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November 2, 2016

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

The Alachua County Transportation Disadvantaged Coordinating Board will meet November 9, 2016 at 10:00 a.m. in the Jack Durrance Auditorium located in the Alachua County Administration Building 12 S.E. 1st Street, City of Gainesville. All Board members are encouraged to attend this meeting.

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

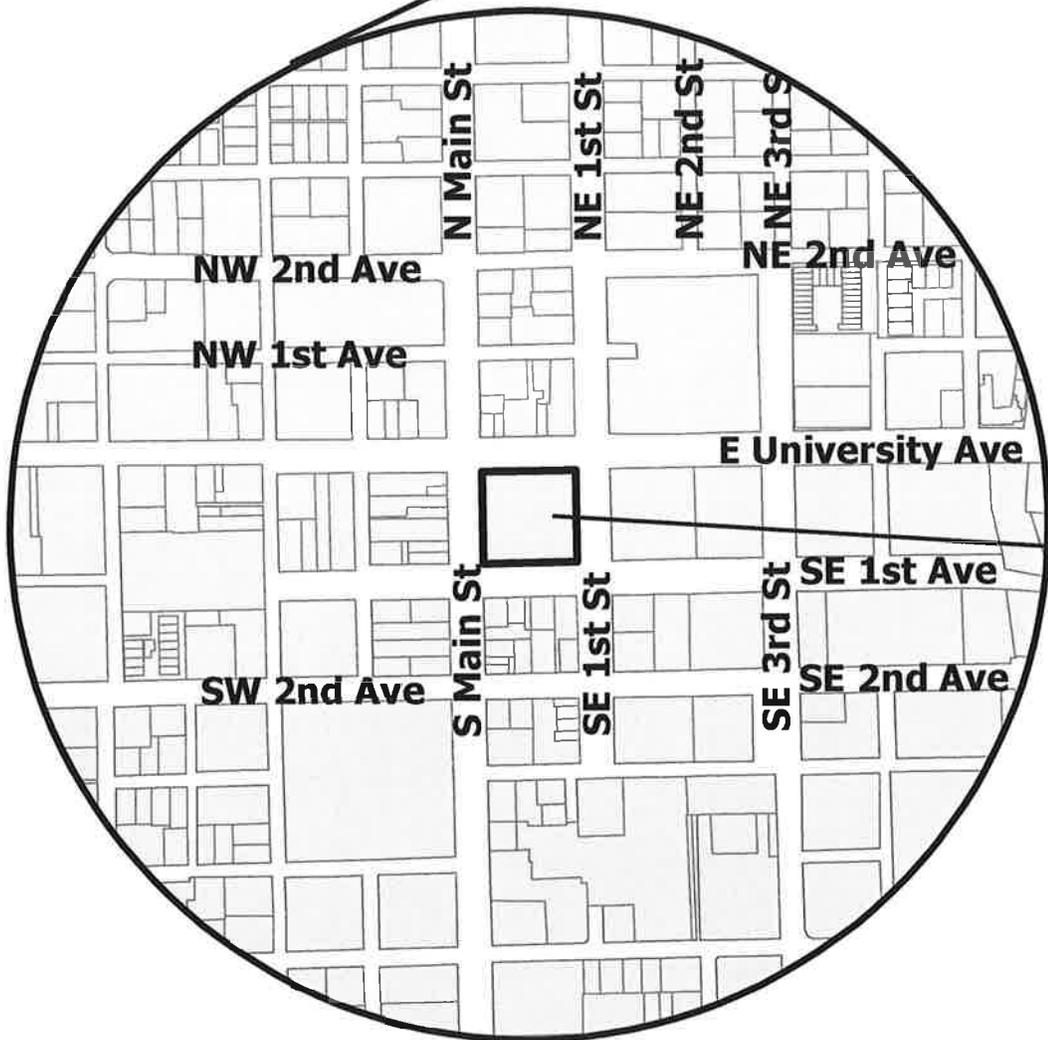
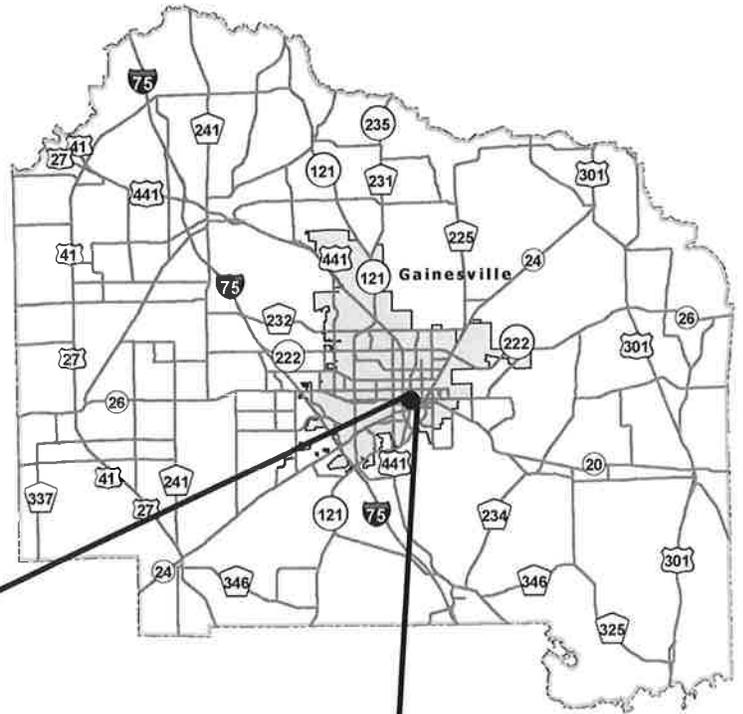
Attachments

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Alachua County Administration Building

12 Southeast 1st Street
Gainesville, FL 32601

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



1 inch = 500 feet

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**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

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

Wednesday
November 9, 2016
10:00 a.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the September 14, 2016
Minutes**

Page 7

ACTION REQUIRED

II. UNFINISHED BUSINESS

A. List of Priority Projects

Page 13

ACTION REQUIRED

The Board needs to discuss recommending sidewalk projects for inclusion in the List of Priority Projects

III. NEW BUSINESS

A. Annual Performance Evaluation

Page 17

ACTION REQUIRED

The Board needs to review and approve MV Transportation, Inc.'s annual performance evaluation

B. MV Transportation Operations Reports

Page 53

NO ACTION REQUIRED

MV Transportation staff will present service operation highlights

IV. OTHER BUSINESS

A. Comments

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

V. FUTURE MEETING DATES

- A. February 8, 2017 at 10:00 a.m.**
- B. May 10, 2017 at 10:00 a.m.**
- C. September 6, 2017 at 10:00 a.m.**
- D. November 8, 2017 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
Vacant 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
Dewece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Linda Tatum Regional Workforce Board	Vacant Regional Workforce Board
Charles J. Harris Florida Association for Community Action (Term ending June 30, 2017)	Tiffany McKenzie Florida Association for Community Action (Term ending June 30, 2017)
James H. Speer, Jr. Public Education	David Dees Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2017)	Vacant Veterans (Term ending June 30, 2017)
James East Citizen Advocate Grievance Committee Member (Term ending June 30, 2018)	Paul Selvy Citizen Advocate (Term ending June 30, 2018)
Earther Wright Citizen Advocate - User Grievance Committee Member (Term ending June 30, 2018)	Vacant Citizen Advocate - User (Term ending June 30, 2018)
Christine Eason Louton Persons with Disabilities Grievance Committee Member (Term ending June 30, 2018)	Sharon Curtis Persons with Disabilities (Term ending June 30, 2018)
Dr. Maurice Levy Elderly (Term ending June 30, 2017)	Vacant Elderly (Term ending June 30, 2017)
Vacant Medical Community (Term ending June 30, 2019)	Vacant Medical Community (Term ending June 30, 2019)
Trisha Nieves Children at Risk (Term ending June 30, 2019)	Vacant Children at Risk (Term ending June 30, 2019)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Lisa Hogan Private Transportation Industry (Term ending June 30, 2019)	Vacant Private Transportation Industry (Term ending June 30, 2019)

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

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

Jack Durrance Auditorium
Alachua County Administration Bldg.
Gainesville, Florida

Wednesday
September 14, 2016
10:00 a.m.

VOTING MEMBERS PRESENT

Commissioner Craig Carter, Chair
Millie Crawford representing Jesus Gomez, Mass Transit Representative
Janell Damato, Florida Department of Transportation Representative
James East, Citizen Advocate
Charles J. Harris, Community Action Agency Representative
Lisa Hogan, Private Transit Industry Representative
Jeff Lee, Florida Department of Elder Affairs Representative, Vice-Chair
Dr. Maurice Levy, Elderly Representative
Christine Eason Louton, Persons with Disabilities Representative
Dewece Ogden, Florida Agency for Health Care Administration- Medicaid
Earther Wright, Citizen Advocate

VOTING MEMBERS ABSENT

Jeff Aboumrad, Florida Department of Education Representative
Trisha Nieves, Children at Risk Representative
Linda Tatum, Regional Workforce Development Board
John Wisker, Florida Department of Children and Families

OTHERS PRESENT

Wesley Adams, MV Transportation, Inc.
Ed Griffin, MV Transportation, Inc.
Spencer Morton
Jesse Pete
Marsha Rivera, MV Transportation, Inc.

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 the Board members to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Maurice Levy moved to approve the meeting agenda with the addition of a discussion of increased bus service and sidewalks as agenda item II. H. Earther Wright seconded; motion passed unanimously.

C. Approval of the May 11, 2016 Minutes

ACTION: Millie Crawford moved to approve the May 11, 2016 meeting minutes. Lisa Hogan seconded; motion passed unanimously.

II. NEW BUSINESS

A. Mobility Enhancement Grant Project

Ms. Lynn Godfrey, Metropolitan Transportation Planning Organization Senior Planner, stated that the 2016 Florida Legislature authorized \$1,750,000 of non-recurring funds to be competitively awarded by the Florida Commission for the Transportation Disadvantaged through a Mobility Enhancement Grant Program. She said MV Transportation, Inc. was one of five applicants to be awarded Mobility Enhancement Grant funds from the Florida Commission for the Transportation Disadvantaged.

Mr. Ed Griffin, MV Transportation General Manager discussed the discussed how MV Transportation will partner with GRACE Martketplace and the City of Gainesville to provide 31-day reduced fare bus passes to the homeless population residing in Gainesville.

B. Rural Area Capital Assistance Program Grant Application

Mr. Griffin discussed MV Transportation's Rural Area Capital Assistance Program Grant application.

ACTION: Christine Eason Louton moved to approve MV Transportation's 2016/17 Rural Area Capital Assistance Program Grant Application. James East seconded; motion passed unanimously.

C. Bylaws

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She discussed recommended changes to the Bylaws for the Board to consider.

The Board reviewed the Bylaws.

ACTION: Maurice Levy moved to approve the Bylaws. Lisa Hogan seconded;

Millie Crawford offered an amendment to the motion to change the recommended language in Section G. Meetings, Subsections (1), (3) and (4) to “Business meetings of the Board may be called, rescheduled, postponed or cancelled at the discretion of the Chair.”

Maurice Levy and Lisa Hogan agreed to allow the amendment to the motion.

James East called the question.

motion passed unanimously.

D. Grievance Procedures

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She discussed one recommended change to the Grievance Procedures.

The Board reviewed the Grievance Procedures.

ACTION: Millie Crawford moved to approve the Grievance Procedures with the following change to Section G. Meetings, Subsection (1): “Meetings may be called, rescheduled, postponed or cancelled at the discretion of the Chair.” Maurice Levy seconded; motion passed unanimously.

E. Elect Vice-Chair

Ms. Godfrey stated that the Board needs to re-elect Jeff Lee as Vice-Chair or elect a new Vice-Chair.

ACTION: Maurice Levy moved to re-elect Jeff Lee as Vice-Chair. Millie Crawford seconded; motion passed unanimously.

F. 2015/16 Annual Operations Report

Ms. Marsha Rivera, MV Transportation Accounting Manager, discussed the Annual Operations Report.

Dr. Levy stated that he donated \$3,000 to pay passenger fares for individuals travelling to the Safety Net Medical Clinics. He said he does not see where his donation is reported in the Annual Operations Report.

