2	0	0	1
01/17/15	Sat	134	17	0	0	0	0	151	151	0	100.00%	0	30	0	0	0	0	0
01/18/15	Sun	35	3	0	0	0	0	38	38	0	100.00%	0	1	0	0	0	0	0
01/19/15	Mon	235	29	0	0	0	0	264	261	3	98.86%	2	56	1	0	2	0	0
01/20/15	Tue	446	34	0	0	0	0	480	457	23	95.21%	9	58	9	5	6	2	1
01/21/15	Wed	465	41	0	0	0	0	508	501	7	98.62%	0	85	7	0	0	0	0
01/22/15	Thu	486	48	0	0	0	0	529	512	17	96.79%	6	76	8	3	6	0	0
01/23/15	Fri	375	45	0	0	0	0	421	410	11	97.39%	1	50	10	0	0	0	1
01/24/15	Sat	155	18	0	0	0	0	173	173	0	100.00%	0	30	0	0	0	0	0
01/25/15	Sun	24	2	0	0	0	0	26	26	0	100.00%	0	4	0	0	0	0	0
01/26/15	Mon	405	29	0	0	0	0	434	418	16	96.31%	9	57	4	3	7	2	0
01/27/15	Tue	445	34	0	0	0	0	479	451	28	94.15%	8	63	9	11	8	0	0
01/28/15	Wed	466	47	0	0	0	0	508	489	19	96.26%	4	66	11	4	2	2	0
01/29/15	Thu	422	47	0	0	0	0	464	428	36	92.24%	7	62	23	6	4	3	0
01/30/15	Fri	431	37	0	0	0	0	463	440	23	95.03%	12	51	8	3	9	2	1
01/31/15	Sat	129	20	0	0	0	0	149	147	2	98.66%	1	25	0	1	1	0	0
Total:		9,582	959	0	0	0	0	10,541	10,179	362	96.57%	96	1,375	193	73	65	19	12

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, FEBRUARY 2015**

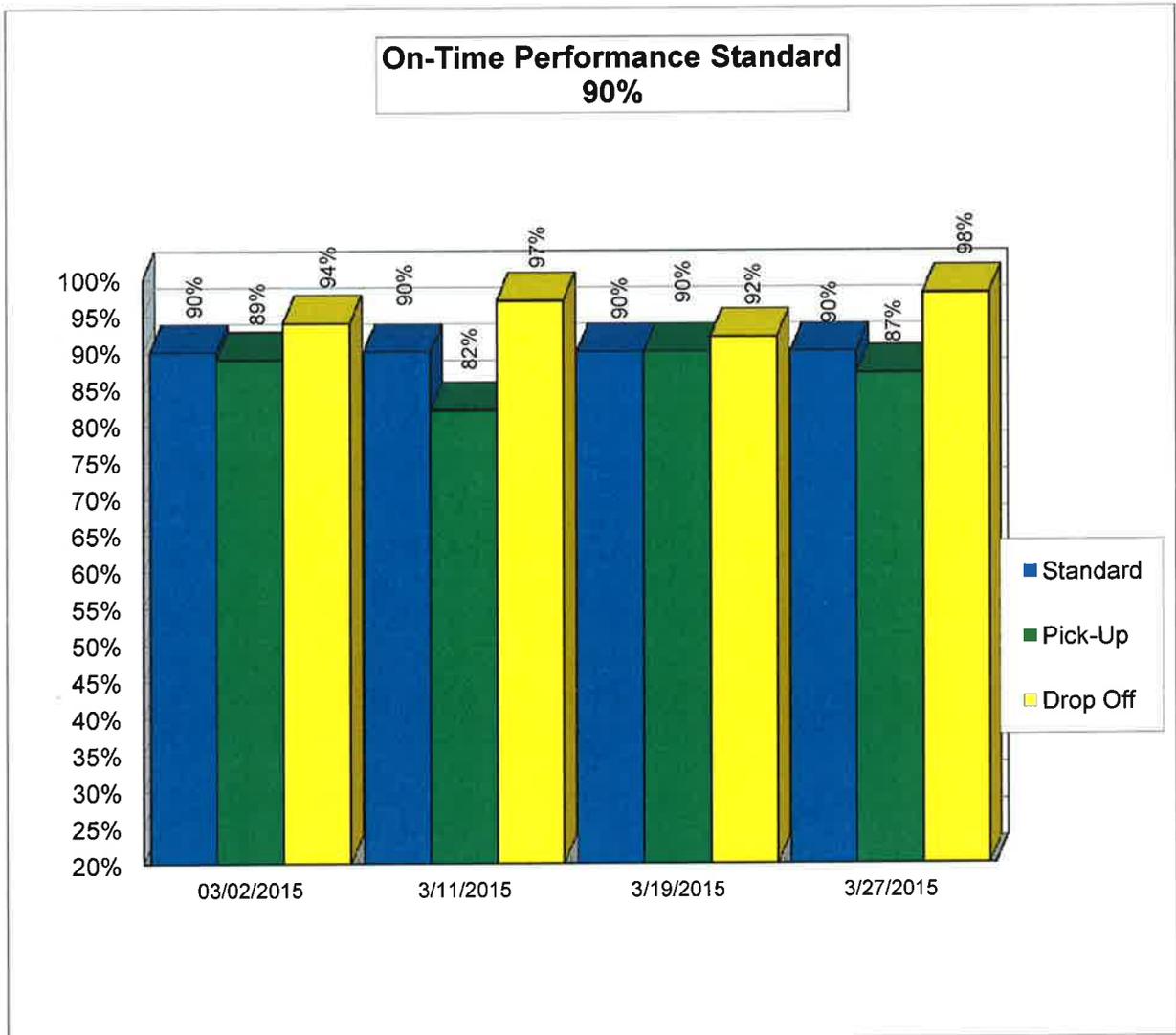


Early/Late Report - Monthly
Div 65 Gainesville, FL

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 03/25/15 03:13:16 PAC

February 2015 (Early Win: 31 Late Win: 61)																			
			Stop Types				Total				Total				Sub Categories				
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+	
02/01/15	Sun	22	4	0	0	0	0	26	25	1	96.15%	0	0	1	0	0	0	0	
02/02/15	Mon	400	37	0	0	0	0	437	428	9	97.94%	1	64	4	4	1	0	0	
02/03/15	Tue	463	36	0	0	0	0	499	482	17	96.59%	4	71	8	5	2	0	2	
02/04/15	Wed	502	51	0	0	0	0	553	535	18	96.75%	6	68	8	4	1	1	4	
02/05/15	Thu	464	40	0	0	0	0	504	475	29	94.25%	5	54	23	1	2	2	1	
02/06/15	Fri	439	55	0	0	0	0	494	446	48	90.28%	28	51	16	4	23	5	0	
02/07/15	Sat	145	28	0	0	0	0	168	165	3	98.21%	0	25	2	1	0	0	0	
02/08/15	Sun	38	1	0	0	0	0	39	39	0	100.00%	0	4	0	0	0	0	0	
02/09/15	Mon	461	53	0	0	0	0	516	501	15	97.09%	3	63	11	1	2	1	0	
02/10/15	Tue	459	50	0	0	0	0	509	494	15	97.05%	1	56	8	6	1	0	0	
02/11/15	Wed	484	48	0	0	0	0	532	517	15	97.18%	3	75	10	2	2	1	0	
02/12/15	Thu	438	45	0	0	0	0	484	446	38	92.15%	16	53	19	3	4	0	12	
02/13/15	Fri	389	49	0	0	0	0	438	410	28	93.61%	20	61	7	1	6	4	10	
02/14/15	Sat	178	22	0	0	0	0	200	196	4	98.00%	0	32	3	1	0	0	0	
02/15/15	Sun	22	4	0	0	0	0	26	26	0	100.00%	0	4	0	0	0	0	0	
02/16/15	Mon	394	40	0	0	0	0	434	424	10	97.70%	2	67	4	4	2	0	0	
02/17/15	Tue	493	45	0	0	0	0	539	504	35	93.51%	7	56	20	8	6	1	0	
02/18/15	Wed	448	59	0	0	0	0	507	495	12	97.63%	3	69	8	1	1	1	1	
02/19/15	Thu	444	39	0	0	0	0	482	464	18	96.27%	2	62	10	6	1	0	1	
02/20/15	Fri	378	43	0	0	0	0	421	416	5	98.81%	2	64	1	2	2	0	0	
02/21/15	Sat	147	27	0	0	0	0	174	172	2	98.85%	0	27	1	1	0	0	0	
02/22/15	Sun	24	4	0	0	0	0	28	27	1	96.43%	0	2	1	0	0	0	0	
02/23/15	Mon	391	57	0	0	0	0	442	429	13	97.06%	4	72	7	2	4	0	0	
02/24/15	Tue	444	39	0	0	0	0	483	462	21	95.65%	1	53	14	6	1	0	0	
02/25/15	Wed	437	50	0	0	0	0	487	458	29	94.05%	8	58	17	4	3	1	4	
02/26/15	Thu	433	48	0	0	0	0	481	454	27	94.39%	3	48	16	8	3	0	0	
02/27/15	Fri	410	46	0	0	0	0	456	436	20	95.61%	7	58	12	1	7	0	0	
02/28/15	Sat	140	16	0	0	0	0	156	155	1	99.36%	1	33	0	0	1	0	0	
Total:		9,487	1,028	0	0	0	0	10,515	10,081	434	95.87%	127	1,351	231	76	75	17	35	