Ms. Rivera said Dr. Levy's donation was used to assist Safety Net Medical Clinic patients. She said she will make sure the donation is included in the revenue section of the report.

Mr. East asked if staff would provide a copy of the Annual Operations Report in accessible format since it was handed out at the meeting.

G. MV Transportation Presentation/Operations Reports

Mr. Griffin discussed the following activities of MV Transportation:

- Robert Lyons recipient of the 2016 Second Quarter Katherine McClory Award
- Florida Single Audit Act
- Florida Department of Transportation reviews
- ADA Celebration
- Safety Blitz
- Staff BBQ
- Santa Fe College Extra Shuttle
- Hurricane Hermine

H. Increased Bus Service/Sidewalks

Dr. Levy stated that the Coalition for the Homeless purchased a van to provide transportation to the homeless population. He also said the Regional Transit System Route 26 now provides service until 8:00 p.m. He said the Route 26 provides service to Grace Marketplace and Dignity Village.

Dr. Levy also stated that sidewalks are still needed in the medical park behind the North Florida Regional Medical Center. He explained that Safety Net Clinic patients who use the Regional Transit System bus service need a safe way to walk from the bus stop to the clinics.

Ms. Godfrey said she will research what action the Board took regarding this issue and include it on the next meeting agenda.

III. OTHER BUSINESS

A. Members

Millie Crawford stated that the Regional Transit System will be starting a Van Pool Program October 1, 2016. She said the vanpools can be used to get people to work and school. She encouraged the Board members to let people know about this program.

Christine Louton discussed the Four Corners Transportation Associates efforts to increase transportation services in the Melrose area. She said MV Transportation is assisting Santa Fe College with the Extra Shuttle service.

Charles Harris said this is his first meeting as a Board member and is looking forward to serving on the Board.

Chair Carter stated that he invited Alachua County staff to the meeting to get a better understanding of Florida's Transportation Disadvantaged Program and MV Transportation, Inc. He said that, unfortunately, no one from the County is in attendance.

ACTION: James East moved to send a letter to the Alachua County Board of County Commissioners inviting them to a future meeting. Earther Wright seconded; motion passed unanimously.

B. Citizens

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

IV. FUTURE MEETING DATES

Chair Carter stated that the next meeting of the Alachua County Transportation Disadvantaged Coordinating Board will be held November 9, 2016 at 10:00 a.m.

ADJOURNMENT

The meeting adjourned at 11:45 a.m.

Chair

Date



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November 2, 2016

TO: Alachua County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Transportation Disadvantaged Program – List of Priority Projects

RECOMMENDATIONS

Recommend the Alachua County Board of County Commissioners purchase right of way for sidewalk construction from Regional Transit System bus stops to the office park located behind the North Florida Regional Medical Center.

BACKGROUND

At the Board's September 14, 2016 meeting, the Board asked staff to research what recommendations the Board made in the past regarding building sidewalks from Regional Transit System bus stops to the medical park behind the North Florida Regional Medical Center. Attached are recommendations made by Board at its February 5, 2014 meeting.

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

Attachment

t:\lynn\td2016\alachua\memos\mtppriorityprojects.docx

III. UNFINISHED BUSINESS

A. Rural Area Capital Assistance Program Grant Awards

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that MV Transportation was awarded funding through the Rural Area Capital Assistance Program to purchase one replacement vehicle.

IV. NEW BUSINESS

A. List of Priority Projects

Ms. Godfrey explained that, each year, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area approves a List of Priority Projects for transportation funding. She said the Transportation Disadvantaged Program projects for Alachua County are included in the meeting packet for the Board's review.

Dr. Maurice Levy stated that the Bicycle and Pedestrian Board is recommending 14 sidewalk projects for funding. He asked if the Board would support these projects. He also asked if the Board would recommend that Alachua County purchase right of way for sidewalk construction to the medical park behind the North Florida Regional Medical Center. He explained that Safety Net Clinic patients who use the Regional Transit System bus service need a safe way to walk from the bus stop to the clinics.

Dr. Levy also asked the Board to support the proposed surtax for sidewalk improvements.

ACTION: Alana McKay moved the following:

- 1. Approve the Transportation Disadvantaged Program projects in the List of Priority Projects;**
- 2. Support of the Bicycle and Pedestrian Advisory Board bike and pedestrian projects;**
- 3. Recommend the Alachua County Board of County Commissioners purchase right of way for sidewalk construction from Regional Transit System bus stops to the office park located behind the North Florida Regional Medical Center;**
- 4. Recommend sidewalk construction from FloridaWorks to Rahma Mercy Clinic.**

5. Recommend sidewalk construction to the Grace Market Place.
6. Recommend the City of Gainesville provide fixed route bus service to the West Side Samaritan Clinic including the construction of a sheltered bus stop.
7. Recommend the construction of a pedestrian path to the SW Advocacy Group.
8. Support the proposed Alachua County surtax for sidewalk improvements.

Christine Eason Louton seconded; motion passed unanimously.

B. Alachua County Transportation Disadvantaged Service Plan

Ms. Godfrey stated that Chapter 427, Florida Statutes requires MV Transportation to prepare a Transportation Disadvantaged Service Plan in cooperation with the Metropolitan Transportation Planning Organization for the Board's approval. She said this plan provides information needed by the Board to continually review and assess transportation disadvantaged needs for the service area. She said the Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

The Board reviewed the Alachua County Transportation Disadvantaged Service Plan.

Dr. Maurice Levy stated that he secured funding from the City of Gainesville to pay fares for passengers who cannot afford to ride MV Transportation services because they cannot afford the fares. He asked MV Transportation to help him distribute coupons to passengers who need assistance paying the fares.

ACTION: Peggy Henderson moved to approve the Alachua County Transportation Disadvantaged Service Plan. Earther Wright seconded; motion passed unanimously.

C. Statewide Medicaid Managed Care Program

Mr. Ed Griffin, MV Transportation Vice President, explained that the Managed Medical Assistance Program will be implemented in Alachua County beginning May 1, 2014. He explained that the Health Maintenance Organizations in Region 3 will be responsible for providing transportation services under the Managed Medical Assistance Program.



III.A

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November 2, 2016

TO: Alachua County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

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

BACKGROUND

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

Attachment

t:\lynn\td2016\alachua\memos\eval.docx

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: MV Transportation, Inc.

County: Alachua

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

Contact: Edward Griffin, General Manager Phone: 352-375-2784

Review period: July 1, 2015 - June 30, 2016

Community Transportation Coordinator Annual Performance Evaluation

Approved by the

**Alachua County
Transportation Disadvantaged Coordinating Board**

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

Craig Carter, Chair

with Assistance from



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

November 9, 2016

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SUMMARY OF FINDINGS AND RECOMMENDATIONS

A. General

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, Florida Statutes

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. On Site Observation

Areas of Noncompliance: None.

Recommendations: None.

Timeline for Compliance: None

E. Cost/Competition/Coordination

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL

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

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

MV Transportation does not have a formal agreement with the Regional Workforce Board, however, they have an excellent relationship with this agency and contact them frequently when they are in need of candidates for positions. Recently they were instrumental in helping us fill a mechanic vacancy, and refer candidates for driving positions to us.

14. What innovative ideas have you implemented in your coordinated system?

Most of the Mobile Data Terminals (MDTs) installed in the vehicles have exceeded their useful life and have begun to have operational issues. Because of their age, repairs are either not possible or not cost-effective. In May of this year MV Transportation installed eight (8) tablets to replace the traditional MDTs and they proved to be far more effective and user friendly, in addition to far less costly. We applied for Shirley Conroy Rural Capital Assistance Grant funds and were awarded twenty-three (23) tablets to replace the MDTs that were beyond their useful life. In our budget for 2017 we have reserved funding for an additional ten (10) tablets to fill out the fleet requirements. This innovation will allow us to operate much more efficiently and provide our drivers with the most up to date technology.

MV Transportation, was one of five applicants awarded Mobility Enhancement Grant funds from the Florida Commission for the Transportation Disadvantaged in 2016. MV Transportation was awarded \$49,815 to provide reduced fare bus passes to the homeless.

MV Transportation is partnering with GRACE Marketplace and the City of Gainesville to provide 31-day reduced fare bus passes to the homeless population residing in Gainesville. MV Transportation estimates the Mobility Enhancement Grant funds will provide 225 reduced fare bus passes each month. This project was funded for a one-year period.

15. Are there any areas where coordination can be improved?

MV Transportation has been the Community Transportation Coordinator (CTC) for Alachua County since 2003. We gained this designation through a competitive procurement (three five-year agreements) under contract with the State of Florida Commission for the Transportation Disadvantaged (FCTD). In this capacity we coordinate transportation for several agencies, including Federal Funding (5310, 5311), Transportation Disadvantaged (TD), ADA service for the City of Gainesville Regional Transit System (RTS), Elder Care of Alachua County, Alachua County Government, Alachua County Emergency Operations Center and other contracts providing social service transportation.

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

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

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

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

16. What barriers are there to the coordinated system?

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

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

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

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

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

19. How are you marketing the voluntary dollar?

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



We Provide Freedom™

Alachua County Community Transportation Coordinator Complaint Policy

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

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

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

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



Florida's Transportation Disadvantaged Voluntary Dollar Program

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

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

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

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

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

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

Alachua County Community Transportation System

Rider's Guide

Last Update effective October 1, 2016
Accessible formats are available upon request



Service Coordinated
and provided by
MV Transportation



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

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

SECTION 1: Dear Rider

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

SECTION 2: Service Hours and Days

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

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

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

SECTION 3: Reservations

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

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

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

SECTION 11: Passenger Property

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

Shopping Carts

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

SECTION 12: Rules

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

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

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

Transportation Disadvantaged Program

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

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

Other limited funding programs

- **5311 Grant Fund** provides funding for the purpose of supporting public transportation in rural areas of Alachua County. This service is open to all residents that need transportation from or to rural areas.
- **5310 Grant Fund** provides funding for the purpose of supporting public transportation for seniors and the disabled for trips originating or ending in the small urban area. This service is open to seniors or ADA certified individuals that need transportation from or to the small urban area.

ADA, 5310 and 5311 sponsored ride reservations can be made Monday through Saturday from 8 am to 5:00 pm and on Sunday 10:00 am to 5:00 pm. TD trip reservations will be taken Monday through Friday from 8:00 am to 5:00 pm only. No TD trip reservations will be taken on Saturday or Sunday.

Making your Reservation:

Be prepared to give reservations the following information:

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

What to expect on the day of your ride:

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

SECTION 4: To Cancel Your Ride

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

SECTION 5: Standing Order Requests

A "standing order request" is for customers who travel to the same place at the same time on the same day (s) of the week. If you have a regular appointment that you need to go to, you may want to ask reservations staff to submit a "subscription request" for service. Depending on the funding source of your trip, this request may be granted. Please remember, however, that you cannot change your "standing order request" more than once per month, or this privilege will be revoked. If you have a "standing order request" and will not be

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

SECTION 6: No-Show

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

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

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

SECTION 7: Will Call Policy

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

SECTION 8: Fares

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

not carry change.

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

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

SECTION 9: Compliments and Concerns

- To convey a compliment or service concern, please call (352) 375-2784 Option 4.
- It is important that you let us know how you feel about the service we are providing. If you have any complaints, compliments or concerns, please call our office immediately. You may speak to the Operations Manager, General Manager or Safety Manager at any time. You have the right to expect a response from our staff in a timely manner.
- To report a SAFETY concern, please call (352) 375-2784 ext 11605.
- You may contact the CTD Helpline for further assistance with concerns and compliments at (800) 983-2435.

SECTION 10: Types of Service

ADA-Transportation

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

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



We Provide Freedom™

Dear Transportation Disadvantaged Program Applicant:

Florida's Transportation Disadvantaged (TD) Program was established with the passage of Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves or to purchase transportation due to a physical or mental disability, income status, or age. MV Transportation, the designated Community Transportation Coordinator for Alachua County, is responsible for determining whether individuals are eligible for TD Program assistance.

As a certified ADA passenger, you may want to take advantage of this program to travel throughout Alachua County outside of the City of Gainesville RTS fixed-route bus area. Effective July 1, 2012 the following new criteria will be used to determine whether you qualify for TD Program services:

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

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

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

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Edward I. Griffin'.