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, MARCH 2015**



Early/Late Report - Monthly
Div 65 Gainesville, FL

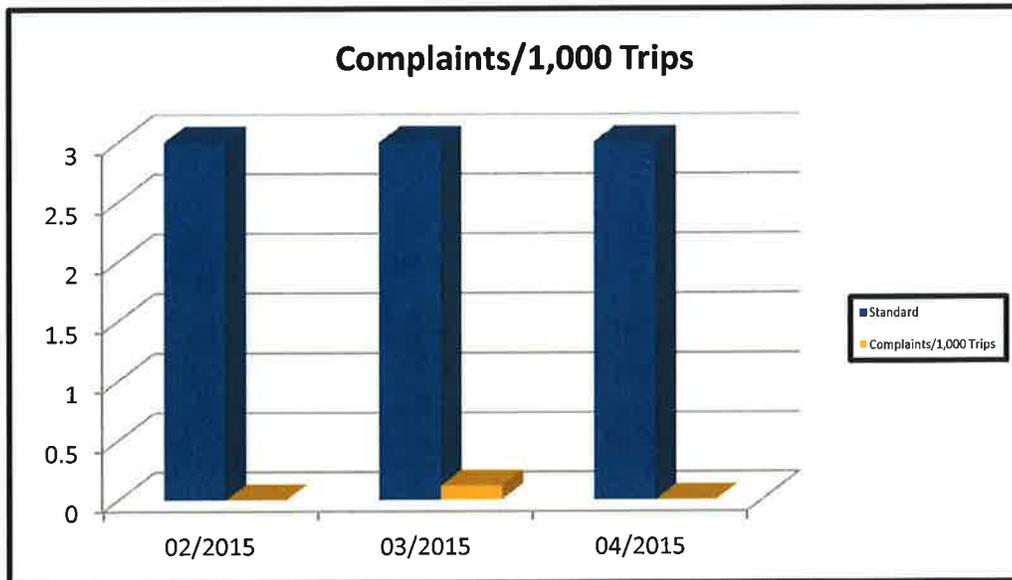
Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 04/14/15 02:51:51 PAC

March 2015 (Early Win: 31 Late Win: 61)																			
Stop Types						Total				Sub Categories									
Date	DoW	Trips	NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+	
03/01/15	Sun	30	6	0	0	0	0	36	36	0	100.00%	0	5	0	0	0	0	0	
03/02/15	Mon	370	43	0	0	0	0	413	390	23	94.43%	8	44	12	3	4	3	1	
03/03/15	Tue	434	36	0	0	0	0	470	448	22	95.32%	7	52	12	3	6	1	0	
03/04/15	Wed	443	60	0	0	0	0	503	477	26	94.83%	15	58	9	2	2	6	7	
03/05/15	Thu	410	44	0	0	0	0	454	441	13	97.14%	1	64	7	5	1	0	0	
03/06/15	Fri	454	46	0	0	0	0	500	486	14	97.20%	2	64	9	3	1	0	1	
03/07/15	Sat	158	31	0	0	0	0	189	188	1	99.47%	0	30	0	1	0	0	0	
03/08/15	Sun	27	4	0	0	0	0	31	30	1	96.77%	0	3	0	1	0	0	0	
03/09/15	Mon	448	50	0	0	0	0	498	462	36	92.77%	8	58	20	8	6	1	1	
03/10/15	Tue	468	54	0	0	0	0	522	485	37	92.91%	8	51	22	7	7	0	1	
03/11/15	Wed	454	50	0	0	0	0	504	489	15	97.02%	6	70	6	3	2	1	3	
03/12/15	Thu	509	61	0	0	0	0	570	548	22	96.14%	2	53	13	7	0	1	1	
03/13/15	Fri	383	44	0	0	0	0	427	414	13	96.96%	8	45	5	0	3	2	3	
03/14/15	Sat	134	18	0	0	0	0	152	145	7	95.39%	2	28	4	1	2	0	0	
03/15/15	Sun	25	3	0	0	0	0	28	28	0	100.00%	0	2	0	0	0	0	0	
03/16/15	Mon	443	48	0	0	0	0	491	472	19	96.13%	7	58	8	4	5	2	0	
03/17/15	Tue	437	56	0	0	0	0	493	460	33	93.31%	9	68	18	6	7	2	0	
03/18/15	Wed	454	36	0	0	0	0	490	473	17	96.53%	4	63	6	7	1	0	3	
03/19/15	Thu	462	38	0	0	0	0	500	465	35	93.00%	15	66	18	2	8	5	2	
03/20/15	Fri	396	37	0	0	0	0	433	408	25	94.23%	11	50	8	6	5	0	6	
03/21/15	Sat	143	16	0	0	0	0	159	157	2	98.74%	0	28	1	1	0	0	0	
03/22/15	Sun	31	3	0	0	0	0	34	34	0	100.00%	0	2	0	0	0	0	0	
03/23/15	Mon	373	43	0	0	0	0	416	407	9	97.84%	1	48	7	1	1	0	0	
03/24/15	Tue	402	45	0	0	0	0	447	443	4	99.11%	1	80	3	0	1	0	0	
03/25/15	Wed	388	37	0	0	0	0	420	417	3	99.29%	0	72	3	0	0	0	0	
03/26/15	Thu	368	61	0	0	0	0	429	423	6	98.60%	1	53	4	1	1	0	0	
03/27/15	Fri	307	29	0	0	0	0	336	329	7	97.92%	3	66	4	0	1	2	0	
03/28/15	Sat	127	26	0	0	0	0	153	150	3	98.04%	1	41	1	1	1	0	0	
03/29/15	Sun	28	3	0	0	0	0	31	29	2	93.55%	0	4	1	1	0	0	0	
03/30/15	Mon	381	33	0	0	0	0	414	407	7	98.31%	3	59	3	1	2	1	0	
03/31/15	Tue	406	30	0	0	0	0	436	431	5	98.85%	0	66	4	1	0	0	0	
Total:		9,893	1,086	0	0	0	0	10,979	10,572	407	96.29%	123	1,450	208	76	67	27	29	

TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) STANDARDS

ALACHUA COUNTY, FEBRUARY 2015 - APRIL 2015

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
02/2015	3	0
03/2015	3	0.12
04/2015	3	0



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

TYPE OF COMPLAINT	7/14	8/14	9/14	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15	6/15
Late Drop-Off	1	1	5	6	4	0	0	0	1	0		
Pick-Up before Window Opens	0	0	0	0	0	0	0	0	0	0		
Late Return Pick-Up	0	0	4	3	2	0	0	0	0	0		
Ride Time Exceeded Standards	0	0	0	0	0	0	0	0	0	0		
Can't Get Through by Telephone	0	0	0	0	0	0	0	0	0	0		
On Hold for Excessive Periods of Time	0	0	2	0	0	0	0	0	0	0		
Phone System Problems	0	0	0	1	0	0	0	0	0	0		
Sunday Reservations	0	0	0	0	0	0	0	0	0	0		
Trip Denial	0	0	0	0	0	0	0	0	0	0		
Driver Training	0	0	0	0	0	0	0	0	0	0		
Driver Behavior	1	1	1	0	1	0	0	0	0	0		
No Passenger Assistance Provided	0	0	0	0	0	0	0	0	0	0		
No Driver ID	0	0	0	0	0	0	0	0	0	0		
Dispatcher Behavior	1	0	2	1	1	0	0	0	0	0		
Reservationist Behavior	1	0	0	0	0	0	0	0	0	0		
Unsafe Driving	0	0	0	0	0	0	0	0	0	0		
No Show by Driver	0	0	0	1	2	0	0	0	0	0		
Reservations/Scheduling	0	0	0	0	1	0	0	0	0	0		
Reservations	0	0	0	0	0	0	0	0	0	0		
Air Conditioning not Working	0	0	0	0	0	0	0	0	0	0		
Wheelchair/Scooter Securement	0	0	0	0	0	0	0	0	0	0		
Passenger Behavior	0	0	0	0	0	0	0	0	0	0		
No Show by Passenger	0	0	0	0	0	0	0	0	0	0		
Customer Service	0	0	1	0	0	0	0	0	0	0		
Safety	0	0	0	1	0	0	0	0	0	0		
Trip Cancelled, Ride Came Anyway	0	0	0	0	0	0	0	0	0	0		
Wheelchair Lift Not Working Properly	0	0	0	0	0	0	0	0	0	0		
Charged Wrong Passenger Fare	0	0	0	0	0	0	0	0	0	0		
Vehicle Condition	0	0	0	0	1	0	0	0	0	0		
MV Staff Availability	0	0	1	0	0	0	0	0	0	0		
Dropped Off at Wrong Location	0	0	0	0	1	0	0	0	0	0		
Improper Passenger Assistance	0	0	0	0	0	0	0	0	0	0		
Did Not Process TD Eligibility Application	0	0	0	0	0	0	0	0	0	0		
Other	0	1	1	0	0	0	0	0	0	0		
TOTAL	4	3	17	13	13	0	0	0	1	0	0	0
TRIPS	8,310	8,292	9,179	9,555	7,812	7,616	8,542	8,332	8,625	9,023		
COMPLAINTS/1,000 TRIPS	0.48	0.36	1.85	1.36	1.66	0.00	0.00	0.00	0.12	0.00	#DIV/0!	#DIV/0!
Number of Individuals Submitting Complaints	2	1	5	6	8	0	0	0	1	0		
RTS	1	1	3	0	7	0	0	0	1	0		
CIL	0	0	1	0	0	0	0	0	0	0		
Foster Grandparents	0	0	0	0	0	0	0	0	0	0		
NCFRPC	0	0	1	6	2	0	0	0	0	0		
COMMENDATIONS	0	0	5	0	0	1	0	0	0	0	1	

TD Helpline Report (1/1/2014 - 2/31/2014)

Quality of Service

File # 20142

Intake Date 25-Aug-14

Close Date 25-Aug-14

CUSTOMER

The customer stated the following:

This morning I received a letter in the mail by client seeking a follow-up on her August 18, 2014 event with a driver from Allied

OMBUDSMAN

The Ombudsman reported the following:

The Ombudsman forwarded the concern to the provider for investigation, findings, and action taken.