Edward I. Griffin, General Manager

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

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

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

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

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

Date: ____/____/____

Signature: _____

Print Name: _____

Process Date: ____/____/____

Preparer (Print Name): _____

Initials: _____

Phone: (____) _____

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

the Standard of Excellence Since 1976

Applicant Name _____

Medical Verification - To be completed by a licensed professional

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

What is the applicant's disability? _____

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

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

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

Applicant Signature _____ Date _____

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

Signing for Applicant _____ Relationship _____ Date _____

MV TRANSPORTATION, INC.
P 352-375-2784 F 352-378-6117

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
 Yes No Not applicable
2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
 Yes No Not applicable
3. Do the contracts include performance standards for the transportation operators and coordination contractors?
 Yes No Not applicable
4. Do the contracts include the proper language concerning payment to subcontractors?
 Yes No Not applicable
5. Were the following items submitted on time?
Annual Operating Report
 Yes No
Memorandum of Agreement
 Yes No
Transportation Disadvantaged Service Plan
 Yes No
Transportation Disadvantaged Trust Fund Grant Application
 Yes No
Other grant applications
 Yes No
6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
 Yes No Not applicable
7. Is a written report issued to the operator?
 Yes No Not applicable
8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
Not applicable.

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

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

2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
MV Transportation has an agreement with the City of Gainesville Regional Transit System.

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

4. What are the minimum liability insurance requirements? \$500,000

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

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

Standards	Comments
Local toll free phone number must be posted in all vehicles.	MV Transportation posts the local toll free phone number in all vehicles. MV Transportation also posts the toll free phone number for the Florida Commission on Human Relations.
Vehicle Cleanliness	MV Transportation cleans all vehicles (interior/exterior) at least once a week. All vehicle interiors are swept, seats wiped down and trash removed by drivers daily as part of their post trip inspections.
Passenger/Trip Database	MV Transportation maintains a passenger database.
Adequate seating	MV Transportation provides adequate seating for all passengers.
Driver Identification	MV Transportation requires drivers to identify themselves in a manner that is conducive to communications with specific passengers. In addition, MV Transportation provides uniforms for all drivers indicating they are with MV Transportation, and, is in the process of providing photo IDs which all drivers will be required to wear.
Passenger Assistance	MV Transportation requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted.
Two-way Communications	All vehicles are equipped with two-way communications which includes radios, mobile data terminals or tables for communications of real time information to drivers and GPS mapping capability.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	MV Transportation complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	MV Transportation requires children under the age of 8 to be accompanied by and escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure.

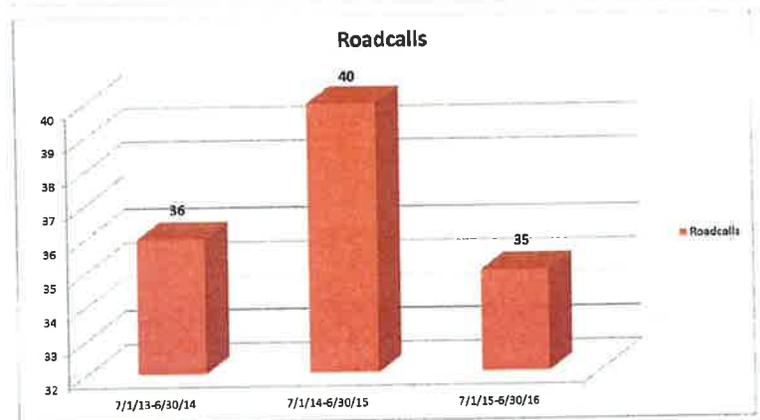
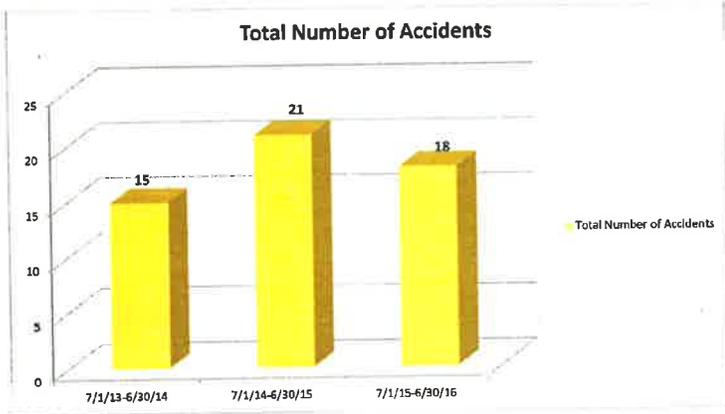
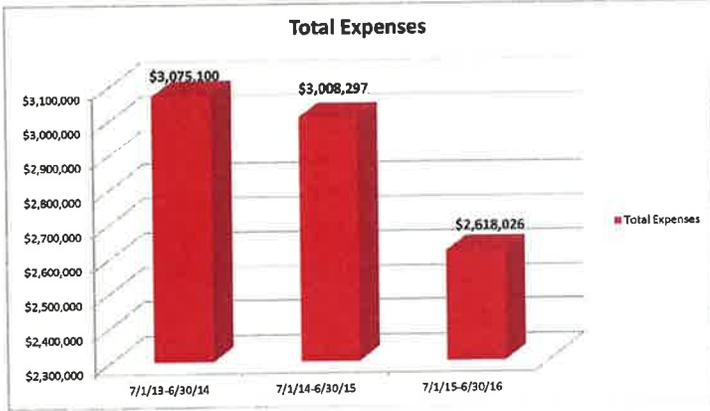
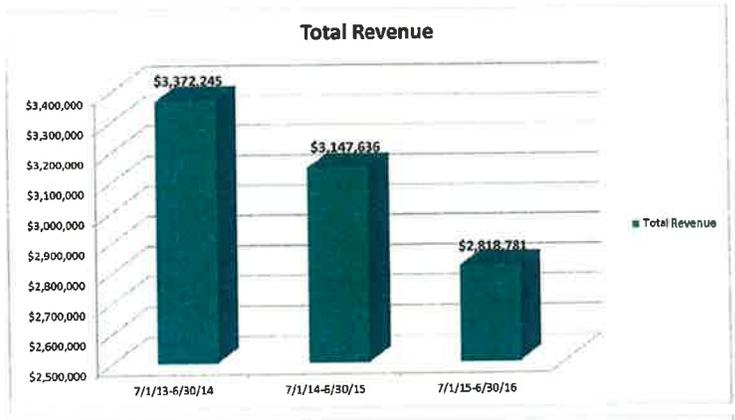
Use, Responsibility, and cost of child restraint devices	MV Transportation requires all passengers under the age of 4 and or 50 pounds to use a child restrain device. Child restraint devices must be provided by the passenger.
Out-of-Service Area trips	MV Transportation provides out of service area trips when services cannot be obtained within the service area. Trips outside the service area require verification of need an prior authorization from the sponsoring agency.
CPR/First Aid	MV Transportation requires all drivers to attend training sessions in CPR and first aid. MV Transportation is not contractually required to conduct this training.
Driver Criminal Background Screening	MV Transportation requires a criminal records check of all drivers through the Florida Department of Law Enforcement. This criminal records check covers a period of 15 years prior to the records check.
Passenger Property	MV Transportation allows passenger property that can be carried by the passenger and/or personal care attendant in one trip and can be safely stowed on the vehicle. Drivers may assist passengers with up to two bags of personal property upon request.
Advance reservation requirements	MV Transportation requires trips to be scheduled 24 hours in advance and up to 14 days in advance.
Pick-up Window	There is a 60 minute pick-up window for trips within the Gainesville City limits. There is a 90 minute pick-up window for trips outside the Gainesville City limits within Alachua County. There is a two hour pick-up window for return trips.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	The number of bus passes issued should increase by 5 percent annually.	No. The Transportation Disadvantaged Bus Pass Program was suspended due to limited funding. MV Transportation began distributing 225 bus passes monthly to the Grace Marketplace through the Mobility Enhancement Grant Program awarded to MV Transportation by the Florida Commission for the Transportation Disadvantaged.
On-time performance	90%	Yes
Accidents	No more than 1.2/100,000 miles	Yes
Roadcalls	No more than 8 roadcalls/100,000 miles.	Yes
Complaints	No more than 3/1,000 trips.	Yes
Call-Hold Time	No more than 2.5 minutes for 90 percent of calls received.	Yes

**PERFORMANCE TRENDS
ALACHUA COUNTY**

PERFORMANCE STANDARD	MEASURE	7/1/13-6/30/14	7/1/14-6/30/15	7/1/15-6/30/16	Percent Change (2014/15 - 2015/16)
TOTAL SERVICE	Total Passenger Trips	110,757	102,557	96,612	-6%
	Bus Passes	0	0	0	#DIV/0!
	Total Revenue Vehicle Miles	1,242,002	1,261,101	1,124,876	-12%
	Total Vehicle Miles	1,251,752	1,439,611	1,325,073	-9%
	Total Driver Hours	110,240	85,827	82,460	-4%
SERVICE EFFECTIVENESS	Passenger Trips/Revenue Vehicle Mile	0.09	0.08	0.09	5%
	Passenger Trips/Vehicle Mile	0.09	0.07	0.07	2%
	Passenger Trips/Driver Hour	1.00	1.19	1.17	-2%
COST EFFECTIVENESS & EFFICIENCY	Total Revenue	\$3,372,245	\$3,147,636	\$2,818,781	-12%
	Total Expenses	\$3,075,100	\$3,008,297	\$2,618,026	-15%
	Cost/Passenger Trip	\$27.76	\$29.33	\$27.10	-8%
	Cost/Vehicle Mile	\$2.46	\$2.09	\$1.98	-6%
	Cost/Revenue Vehicle Mile	\$2.48	\$2.39	\$2.33	-2%
	Cost/Vehicle	\$71,514	\$69,960	\$62,334	-12%
	Cost/Driver Hour	\$27.89	\$35.05	\$31.75	-10%
VEHICLE UTILIZATION	Total Vehicles	43	43	42	-2%
	Passenger Trips/Vehicle	2,576	2,385	2,300	-4%
	Total Vehicle Miles/Vehicle	29,111	33,479	31,549	-6%
	Total Revenue Vehicle Miles/Vehicle	28,884	29,328	26,783	-10%
	Revenue Vehicle Miles/Driver Hour	11	15	14	-8%
	Driver Hours/Vehicle	2,564	1,996	1,963	-2%
SAFETY	Total Number of Accidents	15	21	18	-17%
	Accidents/100,000 Miles	1.20	1.46	1.36	-7%
SERVICE AVAILABILITY	Average Vehicle Miles Between Roadcalls	34,771	35,990	37,859	5%
	Roadcalls	36	40	35	-14%
	Passenger No Shows	10,154	11,279	8,746	-29%
	Number of Unmet Trip Requests	0	39	2	-1850%

Source: Annual Operations Reports





Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

July 22, 2016

Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Avenue, Suite #3
Gainesville, Florida 32608

Re: MV Transportation Vehicle Inventory - Letter of Compliance

Dear Mr. Griffin,

I'm pleased to notify you that the Department has completed the MV Transportation Vehicle Inventory Review, March 2016 and we find your agency to be in compliance with State and Federal requirements.

We appreciate the level of support and cooperation received from the agency's staff during the Vehicle Inventory Review and also noted your efforts in addressing the requirements set forth by the Department's Procedures. We will be scheduling our next Vehicle Inventory Review per State requirements. If you have any questions or would like to discuss any concerns in the meantime please contact me at (904) 360-5687 or janell.damato@dot.state.fl.us. We look forward to continuing to work with your agency in your efforts to serve transportation needs of your constituents.

Sincerely,

A handwritten signature in blue ink that reads "Janell Damato". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Janell Damato
Rural/Urban Transportation Coordinator
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5687
Email: janell.damato@dot.state.fl.us

cc: Doreen Joyner-Howard (FDOT), Sandra Collins (FDOT), Thee Perry (FDOT), Santanu Roy (HDR, Inc.), Micah Gilliom (HDR, Inc.), Lauren Adams (HDR, Inc.)

www.dot.state.fl.us



Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

July 22, 2016

Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Avenue, Suite #3
Gainesville, Florida 32608

Re: MV Transportation Grant Review - Letter of Compliance

Dear Mr. Griffin,

I'm pleased to notify you that the Department has completed the MV Transportation Grant Review, March 2016 and we find your agency to be in compliance with State and Federal requirements. Thank you for addressing the findings from the subject review and subsequently communicating the completion of the corrective actions through July 11, 2016.