CTC

The CTC reported the following findings / actions:

None requested.

FOLLOW UP

The Ombudsman reported the following actions:

Alachua

Quality of Service

File # 20094

Intake Date 27-Feb-14

Close Date 27-Feb-14

CUSTOMER

The customer stated the following:

I received a call earlier today by Customer from Gainesville, on behalf of her brother, Customer. Customer is seeking assistance on transporting Brother to Fresenius Medical Care in Gainesville, FL. The issue is Customer needs to be transported in a stretc

OMBUDSMAN

The Ombudsman reported the following:

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

CTC

The CTC reported the following findings / actions:

We are aware of this issue. All of the passengers we transport in stretchers are under Medicaid. Stretcher service is only covered under Medicaid. We ran his Medicaid and it does not cover transportation.

TD only allows 3 one-ways stretcher trips a mon

FOLLOW UP

The Ombudsman reported the following actions:

Alachua

Quality of Service

File # 20130

Intake Date 08-Aug-14
Close Date 08-Aug-14

CUSTOMER

The customer stated the following:

Customer has been waiting on hold for aover 45 minutes to communicate with TMS.

OMBUDSMAN

The Ombudsman reported the following:

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

CTC

The CTC reported the following findings / actions:

Will have personnel contact customer

FOLLOW UP

The Ombudsman reported the following actions:

Brevard

Quality of Service

File # 20073

Intake Date 11-Feb-14
Close Date 11-Feb-14

CUSTOMER

The customer stated the following:

Customer attempting to schedule transportation to her doctor's appointment, Friday Feb. 14, 2014 at 11:00am (destination: Orange County, city Orlando). Customer states that she contacted LYNX / Central Florida Regional Transportation Authority, but they w

OMBUDSMAN

The Ombudsman reported the following:

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

CTC

The CTC reported the following findings / actions:

The caller is not a registered user of our system. If she will complete an eligibility application and is found eligible for Medicaid NET, we will be happy to accommodate her request for service.

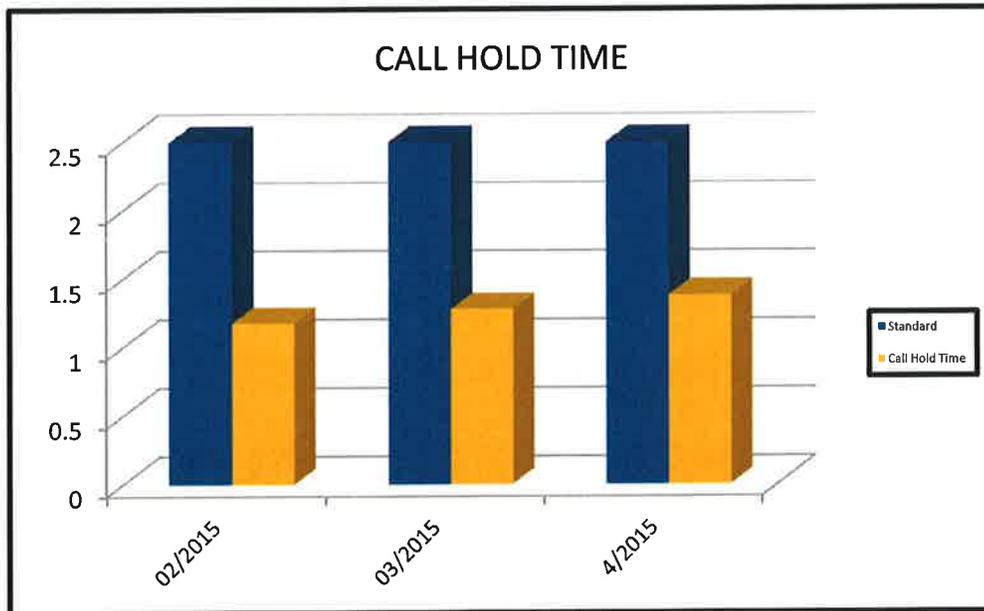
I will have staff contact the caller to discuss.

FOLLOW UP

The Ombudsman reported the following actions:

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, FEBRUARY 2015 - APRIL 2015**

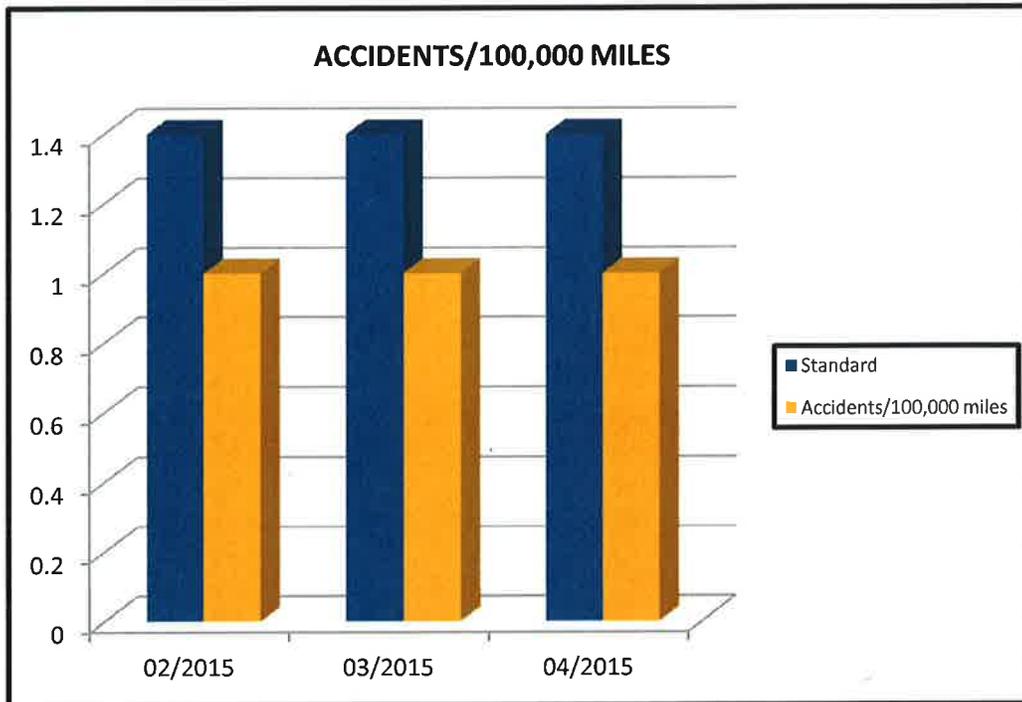
MONTH	STANDARD	CALL HOLD TIME
02/2015	2.5	1.18
03/2015	2.5	1.28
4/2015	2.5	1.38



**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS**

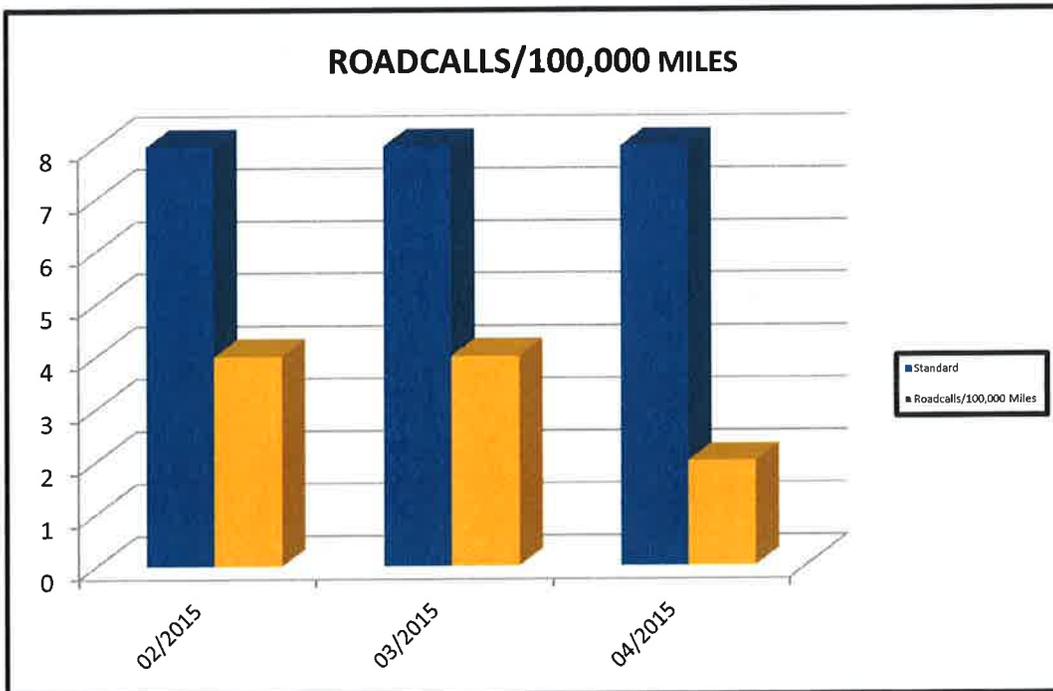
ALACHUA COUNTY FEBRUARY 2015 - APRIL 2015