We appreciate the level of support and cooperation received from the agency's staff during the Grant Review and also noted your efforts in addressing the requirements set forth by the Department's Procedures. We will be scheduling out next Grant Review per State requirements. If you have any questions or would like to discuss any concerns in the meantime please contact me at (904) 360-5687 or janell.damato@dot.state.fl.us. We look forward to continuing to work with your agency in your efforts to serve transportation needs of your constituents.

Sincerely,

A handwritten signature in blue ink that reads "Janell Damato". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Janell Damato
Rural/Urban Transportation Coordinator
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5687
Email: janell.damato@dot.state.fl.us

cc: Doreen Joyner-Howard (FDOT), Sandra Collins (FDOT), Thee Perry (FDOT), Santanu Roy (HDR, Inc.), Micah Gilliom (HDR, Inc.), Lauren Adams (HDR, Inc.)

www.dot.state.fl.us



Florida Department of Transportation

RICK SCOTT
GOVERNOR

2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730

JIM BOXOLD
SECRETARY

July 22, 2016

Edward Griffin
General Manager
MV Transportation
3713 SW 42nd Avenue, Suite #3
Gainesville, Florida 32608

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

Dear Mr. Griffin,

I'm pleased to notify you that the Department has completed the MV Transportation Bus Transit System Safety and Security Review, March 2016 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 findings from the subject review and subsequently communicating the completion of the corrective actions through July 11, 2016.

We appreciate the level of support and cooperation received from the agency's staff during 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 within 3 years 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) 360-5687 or janell.damato@dot.state.fl.us. We look forward to continuing to work with your agency in your efforts to serve the safe transportation needs of your constituents.

Sincerely,

A handwritten signature in blue ink that reads "Janell Damato". The signature is written in a cursive style with a long horizontal line extending to the right.

Janell Damato
Rural/Urban Transportation Coordinator
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5687
Email: janell.damato@dot.state.fl.us

cc: Doreen Joyner-Howard (FDOT), Sandra Collins (FDOT), Thee Perry (FDOT), Santanu Roy (HDR, Inc.), Micah Gilliom (HDR, Inc.), Lauren Adams (HDR, Inc.)

www.dot.state.fl.us

ON-SITE OBSERVATION

1. Date of Observation:

10/26/2016

2. Location:

MV Transportation/UF Health Dialysis Center/Parkland Nursing and Rehabilitation Center/Publix Grocery Store

3. Number of Passengers picked up/dropped off:

Ambulatory:

1

Non-Ambulatory

5

4. Did the driver provide passenger assistance?

Yes

No

5. Was the driver wearing identification?

Yes

No

6. Did the driver ensure the passengers were properly secured?

Yes

No

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

Yes

No

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

Yes

No

9. Did the vehicle have working heat and air conditioning?

Yes

No

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

Yes

No

11. Did the driver properly use the lift and secure the passenger?

Yes

No

Not Applicable

PURCHASING AGENCY SURVEY

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

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

YES

NO

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

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

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

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

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

- Yes
- No If no, skip to question 7

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

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

7) Overall, are you satisfied with the transportation you have purchased from MV Transportation, Inc.?

- Yes
- No If no, why? _____

PASSENGER SURVEY

How often do your ride?

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

Have you been denied transportation services?

Yes

No

What is your trip purpose?

Medical	Education/Training	Employment	Other

Do you have concerns with your service?

Yes

No

What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost

COST

**FLCTD
Annual Operations Report
Section VII: Expense Sources**

County: Alachua		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,505,648.00	\$0.00	\$1,505,648.00
Fringe Benefits (502):	\$24,877.00	\$0.00	\$24,877.00
Services (503):	\$102,803.00	\$0.00	\$102,803.00
Materials and Supplies Cons. (504):	\$461,599.00	\$0.00	\$461,599.00
Utilities (505):	\$54,174.00	\$0.00	\$54,174.00
Casualty and Liability (506):	\$185,734.00	\$0.00	\$185,734.00
Taxes (507):	\$4,944.00	\$0.00	\$4,944.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$2,477.00	\$0.00	\$2,477.00
Interest (511):	\$24,301.00	\$0.00	\$24,301.00
Leases and Rentals (512):	\$116,854.00	\$0.00	\$116,854.00
Annual Depreciation (513):	\$8,454.00	\$0.00	\$8,454.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$126,161.00	\$0.00	\$126,161.00
GRAND TOTAL:	\$2,618,026.00	\$0.00	\$2,618,026.00

LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	1	0
Private For-Profit	19	1
Public Transit Agency	1	0
Total	21	0

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

3. Does the Community Transportation Coordinator have a competitive procurement process?

Yes In the event additional operators are necessary, MV Transportation has a competitive procurement process in place.

No

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

LEVEL OF COORDINATION

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

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

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

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

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

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

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

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

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

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

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

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

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

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



III.B.

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November 2, 2016

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

RECOMMENDATION

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

BACKGROUND

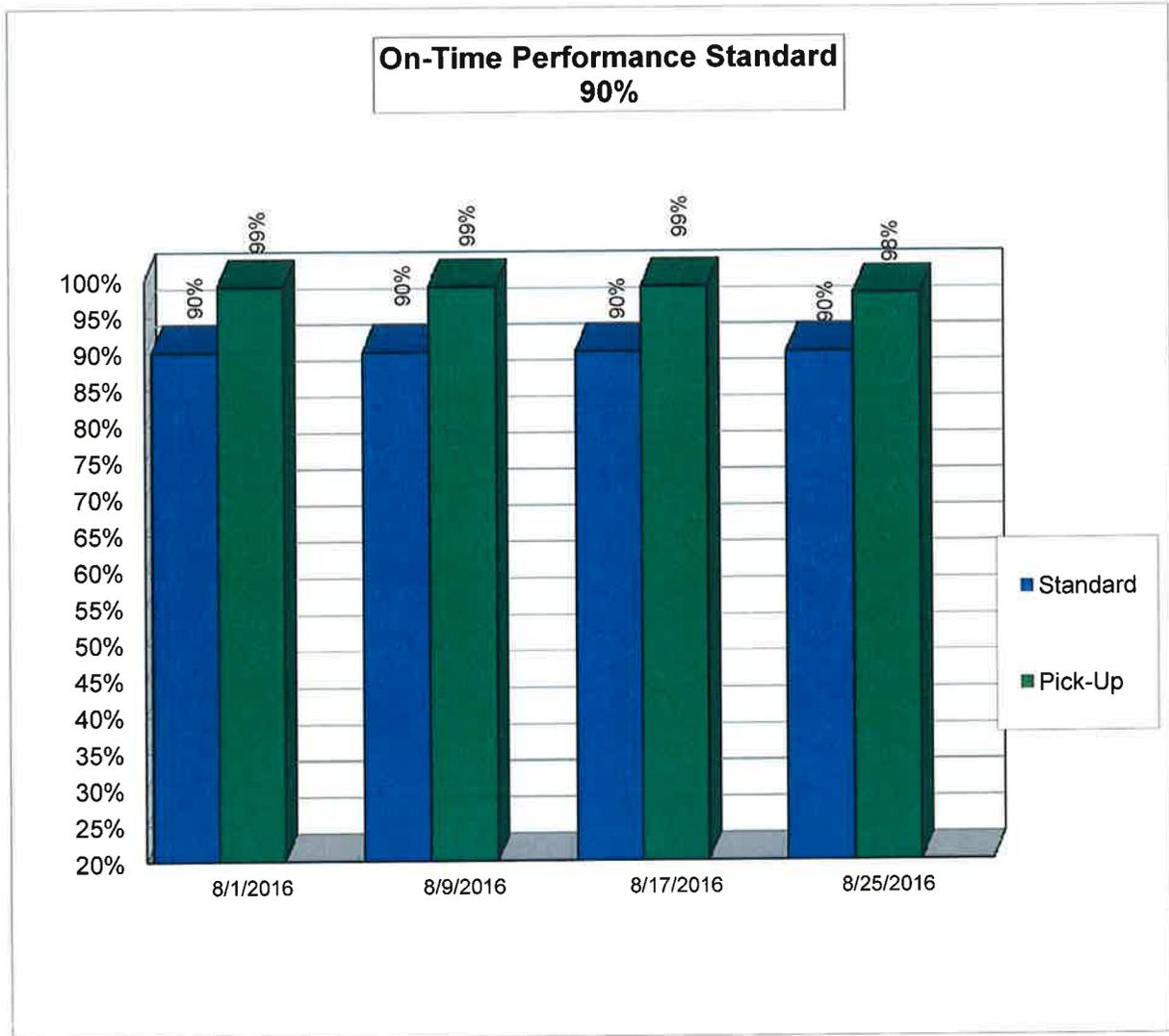
Attached are the following reports:

1. Alachua County Transportation Disadvantaged Service Plan Standards Report:
 - On-time performance
 - Complaints
 - Call hold time
 - Accidents
 - Roadcalls
2. MV Transportation Operations Reports July 2016 - September 2016
3. Transportation Disadvantaged Program Status Report
4. Unmet Transportation Needs Report