MONTH	STANDARD	ACCIDENTS/100,000 MILES
02/2015	1.4	1
03/2015	1.4	1
04/2015	1.4	1



**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, FEBRUARY 2015 - APRIL 2015**

MONTH	STANDARD	ROADCALLS/100,000 MILES
02/2015	8	4
03/2015	8	4
04/2015	8	2



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	9,515	7,812	7,542	8,456	8,149	8,553	9,025	0	0
FCTD Medicaid	964	545	457	515	419	418	436	382	0	0		
HMO Medicaid (Access to Care)	767	895	1,805	1,660	1,511	912	1,593	1,423	1,792	2,052		
HMO Medicaid (MTM)				0	0	0	0	0	135	215		
TD Trust Fund Alachua	1,507	1,528	1,534	1,463	1,472	1,405	1,535	1,559	1,558	1,486		
ADA	4,379	4,450	4,438	4,869	3,810	4,079	4,100	4,118	4,369	4,427		
NFG - 5317	119	104	129	126	110	150	0	0	0	0		
CICO - 5311	123	146	163	220	91	157	0	0	49	114		
E&D 5310				0	0	0	241	117	142	119		
County of Alachua, FGPA, RSVP	411	569	591	602	297	317	501	510	470	578		
Elder Care	40	27	42	60	53	104	50	40	38	34		
Bus Passes TD	0	0	0	0	0	0	0	0	0	0		
Purchased Transportation												
FCTD Medicaid	\$ 45,603.42	\$ 45,603.42	\$ 45,603.42	\$ 16,809.76	\$ 18,636.00	\$ 18,636.00	\$ 18,636.00	\$ 18,636.00	\$ 0.00	\$ 0.00		
HMO Medicaid (Access to Care)	\$ 26,418.79	\$ 30,850.61	\$ 59,045.47	\$ 54,977.11	\$ 54,088.95	\$ 32,115.90	\$ 45,278.51	43,988	45,997	52,296		
HMO Medicaid (MTM)				\$ -	\$ -	\$ -	\$ -	0	\$ 2,750.96	\$ 4,056.86		
TD Trust Fund Alachua	\$ 56,058.79	\$ 55,756.65	\$ 55,756.51	\$ 55,757.82	\$ 54,972.84	\$ 53,515.26	\$ 52,611.15	\$ 52,842.21	\$ 52,315.47	\$ 50,205.61		
ADA	\$ 116,473.93	\$ 118,302.91	\$ 118,198.27	\$ 133,814.02	\$ 105,094.95	\$ 112,248.57	\$ 112,304.15	\$ 112,900.69	\$ 120,125.47	\$ 121,939.26		
NFG - 5317	\$ 3,160.20	\$ 2,754.42	\$ 3,396.58	\$ 3,482.73	\$ 3,070.95	\$ 4,098.15	\$ -	\$ -	\$ -	\$ -		
CICO - 5311	\$ 3,170.72	\$ 3,870.65	\$ 4,361.29	\$ 6,645.84	\$ 2,712.95	\$ 4,511.60	\$ -	\$ -	\$ -	\$ -		
E&D 5310				\$ -	\$ -	\$ -	\$ 6,522.33	\$ 3,282.83	\$ 3,821.16	\$ 3,298.57		
County of Alachua, FGPA, RSVP	\$ 15,661.70	\$ 18,782.37	\$ 18,708.75	\$ 20,933.28	\$ 10,130.67	\$ 10,812.87	\$ 18,020.25	\$ 18,194.22	\$ 17,184.54	\$ 20,580.21		
Elder Care	\$ 1,364.00	\$ 920.70	\$ 1,432.20	\$ 2,046.00	\$ 1,807.30	\$ 3,546.40	\$ 1,782.00	\$ 1,425.60	\$ 1,354.32	\$ 1,211.76		
Bus Passes Total MED and TD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Dollars Invoiced	\$ 267,911.30	\$ 276,841.73	\$ 306,502.49	\$ 294,466.56	\$ 250,514.61	\$ 239,484.75	\$ 255,154.39	\$ 221,269.72	\$ 245,321.44	\$ 257,241.77		
Total Expenses	\$ 241,184.00	\$ 242,097.00	\$ 254,037.73	\$ 276,189.00	\$ 235,937.00	\$ 264,219.00	\$ 223,036.00	\$ 221,570.00	\$ 236,478.00	\$ 227,392.00		
Average Cost Per Trip	\$ 29.02	\$ 29.30	\$ 27.68	\$ 29.03	\$ 30.20	\$ 35.03	\$ 26.38	\$ 27.19	\$ 27.65	\$ 25.20	#DIV/0!	#DIV/0!
Total Vehicle Miles	122,485	124,973	131,078	112,713	109,529	116,048	114,520	111,336	114,725	118,250		
Total Vehicle Hours	5,364	6,716	6,000	7,430	5,271	5,964	5,661	6,472	7,004	7,235		
Avg Miles per Trip	15	15	14	12	14	15	14	14	13	13	#DIV/0!	#DIV/0!
Avg Cost Per Mile	\$1.97	\$1.94	\$1.94	\$2.45	\$2.15	\$2.28	\$1.95	\$1.99	\$2.06	\$1.92	#DIV/0!	#DIV/0!
Avg Cost Per Hour	\$44.96	\$36.05	\$42.34	\$37.17	\$44.76	\$44.30	\$39.40	\$34.24	\$33.76	\$31.43	#DIV/0!	#DIV/0!
Number of No Shows	525	619	581	631	576	650	525	544	639	655		
Number Trips Denied	0											
No Accidents	0	1	2	1	1	0	0	1	1	1		
No RoadCalls	4	5	3	4	5	2	2	4	4	2		
Telephone Calls Rec'd	9,988	13,079	15,477	5,931	11,416	6,081	10,209	15,231	17,093	17,255		
Avg. Telephone On-Hold Time	1.3	1.23	1.25	1.2	1.12	1.11	1.15	1.18	1.28	1.38		

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS**

JANUARY_2015

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

FEBRUARY_2015

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

MARCH_2015

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

*Medicaid contract ended on February 28, 2015
No more Medicaid applications are received.