Attachments

t:\lynn\td2016\alachua\memos\opsreportsnoc.docx

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, AUGUST 2016**

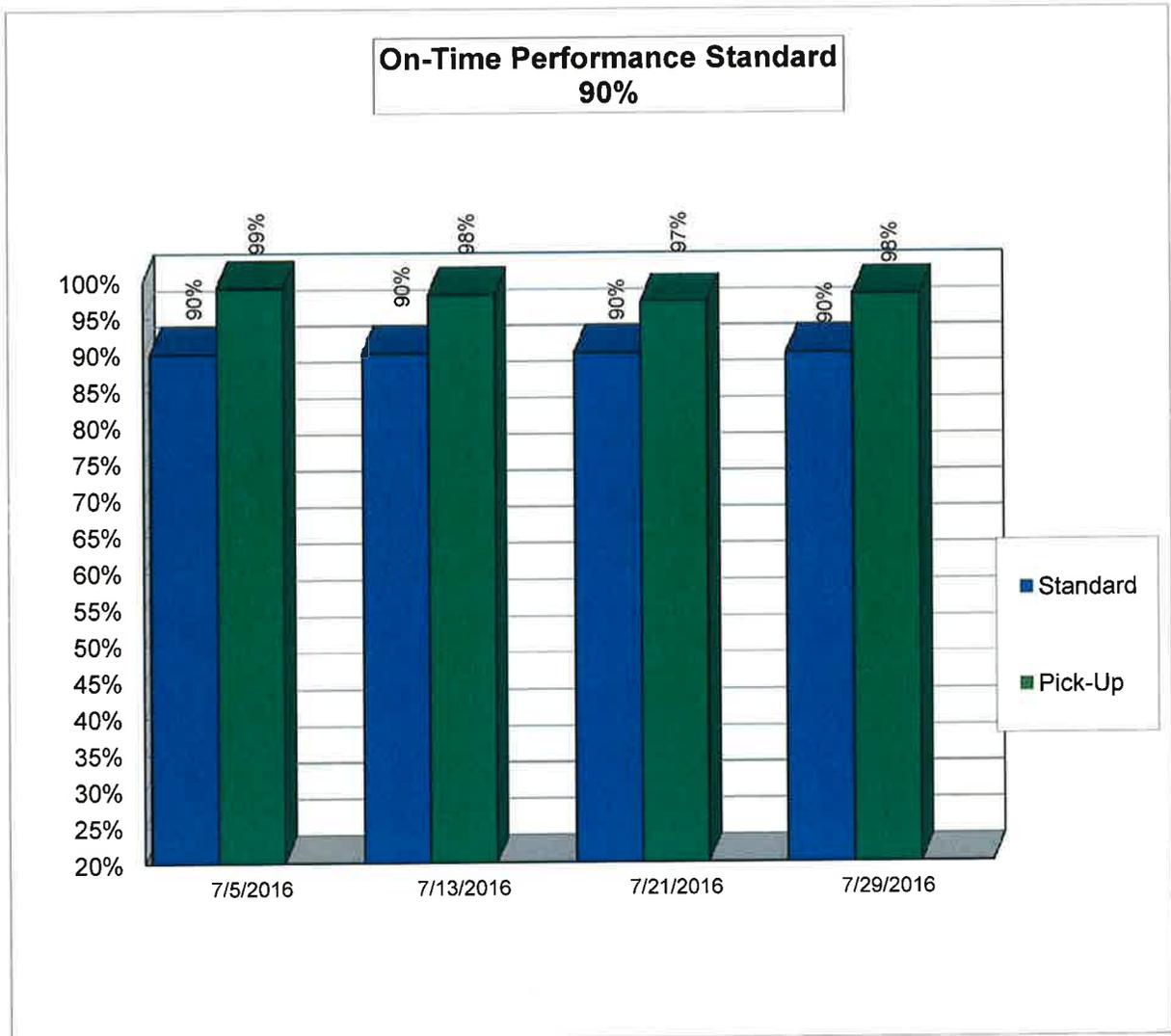


Early/Late Report - Monthly
Div 65 Gainesville, FL

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 09/07/16 02:52:59 PAC

August 2016 (Early Win: 31 Late Win: 61)																		
Date	DoW	Trips	Stop Types					Total					Sub Categories					
			NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
08/01/16	Mon	368	24	0	0	0	0	392	390	2	99.49%	0	62	2	0	0	0	0
08/02/16	Tue	350	20	0	0	0	0	370	365	5	98.65%	1	68	3	1	1	0	0
08/03/16	Wed	374	17	0	0	0	0	391	390	1	99.74%	0	83	0	1	0	0	0
08/04/16	Thu	380	19	0	0	0	0	399	397	2	99.50%	0	73	2	0	0	0	0
08/05/16	Fri	295	30	0	0	0	0	325	321	4	98.77%	0	66	3	1	0	0	0
08/06/16	Sat	144	10	0	0	0	0	154	152	2	98.70%	0	27	1	1	0	0	0
08/07/16	Sun	33	0	0	0	0	0	33	30	3	90.91%	2	3	1	0	2	0	0
08/08/16	Mon	345	24	0	0	0	0	369	364	5	98.64%	1	78	3	1	1	0	0
08/09/16	Tue	331	17	0	0	0	0	348	346	2	99.43%	1	65	1	0	1	0	0
08/10/16	Wed	360	25	0	0	0	0	385	372	13	96.62%	4	68	7	2	3	1	0
08/11/16	Thu	304	18	0	0	0	0	319	318	1	99.69%	0	50	0	1	0	0	0
08/12/16	Fri	350	26	0	0	0	0	376	374	2	99.47%	0	68	2	0	0	0	0
08/13/16	Sat	138	11	0	0	0	0	149	143	6	95.97%	2	17	3	1	2	0	0
08/14/16	Sun	44	1	0	0	0	0	45	43	2	95.56%	1	6	0	1	1	0	0
08/15/16	Mon	355	19	0	0	0	0	374	373	1	99.73%	0	70	1	0	0	0	0
08/16/16	Tue	401	20	0	0	0	0	421	406	15	96.44%	0	63	11	4	0	0	0
08/17/16	Wed	361	23	0	0	0	0	384	383	1	99.74%	0	58	0	1	0	0	0
08/18/16	Thu	351	20	0	0	0	0	371	358	13	96.50%	5	59	7	1	4	1	0
08/19/16	Fri	349	28	0	0	0	0	377	362	15	96.02%	6	53	4	5	6	0	0
08/20/16	Sat	130	15	0	0	0	0	145	143	2	98.62%	1	28	1	0	0	1	0
08/21/16	Sun	40	1	0	0	0	0	41	40	1	97.56%	0	5	1	0	0	0	0
08/22/16	Mon	345	32	0	0	0	0	377	371	6	98.41%	3	72	3	0	1	1	1
08/23/16	Tue	375	25	0	0	0	0	400	393	7	98.25%	1	58	3	3	1	0	0
08/24/16	Wed	391	24	0	0	0	0	415	411	4	99.04%	2	76	1	1	2	0	0
08/25/16	Thu	382	29	0	0	0	0	411	403	8	98.05%	1	71	4	3	1	0	0
08/26/16	Fri	311	23	0	0	0	0	334	331	3	99.10%	1	70	1	1	1	0	0
08/27/16	Sat	150	11	0	0	0	0	161	158	3	98.14%	0	33	2	1	0	0	0
08/28/16	Sun	46	0	0	0	0	0	46	45	1	97.83%	0	8	0	1	0	0	0
08/29/16	Mon	381	35	0	0	0	0	416	408	8	98.08%	4	62	3	1	4	0	0
08/30/16	Tue	407	14	0	0	0	0	421	410	11	97.39%	4	64	4	3	4	0	0
08/31/16	Wed	379	25	0	0	0	0	416	409	7	98.32%	1	68	6	0	1	0	0
Total:		8,970	595	0	0	0	0	9,565	9,409	156	98.37%	41	1,654	80	35	36	4	1

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY 2016**

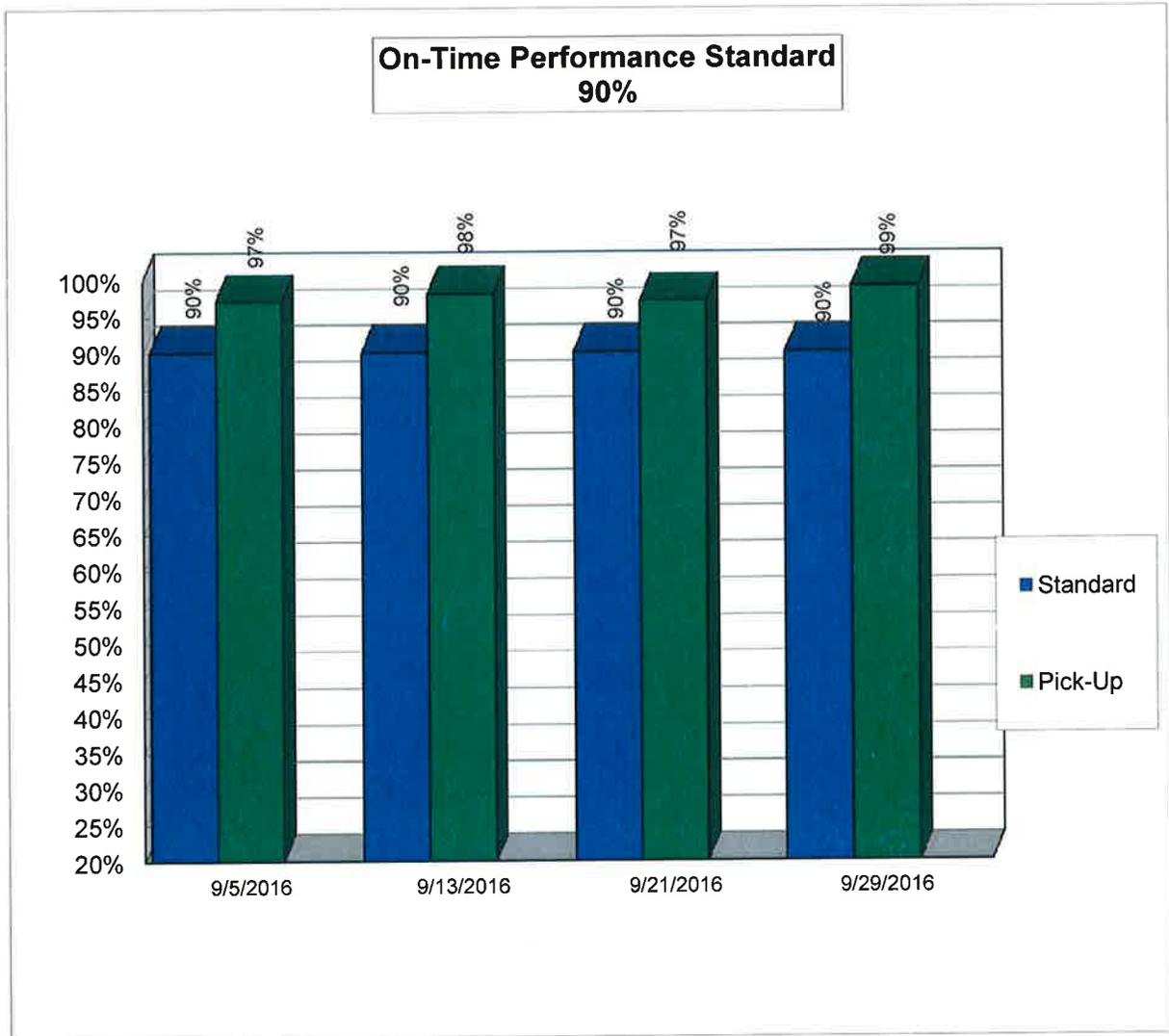


Early/Late Report - Monthly
Div 65 Gainesville, FL

Statistics by iWeb (c) 2006 MV Transportation, Inc. - Last Queried: 08/08/16 02:51:44 PAC

July 2016 (Early Win: 31 Late Win: 61)																		
Date	DoW	Trips	Stop Types				Miss	Stops	OnTime	Late	OTP%	Late31+	Sub Categories					
			NoShow	CAD	NS (Lt)	NS (Dw)							Early	0to15	16to30	31to60	61to90	91+
07/01/16	Fri	344	37	0	0	0	0	381	378	3	99.21%	0	55	3	0	0	0	0
07/02/16	Sat	161	18	0	0	0	0	177	175	2	98.87%	0	31	1	1	0	0	0
07/03/16	Sun	37	1	0	0	0	0	38	38	0	100.00%	0	2	0	0	0	0	0
07/04/16	Mon	98	15	0	0	0	0	115	111	4	96.52%	3	19	1	0	1	0	2
07/05/16	Tue	307	19	0	0	0	0	326	324	2	99.39%	1	62	1	0	1	0	0
07/06/16	Wed	376	35	0	0	0	0	415	395	20	95.18%	3	27	13	4	3	0	0
07/07/16	Thu	370	19	0	0	0	0	388	376	12	96.91%	4	61	8	0	4	0	0
07/08/16	Fri	309	28	0	0	0	0	337	333	4	98.81%	2	62	1	1	1	0	1
07/09/16	Sat	157	6	0	0	0	0	163	161	2	98.77%	0	43	2	0	0	0	0
07/10/16	Sun	34	1	0	0	0	0	35	34	1	97.14%	0	0	1	0	0	0	0
07/11/16	Mon	344	52	0	0	0	0	396	395	1	99.75%	0	55	1	0	0	0	0
07/12/16	Tue	400	16	0	0	0	0	416	402	14	96.63%	4	74	9	1	2	2	0
07/13/16	Wed	356	22	0	0	0	0	378	371	7	98.15%	3	66	2	2	1	2	0
07/14/16	Thu	381	12	0	0	0	0	393	390	3	99.24%	0	66	3	0	0	0	0
07/15/16	Fri	363	23	0	0	0	0	392	387	5	98.72%	0	67	5	0	0	0	0
07/16/16	Sat	155	6	0	0	0	0	161	160	1	99.38%	0	28	1	0	0	0	0
07/17/16	Sun	35	0	0	0	0	0	35	35	0	100.00%	0	7	0	0	0	0	0
07/18/16	Mon	336	29	0	0	0	0	365	362	3	99.18%	2	49	1	0	1	0	1
07/19/16	Tue	387	21	0	0	0	0	408	402	6	98.53%	0	70	6	0	0	0	0
07/20/16	Wed	404	25	0	0	0	0	429	425	4	99.07%	2	85	2	0	2	0	0
07/21/16	Thu	373	20	0	0	0	0	396	386	10	97.47%	1	62	7	2	1	0	0
07/22/16	Fri	328	39	0	0	0	0	367	357	10	97.28%	1	55	5	4	1	0	0
07/23/16	Sat	125	13	0	0	0	0	138	137	1	99.28%	0	36	1	0	0	0	0
07/24/16	Sun	28	1	0	0	0	0	29	29	0	100.00%	0	5	0	0	0	0	0
07/25/16	Mon	368	29	0	0	0	0	394	393	1	99.75%	0	81	1	0	0	0	0
07/26/16	Tue	337	28	0	0	0	0	365	360	5	98.63%	3	64	1	1	1	2	0
07/27/16	Wed	366	21	0	0	0	0	387	379	8	97.93%	1	63	7	0	0	0	1
07/28/16	Thu	353	25	0	0	0	0	378	376	2	99.47%	1	51	0	1	1	0	0
07/29/16	Fri	327	19	0	0	0	0	346	341	5	98.55%	3	60	2	0	3	0	0
07/30/16	Sat	136	14	0	0	0	0	150	146	4	97.33%	3	31	0	1	2	1	0
07/31/16	Sun	30	4	0	0	0	0	34	34	0	100.00%	0	3	0	0	0	0	0
Total:		8,125	607	0	0	0	0	8,732	8,592	140	98.40%	37	1,501	85	18	25	7	5

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, SEPTEMBER 2016**



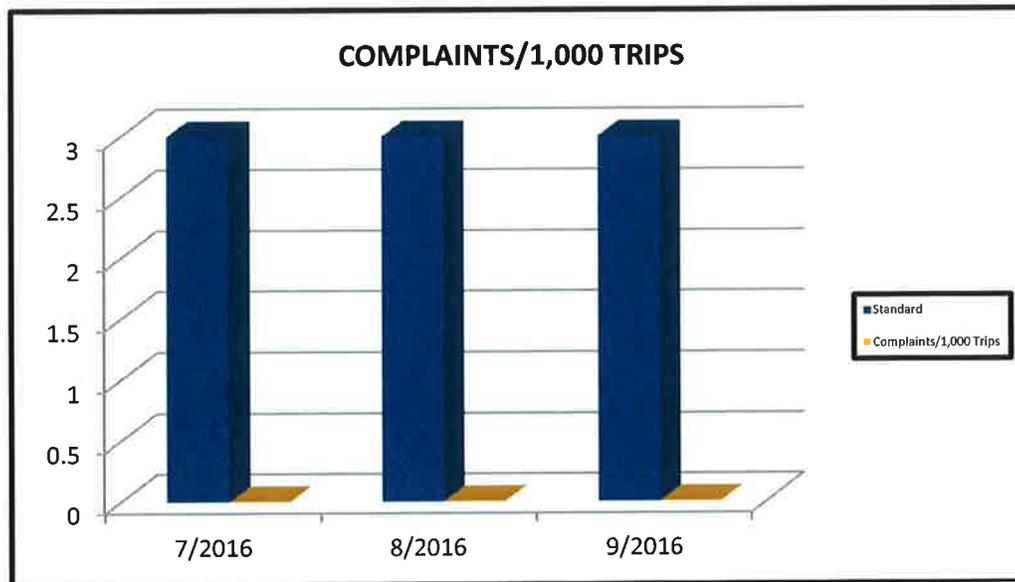
Early/Late Report - Monthly
Div 65 Gainesville, FL

Statistics by IWeb (c) 2006 MV Transportation, Inc. - Last Queried: 10/04/16 06:41:39 PAC

September 2016 (Early Win: 31 Late Win: 61)																		
Date	DoW	Trips	Stop Types					Total					Sub Categories					
			NoShow	CAD	NS (Lt)	NS (Dw)	Miss	Stops	OnTime	Late	OTP%	Late31+	Early	0to15	16to30	31to60	61to90	91+
09/01/16	Thu	301	30	0	0	0	0	331	318	13	96.07%	9	50	2	2	2	2	0
09/02/16	Fri	102	40	0	0	0	0	142	136	6	95.77%	4	20	1	1	1	2	1
09/03/16	Sat	151	14	0	0	0	0	165	155	10	93.94%	1	24	7	2	1	0	0
09/04/16	Sun	42	1	0	0	0	0	43	43	0	100.00%	0	3	0	0	0	0	0
09/05/16	Mon	100	15	0	0	0	0	115	111	4	96.52%	1	17	2	1	1	0	0
09/06/16	Tue	364	26	0	0	0	0	390	379	11	97.18%	1	37	6	5	0	1	0
09/07/16	Wed	448	22	0	0	0	0	477	459	18	96.23%	5	78	10	3	3	2	0
09/08/16	Thu	367	22	0	0	0	0	390	380	10	97.44%	5	50	4	1	5	0	0
09/09/16	Fri	364	10	0	0	0	0	384	391	3	99.24%	0	55	2	1	0	0	0
09/10/16	Sat	134	8	0	0	0	0	142	138	4	97.18%	0	33	4	0	0	0	0
09/11/16	Sun	30	1	0	0	0	0	31	31	0	100.00%	0	4	0	0	0	0	0
09/12/16	Mon	336	21	0	0	0	0	357	356	1	99.72%	0	74	1	0	0	0	0
09/13/16	Tue	377	23	0	0	0	0	400	390	10	97.50%	1	50	9	0	1	0	0
09/14/16	Wed	394	25	0	0	0	0	419	413	6	98.57%	2	74	2	2	0	0	2
09/15/16	Thu	402	22	0	0	0	0	424	420	4	99.06%	0	67	1	3	0	0	0
09/16/16	Fri	359	32	0	0	0	0	391	383	8	97.95%	2	45	4	2	0	2	0
09/17/16	Sat	140	20	0	0	0	0	160	155	5	96.88%	0	16	5	0	0	0	0
09/18/16	Sun	35	0	0	0	0	0	35	33	2	94.29%	0	9	2	0	0	0	0
09/19/16	Mon	379	22	0	0	0	0	407	400	7	98.28%	0	60	3	4	0	0	0
09/20/16	Tue	349	34	0	0	0	0	383	377	6	98.43%	0	61	3	3	0	0	0
09/21/16	Wed	402	38	0	0	0	0	440	428	12	97.27%	1	71	9	2	0	1	0
09/22/16	Thu	387	17	0	0	0	0	404	398	6	98.51%	4	58	0	2	4	0	0
09/23/16	Fri	354	23	0	0	0	0	377	370	7	98.14%	0	54	2	5	0	0	0
09/24/16	Sat	140	4	0	0	0	0	144	142	2	98.61%	0	28	2	0	0	0	0
09/25/16	Sun	32	0	0	0	0	0	32	32	0	100.00%	0	1	0	0	0	0	0
09/26/16	Mon	335	22	0	0	0	0	357	357	0	100.00%	0	62	0	0	0	0	0
09/27/16	Tue	353	21	0	0	0	0	374	374	0	100.00%	0	09	0	0	0	0	0
09/28/16	Wed	374	21	0	0	0	0	395	391	4	98.99%	1	66	1	2	0	0	1
09/29/16	Thu	339	19	0	0	0	0	354	349	5	98.59%	0	55	2	3	0	0	0
09/30/16	Fri	344	18	0	0	0	0	362	354	8	97.79%	0	62	6	2	0	0	0
Total:		8,234	601	0	0	0	0	8,835	8,663	172	98.05%	37	1,387	89	46	23	10	4

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY - SEPTEMBER 2016**

MONTH	STANDARD	COMPLAINTS/1,000 TRIPS
7/2016	3	0
8/2016	3	0
9/2016	3	0

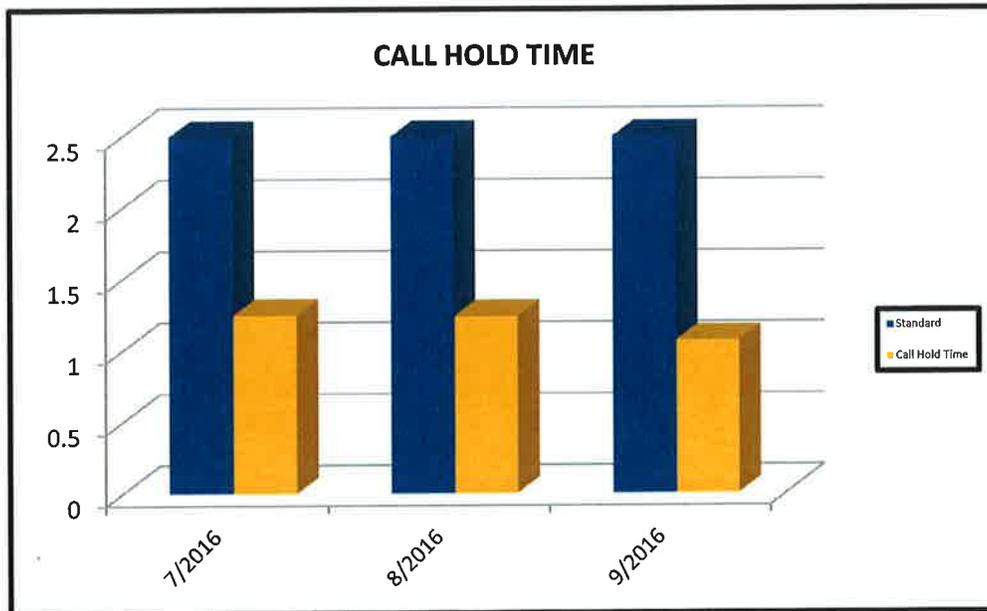


**MV TRANSPORTATION
SUMMARY OF SERVICE ISSUES
JULY 1, 2016 - JUNE 30, 2017**

TYPE OF COMPLAINT	7/16	8/16	9/16	10/16	11/16	12/16	1/17	2/17	3/17	4/17	5/17	6/17
Late Drop-Off	0	0	0									
Pick-Up before Window Opens	0	0	0									
Late Return Pick-Up	0	0	0									
Ride Time Exceeded Standards	0	0	0									
Can't Get Through by Telephone	0	0	0									
On Hold for Excessive Periods of Time	0	0	0									
Phone System Problems	0	0	0									
Sunday Reservations	0	0	0									
Trip Denial	0	0	0									
Driver Training	0	0	0									
Driver Behavior	0	0	0									
No Passenger Assistance Provided	0	0	0									
No Driver ID	0	0	0									
Dispatcher Behavior	0	0	0									
Reservationist Behavior	0	0	0									
Unsafe Driving	0	0	0									
No Show by Driver	0	0	0									
Reservations/Scheduling	0	0	0									
Reservations	0	0	0									
Air Conditioning not Working	0	0	0									
Wheelchair/Scooter Securement	0	0	0									
Passenger Behavior	0	0	0									
No Show by Passenger	0	0	0									
Customer Service	0	0	0									
Safety	0	0	0									
Trip Cancelled, Ride Came Anyway	0	0	0									
Wheelchair Lift Not Working Properly	0	0	0									
Charged Wrong Passenger Fare	0	0	0									
Vehicle Condition	0	0	0									
MV Staff Availability	0	0	0									
Dropped Off at Wrong Location	0	0	0									
Improper Passenger Assistance	0	0	0									
Did Not Process TD Eligibility Application	0	0	0									
Other	0	0	0									
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0
TRIPS	6,992	7,679	7,102									
COMPLAINTS/1,000 TRIPS	0.00	0.00	0.00	#DIV/0!	#DIV/0!	#####	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of Individuals Submitting Complaints	0	0	0	0	0	0	0	0	0	0	0	0
RTS	0	0	0	0	0	0	0	0	0	0	0	0
CIL	0	0	0	0	0	0	0	0	0	0	0	0
Foster Grandparents	0	0	0	0	0	0	0	0	0	0	0	0
NCFRPC	0	0	0	0	0	0	0	0	0	0	0	0
COMMENDATIONS	8	6	8									

**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY - SEPTEMBER 2016**

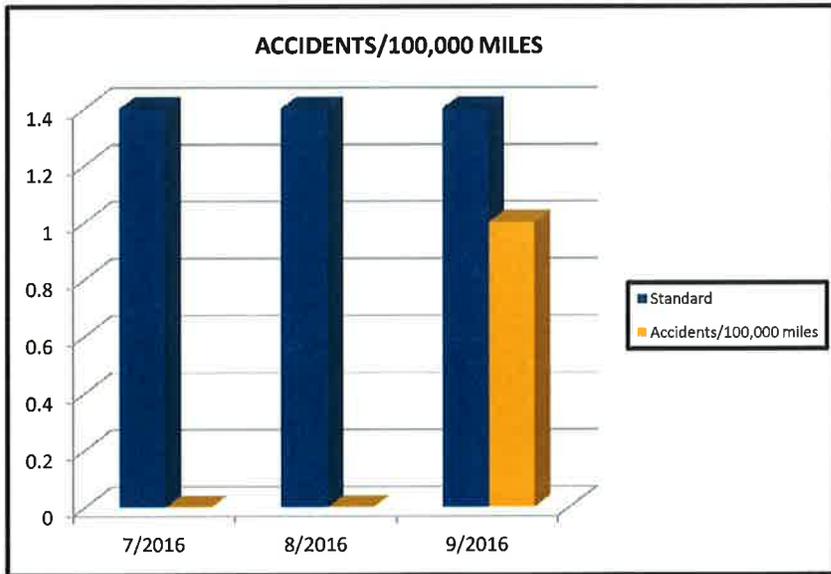
MONTH	STANDARD	CALL HOLD TIME
7/2016	2.5	1.25
8/2016	2.5	1.24
9/2016	2.5	1.07