APRIL_2015

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

*Medicaid contract ended on February 28, 2015
No more Medicaid applications are received.

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	\$48,087.01	\$2,097.99	\$453,769.32	\$53,430.01	1,459	\$ 36.62
Oct-13	-	\$50,185.00	\$47,781.09	\$2,403.91	\$405,988.23	\$53,090.10	1,377	\$ 38.55
Nov-13	-	\$50,185.00	\$49,475.56	\$709.44	\$356,512.67	\$54,972.84	1,472	\$ 37.35
Dec-13	-	\$50,185.00	\$48,163.73	\$2,021.27	\$308,348.94	\$53,515.26	1,405	\$ 38.09
Jan-15	-	\$50,185.00	\$52,611.15	-\$2,426.15	\$255,737.79	\$58,456.83	1,535	\$ 38.08
Feb-15	-	\$50,185.00	\$52,842.21	-\$2,657.21	\$202,895.58	\$58,713.57	1,559	\$ 37.66
Mar-15	-	\$50,185.00	\$52,315.47	-\$2,130.47	\$150,580.11	\$58,128.30	1,558	\$ 37.31
Apr-15	-	\$50,185.00	\$50,205.61	-\$20.61	\$100,374.50	\$55,784.01	1,486	\$ 37.54
May-15	-	\$50,185.00		\$50,185.00	\$100,374.50			#DIV/0!
Jun-15	-	\$50,185.00		\$50,185.00	\$100,374.50			#DIV/0!
TOTAL	-	\$602,490.00	\$502,115.50	\$100,374.50	\$100,374.50	\$557,906.11	14,886	\$ 37.48

TRANSPORTATION DISADVANTAGED PROGRAM STATUS REPORT	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Transportation Disadvantaged Program Eligibility Applications Approved	26	16	24	28	20	19
Transportation Disadvantaged Program Eligibility Applications Denied	0	0	0	0	0	0
Transportation Disadvantaged Program Bus Pass Applications Received	0	0	0	0	0	0
Number of Bus Passes sponsored by the TDTF	0	0	0	0	0	0
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A	N/A	N/A	N/A
Applicants between 100% and 200% of the Federal Poverty Level	N/A	N/A	N/A	N/A	N/A	N/A
Applicants between 200% and 300% of the Federal Poverty Level	N/A	N/A	N/A	N/A	N/A	N/A
Applicants above 300% of the Federal Poverty Level (denied eligibility)	N/A	N/A	N/A	N/A	N/A	N/A
Number of Transportation Disadvantaged Program sponsored trips that can be provided daily	54	54	54	54	54	54
Average Number of Transportaion Disadvantaged Sponsored Trips Performed Daily	48	47	55	62	60	63
Transportation Disadvantaged Trip Priorities Used (Yes or No)	No	No	No	No	No	No
Number of Dialysis Saturday Trips Provided	68	73	78	65	61	57
Number of Other Saturday Trips Provided	37	27	31	32	38	37
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0	0	0	0

ATTENDANCE RECORD

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	6/11/2014	9/10/2014	11/5/2014	2/4/15
Chair	Commissioner Craig Carter		P	P	P
Florida Department of Transportation	Janell Damato	P	P	P	P
Alternate Member	Sandra Collins	A	A	A	A
Florida Department of Children and Families	John Wisker		P	P	P
Alternate Member	Louella Teague	A	A	A	A
Agency for Health Care Administration	Andrew Singer	A	A	A	P
Alternate Member	(Vacant)				
Florida Department of Education	Lydia Bush	A	A	A	A
Alternate Member	Jeff Aboumrad	P	P	P	P
Public Education	Dr. Harrell Harrison	A	A	A	A
Alternate Member	David Deas	A	A	A	A
Citizen Advocate	James East				
Alternate Member	(Vacant)				
Citizen Advocate-User	Earther Wright	P	A	P	P
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	A
Alternate Member	Sharon Curtis				
Florida Association for Community Action	Monique Harrison	A	P	A	A
Alternate Member	Charles J. Harris	A	A	A	A
Florida Department of Elder Affairs	Jeff Lee	P	P	P	P
Alternate Member	(Vacant)				
Children at Risk	Elliene Chisholm	A	A	P	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."