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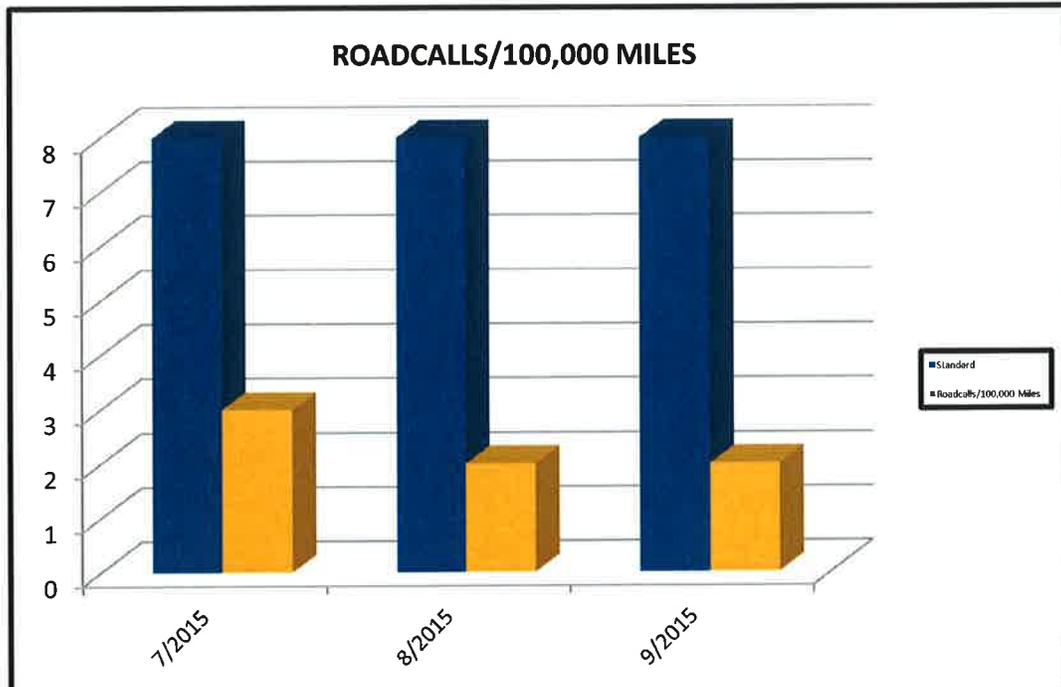
**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY JULY - SEPTEMBER 2016**

MONTH	STANDARD	ACCIDENTS/100,000 MILES
7/2016	1.4	0
8/2016	1.4	0
9/2016	1.4	1



**TRANSPORTATION DISADVANTAGED
SERVICE PLAN (TDSP) STANDARDS
ALACHUA COUNTY, JULY - SEPTEMBER 2016**

MONTH	STANDARD	ROADCALLS/100,000 MILES
7/2015	8	3
8/2015	8	2
9/2015	8	2



2016-2017 OPERATING DATA	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Total No Trips Invoiced	6,992	7,679	7,102									
HMO Medicaid (Access to Care)	855	379	353									
HMO Medicaid (MTM)	208	170	202									
Transportation Disadvantaged Program	1,629	1,734	1,798									
City of Gainesville ADA Service	3,750	4,639	4,024									
Florida Department of Transportation 5311	178	127	148									
Florida Department of Transportation 5310	124	150	108									
Alachua County	229	446	447									
Elder Care	29	34	22									
Total Vehicle Miles	98,231	105,351	98,987									
Total Vehicle Hours	5,814	6,368	6,037									
Average Miles per Trip	14	14	14	#DIV/0!								
Number of No Shows	312	296	296									
Number Trips Denied	0	0	0									
Accidents	0	1	1									
RoadCalls	3	2	2									
Commendations	8	6	8									
Complaints	5	4	5									
Telephone Calls	9,288	10,073	9,596									
Average Call On-Hold Time	1.25	1.24	1.07									

TRANSPORTATION DISADVANTAGED TRIP AND EQUIPMENT GRANT SUMMARY
 FY 2016/2017

MONTH/YEAR	STATE FUNDS	MONTHLY STATE ALLOCATION	LOCAL MATCH	LOCAL MATCH SPENT	TOTAL DOLLARS SPENT	TRUST FUND (90%)	TD FUNDS REMAINING	NUMBER OF TRIPS	AVERAGE COST PER TRIP
Jul-16	\$742,339.00	\$61,956.00	\$6,195.60	\$6,510.70	\$65,106.98	\$58,596.28	\$683,742.72	1619	\$40.21
Aug-16	-	\$61,853.00	\$6,185.30	\$7,008.84	\$70,088.37	\$63,079.53	\$620,663.19	1734	\$40.42
Sep-16	-	\$61,853.00	\$6,185.30	\$7,098.49	\$70,984.89	\$63,886.40	\$556,776.79	1798	\$39.48
Oct-16	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
Nov-16	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
Dec-16	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
Jan-17	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
Feb-17	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
Mar-17	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
Apr-17	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
May-17	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
Jun-17	-	\$61,853.00	\$6,185.30			\$0.00	\$556,776.79		#DIV/0!
TOTAL	-	\$742,339.00	\$74,233.90	\$20,618.03	\$206,180.24	\$185,562.21	\$556,776.79	5,151	\$40.03

TD PROGRAM STATUS REPORT	Jul-16	Aug-16	Sep-16
TD Applications Approved	39	34	37
TD Applications Denied	0	0	0
Bus Pass Applications Received	0	0	0
Number of Bus Passes sponsored by the TDTF	0	0	0
Applicants at or below 100% of the Federal Poverty Level	N/A	N/A	N/A
Number of TD Trips that can be Provided Daily	54	54	54
Average Number of TD Trips Performed Daily	49	53	51
Total Number of TD Trips Provided during the Month	1619	1734	1798
TD Trip Priorities Used (Yes or No)	No	No	No
Number of Dialysis Saturday Trips Provided	80	64	63
Number of Other Saturday Trips Provided	33	30	25
Number of Non-Emergency Stretcher Trips Provided (Not sponsored by Medicaid)	0	0	0

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS
JULY_2016**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Able to transport yourself	0
Able to obtain transportation through other sources	0
Out of County Trip Request	0
Other	0
TOTALS	0

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS
AUGUST_2016**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Able to transport yourself	0
Able to obtain transportation through other sources	0
Out of County Trip Request	0
Other	0
TOTALS	0

**ALACHUA COUNTY
UNMET TRANSPORTATION NEEDS
SEPTEMBER_2016**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Able to transport yourself	0
Able to obtain transportation through other sources	0
Out of County Trip Request	0
Other	0
TOTALS	0



**Annual Transportation Disadvantaged
Best Practices & Training Workshop
Award Nomination Form**

Driver of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: Edward Griffin **Phone:** 352-375-2784
Agency: MV Transportation
Address: 3713 SW 42nd Ave., Suite 3, Gainesville, FL 32608

Step 2: List who you will be nominating for the above category.

Nominee's Name: Clyde Debose **Phone:** 352-375-2784
Agency: MV Transportation Division #65
Address: 3713 SW 42nd Ave., Suite 3, Gainesville FL 32608

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **OCTOBER 24, 2016:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Driver of the Year

Purpose: To honor an individual, who is either a driver for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for the TD passenger(s).

Criteria: The safety record of the individual and their dedication should be considered when making a nomination. Please cite a specific example of the driver's work with passengers or toward fellow drivers that is exemplary of the characteristics for which the driver is being nominated. **A letter of support from the driver's supervisor and the CTC, if different, must be submitted with the nomination.** Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the driver's supervisor or the CTC.

Identify how long the driver has been driving in the coordinated system.

Mr. Debose was hired on 8/24/2009 and has been serving the transportation disadvantaged citizens of Alachua County for 7 years 2 months.

Provide information regarding the nominee's driving record.

MV uses a driving monitoring system called Drive Cam, which records events in which a driver may be doing an unsafe act. In his over 7 years of service Mr. Debose has never had a Drive Cam event, which is virtually unheard of in our company. Mr. Debose has not had an incident or accident in over 7 years of driving for MV Transportation.

Identify number of customer complaints or commendations received for that driver during his/her employment.

Since working at MV Transportation, Mr. Debose has received several commendations, including passengers and the facilities he serves. In the last 6 months he has received two commendations.

Identify number of accidents the driver has been involved in during his/her employment with your agency. State whether they were charged with this accident.

Mr. Debose has not had an incident or accident in over 6 years of driving for MV Transportation.

Identify efforts the driver takes to ensure the safety of his/her passengers.

Mr. Debose has been the recipient of MV's Katherine McClary Award four times, which exemplifies dedication to the safety of passengers and driving skill. In his role he trains new drivers on the importance of safety and has the utmost respect from facility staff and passengers for his dedication to safe practices.

Identify the unique characteristics of the driver that you feel should be considered to be selected for this award.

Clyde is a true professional. He always arrives to work on time with the proper work attire, and is a Safety Officer and Behind the Wheel Trainer. His knowledge of Gainesville is phenomenal; he can guide any driver to their destination. The new hires rave about his training and I think he is the most dependable driver we have. During a startup at our division in Dallas, Texas, Clyde volunteered to do new driver training. Since this is the home of our corporate headquarters, he received recognition from corporate leaders and was approached to transfer to this division. We are thankful he didn't take them up on their offer!

The system shows Mr. Debose has only called out once in over 7 years and has never been late to work. He is truly a driver that exemplifies leadership and we strongly support his nomination.

Additional Comments and/or Narrative.

Please see letter of support from General Manager.



October 24, 2106

This letter is written in support of the nomination of Mr. Clyde Debose for Driver of the Year.

Mr. Clyde Debose embodies everything that MV Transportation seeks in a paratransit driver. He has only called out once in over 7 years of service, and has never been late to work. He is on a dedicated route that serves a high-profile dialysis clinic, and is always willing to take on additional trips throughout his route. His dedication to safety and his positive attitude is recognized by the facilities he serves, passengers and his colleagues.

Recently we experienced Tropical Storm Hermine and Hurricane Matthew, and Clyde took the lead on transporting Special Needs clients to shelters. He communicated with other drivers in coordinating trips and ensured drivers located addresses and made timely delivery to the shelters. His leadership was greatly appreciated and we recognized him during our debrief sessions with the Alachua County Emergency Operations Center.

Clyde has been the recipient of the Katherine McClary Safety award 4 times. He is a leader during our monthly Safety Meetings and serves as a Behind the Wheel Trainer to new drivers and a Safety Officer for the division. His dedication to exemplary Customer Service is unapparelled. I personally am proud to work with an individual that dedicates himself to serving the Transportation Disadvantaged. I strongly support his nomination as Driver of the Year.

Sincerely,

Edward Griffin
General Manager
MV Transportation Division #65
3713 SW 42nd Ave., Suite 3
Gainesville, FL 32608
352-375-2784 ext. 11600

WELCOME TO
TRANSPORTATION

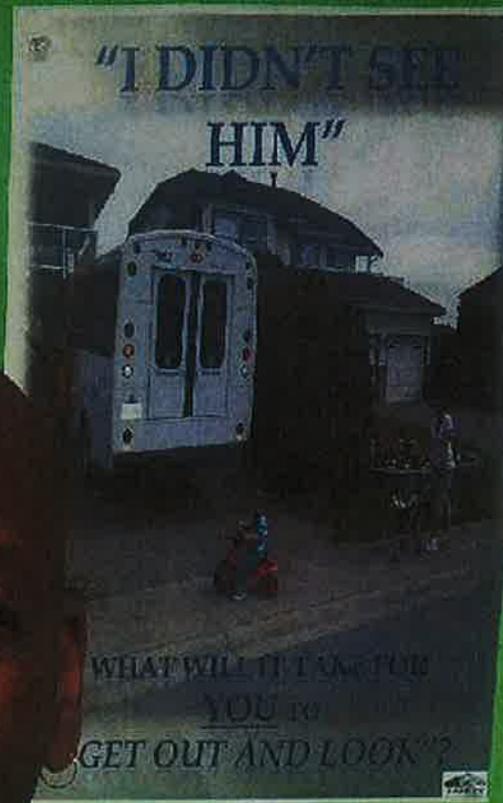
WENESHA PACE
WELCOME YOU TO OUR DIVISION
QUALITY MATTERS THE MOST!

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WELCOME TO
TRANSPORTATION

WENESHA PACE
WELCOME YOU TO OUR DIVISION
QUALITY MATTERS THE MOST!



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**Annual Transportation Disadvantaged
Best Practices & Training Workshop
Award Nomination Form**

Dispatcher / Scheduler of the Year

Step 1: Provide your contact information (Nominator)

Nominator's Name: Edward Griffin **Phone:** 352-375-2784
Agency: MV Transportation
Address: 373 SW 42nd Ave., Suite 3, Gainesville FL 32608

**Step 2: List who you will be nominating for the above category (individual/
organization).**

Nominee's Name: Bonnie Long-Mack **Phone:** 352-375-2784
Agency: MV Transportation Division #65
Address: 3713 SW 42nd Ave., Suite 3, Gainesville, FL 32608

Step 3: Complete Award Nomination Packet

Please complete the form following this page. In addition to completing the questions, we request that you include a narrative about why this nominee deserves the award with specific examples; photo of individual/group; any additional support documentation; endorsement from CTC or supervisor, if applicable.

A separate nomination form and supporting information should be submitted for each nominee. **Please review criteria prior to submittal to ensure that all required information is included.** If you have any questions about the nomination format or process, please contact John Irvine at (850) 410-5712

Step 4: Submittal Instructions

Please email the nomination form and related materials to CTDOmbudsman@dot.state.fl.us or mail to the address below by **OCTOBER 24, 2016:**

**Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399**

Dispatcher / Scheduler of the Year

Purpose: To honor an individual or a team, who is either a scheduler or dispatcher for the CTC or for a transportation operator/coordination contractor under contract with the CTC, who has performed in an outstanding manner and has shown care and concern for TD passenger(s).

Criteria: The individual's/team's dedication should be considered when making a nomination. Please cite specific examples of work with passengers that exhibit the nominee's caring attitude and reasons for nomination. **A letter of support from the employee's supervisor or the CTC, if different, must be submitted with the nomination.** Nominations can include compliments/commendations from consumers. Please do not include training certifications and employee performance evaluations with your nominations. This information should be summarized in the support letter provided by the employee's supervisor or the CTC.

Describe the reliability/dependability of the individual/team.

Mrs. Long-Mack is the main contact for contractual clients like: the Center of Independent Living, Foster Grandparents, Elder Care & dialysis units; Mrs. Long-Mack receives daily e-mails from CIL and the City of Gainesville contract client with the new ADA clients that were approved, denied and temporary eligibilities. Bonnie is prompt to create the new clients profiles in MV's Trapeze system, add their eligibility dates and funding sources.

When given a deadline for a project or task, Mrs. Long-Mack makes sure she completes it on a timely manner, example: at the beginning of every month, the Accounting Manager asks her for the eligibility report for the month and Mrs. Long-Mack provides the report the same day.

When encountering situations where the reservation of a client contains an error; Mrs. Long-Mack makes sure she contacts dispatch to get the client transported and fixes the reservation immediately.

Describe the positive/caring attitude of the individual/team.

Mrs. Long -Mack maintains a good and positive relationship with the clients, co-workers and management team. Bonnie adheres to the company policies, she has an excellent safety record, she assists whenever activities or cookouts are held for the drivers and completed her duties on time.

Mrs. Long-Mack provides prompt, efficient and personalized assistance to the customers; she provides thorough, accurate information to answer customer's questions or concerns; actively looks for ways to assist by identifying services or solutions. Bonnie is pleasant, courteous and professional when dealing with internal or external customers.

Provide number and summary of complaints/commendations for the period July 1, 2015 through June 30, 2016.

Mrs. Long-Mack has received over 11 compliments for the period of July 1, 2015 through June 30, 2016. The compliments she received are all from clients that value the personalized and courteous service that Bonnie provides. Mrs. Long-Mack has not received any complaints

for the period.

Some examples of the compliments that Mrs. Long-Mack has received:

- From client Shirley Laflam: "Bonnie is very sweet and always gets my trips correctly".
- From client Charline Sigler: "Bonnie is the best at what she does".
- From client John Miller: " Bonnie is an excellent person for the job".
- From client Warren Johnson: "Since i had my stroke, is hard to communicate with people but Bonnie is so patient and kind to me, i appreciate it".
- From client Irene Keegan: "Bonnie is doing an excellent job".
- From client Ella Baskin: "Bonnie is very pleasant and she has a lot of patience with me". She is very happy every time Bonnie answers the phone.
- From client Eula Baker: She appreciates Bonnie and is very happy when Bonnie answers the phone.
- From client Bobby Hopkins: " Bonnie is awesome and i enjoy speaking to her".
- From client Willie Allen: "I enjoy speaking with Bonnie and she does a great job".
- From client Rudy Barnett: "Thank you very much to Bonnie for helping me and she is very sweet".
- From client Nicky Nicholson: He said he loves Bonnie and is very grateful for her service.

Describe the individual's/team's responsiveness to internal and external customers.

Mrs. Long-Mack has the ability and experience to perform her work; she answers promptly the phone when clients call and keeps the on hold time to a minimum. She maintains a professional and pleasant voice when attending clients over the phone and in person, she has patience and is very helpful to the clients in need.

Mrs. Long-Mack maintains a good relationship and a positive attitude with her co-workers and managers. She demonstrates respect for co-workers, direct reports and customers.

When clients have questions regarding their funding source, Mrs. Long-Mack explains how the fundings work and how the window times work depending on the funding source used; when faxes are sent from nursing homes with client's reservations, Mrs. Long-Mack continuously checks the printer during the day, gathers the faxes and enters the reservations in the system and promptly send back confirmation numbers via fax.

Provide a summary of training completed related to the TD program. Do NOT provide copies of all training certificates.

As a customer service representative Bonnie is a veteran on the TD application process, she approves, and denies these applications; when she is not sure she talks to the Accounting Manager for reference or advice on what will be the best option for the client. Mrs. Long-Mack has a good knowledge of the funding sources and uses them correctly when booking reservations for the clients.

Mrs. Long-Mack started working for MV Transportation as a driver and after two years of service, she was promoted to her current position of Customer Service Representative and has been in her current position for over 11 years. Mrs. Long-Mack experience as a driver has help her understand the needs of the clients and gave her a vast knowledge of the locations in Alachua County. She received a full training in MV's Trapeze software, which is used to book reservations, create client's profiles, schedule rides, dispatch and monitor routes, etc. Mrs. Long-Mack has a complete knowledge on the different funding sources, when & how to use them while booking reservations for the clients; she received a full training on how to process the applications for Transportation Disadvantaged Trust Fund Services and she is in charge of the approval or denial of these applications.

Due to the availability of funds and changes in contracts, the funding sources and eligibility rules change constantly; Mrs. Long-Mack adapts very well to these changes and when the Accounting Manager explains and provides her with training on the new changes made; for example: funding source criteria, new parameters, etc., Mrs. Long-Mack immediately starts implementing the changes and makes the clients affected aware of them.

Summarize performance evaluation history of nominee. Do NOT include actual performance evaluations.

Mrs. Long-Mack is and has been a good multi-tasker, she takes reservations, handles the approval and denial of Transportation Disadvantaged eligibility applications, creates client's profiles in MV's Trapeze system, enters the client's funding sources, eligibility dates and other data in the system, receives Elder Care, Foster Grandparents & other reservations via fax, etc. When taking reservations she reads all the information back to the customer to ensure that the reservations were properly booked; when she sees issues with reservations Mrs. Long-Mack is prompt to bring it to the attention of a Manager and the person who did the mistake.

Identify the unique characteristics of the dispatcher/scheduler that you feel should be considered to be selected for this award.

Mrs. Long-Mack has the experience and expertise to perform all of her duties with success and accuracy; she demonstrates integrity by taking responsibility for accomplishing work goals and attempts to learn from mistakes.

Bonnie, demonstrates professionalism by maintaining composure and control even in difficult situations and demonstrates a positive attitude towards work. She provides prompt, personalized assistance to customers, and shows a real concern for clients in need; acts in the best interest of the company and complies with applicable policies.

Additional Comments and/or Narrative.

Please see Letter of Support from the General Manager.



October 24, 2106

To Whom It May Concern:

This letter is written in support of the nomination of Ms. Bonnie Long-Mack for Dispatcher/ Scheduler of the Year.

I have been involved with our project MV Division #65, Alachua County Community Transportation Coordinator (CTC) in many roles since we began service to this area in March of 2003. Throughout those years I always looked forward to seeing Ms. Bonnie Mack's smiling face as I entered the facility. We forged a special bond, and that has only been reinforced since I took the role of the General Manager of this division in August 2015. In the 13 years she has been here, managers, drivers and staff have come and gone, but the passengers we serve all know her and recognize her as the face of the division.

Bonnie primarily serves our project as Reservations Agent, but in reality, also serves in the roles of Customer Service, TD Eligibility Specialist, Dispatcher and Scheduler. All of the standing order reservations are scheduled by Bonnie, and in that role she has developed solid relationships with clinic and dialysis staff. We meet monthly with dialysis clinic staff from throughout the county, and Bonnie listens very carefully to their needs and concerns, and makes whatever adjustments are necessary to ensure quality service. She often works with passengers and drivers to locate an address, and serves as the dispatch customer service agent to arrange same day rides and resolve delivery issues.

Ms. Mack originally served as a driver in this division, and has been in her current role for 11 years. She knows the county well, and uses this knowledge to assist drivers and passengers in ensuring we are at the correct location. My office is adjacent to her desk and I often marvel at the great relationship and warm interaction she has with our passengers. She is truly a leader in exemplary Customer Service and is appreciated by everyone she comes in contact with. Recognition of her contribution to the Transportation Disadvantaged Program is long overdue! Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Edward Griffin". The signature is stylized with a large initial "E" and a horizontal line at the end.

Edward Griffin
General Manager
MV Transportation Division #65
3713 SW 42nd Ave., Suite 3
Gainesville, FL 32608
352-375-2784 ext. 11600

ATTENDANCE RECORD

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	11/4/15	2/10/16	5/11/16	9/14/16
Chair	Commissioner Craig Carter	P	P	P	P
Florida Department of Transportation Alternate Member	Janell Damato Sandra Collins	P A	P A	P A	P A
Florida Department of Children and Families Alternate Member	John Wisker Louella Teague	P A	P A	P A	A A
Agency for Health Care Administration Alternate Member	Deweese Ogden Pamela Hagley	P A	A A	P A	P A
Florida Department of Education Alternate Member	Melinda Jordan Jeff Aboumrad	A P	A P	A P	A A
Public Education Alternate Member	James H. Speer, Jr. David Deas		A A	A A	A A
Citizen Advocate Alternate Member	James East Paul Selvy	A	P	P A	P A
Citizen Advocate-User Alternate Member	Earther Wright (Vacant)	P	P	A	P
Elderly Alternate Member	Dr. Maurice Levy (Vacant)	P	P	A	P
Veterans Alternate Member	Albert H. Linden, Jr. (Vacant)				
Persons with Disabilities Alternate Member	Christine Eason Louton Sharon Curtis	P A	A A	P A	P A
Florida Association for Community Action Alternate Member	Charles J. Harris Tiffany McKenzie	A	A	A	P
Florida Department of Elder Affairs Alternate Member	Jeff Lee (Vacant)	A	P	A	P
Children at Risk Alternate Member	Trisha Nieves (Vacant)				
Mass Transit Alternate Member	Jesus Gomez Mildred Crawford	A P	A P	A P	A P
Regional Workforce Board Alternate Member	Linda Tatum (Vacant)	A	A	A	A
Private Transit Industry Alternate Member	Lisa Hogan (Vacant)	P	P	P	P

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."

