

Alachua County Transportation Disadvantaged Service Plan – Annual Update

July 1, 2023 - June 30, 2028

Alachua County Transportation Disadvantaged
Coordinating Board



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2023/28 Alachua County Transportation Disadvantaged Service Plan – Annual Update

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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Charles S. Chestnut IV, Chair

with Assistance from

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and

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May 7, 2025

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Chapter I: Development Plan

A. Introduction to The Service Area

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

1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

a. Florida Commission for the Transportation Disadvantaged

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

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

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

b. Designated Official Planning Agency

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

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

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

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

c. Local Coordinating Boards

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

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

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

- An elected official from Alachua County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.

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

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

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

d. Community Transportation Coordinator

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

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

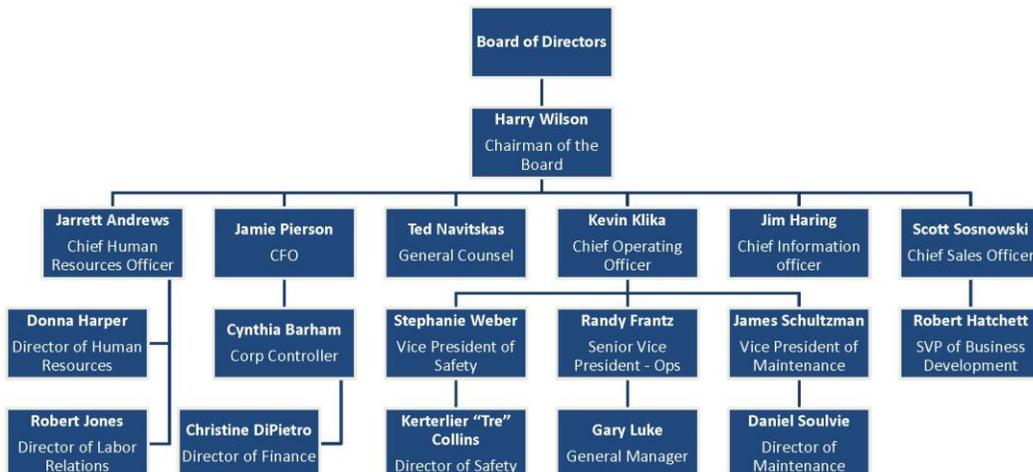
- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an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

2. Designation Date/History

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area recommended MV Contract Transportation, Inc. to be designated the Community Transportation Coordinator for Alachua County effective July 1, 2003. The Florida Commission for the Transportation Disadvantaged approved MV Contract Transportation, Inc.'s designation as the Community Transportation Coordinator for Alachua County. MV Contract Transportation, Inc. was selected as the Community Transportation Coordinator through a request for proposals process.

The Florida Commission for the Transportation Disadvantaged requires that the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area conduct the selection process and recommend a Community Transportation Coordinator for Alachua County at the end of each contract period (every five years). In 2023, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area recommended that MV Contract Transportation, Inc. be re-designated the Community Transportation Coordinator for Alachua County. The Florida Commission for the Transportation Disadvantaged re-designated MV Contract Transportation, Inc. as the Alachua County Community Transportation Coordinator effective July 1, 2023.

MV Contract Transportation, Inc. is a private for-profit entity. MV Contract Transportation, Inc. centrally coordinates rides and provides direct transportation service. The following chart identifies MV Contract Transportation, Inc.'s organizational structure.



3. Florida's Coordinated Transportation System Organization Chart

TD Program Foundation

In 1979, Legislature created the program to be “fully responsive to the needs” of this population.

Legislature created CTD and TD Trust Fund in 1989.

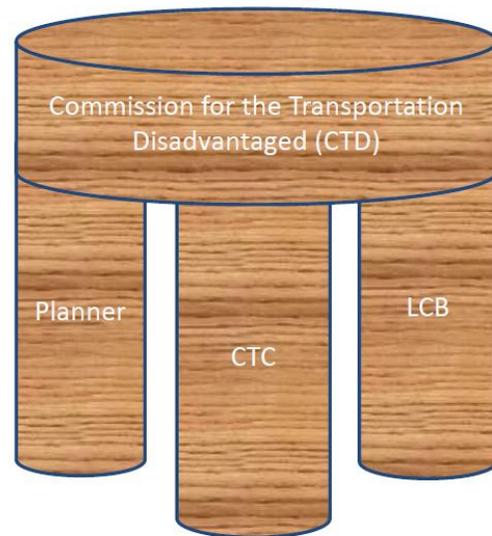
The purpose was to “coordinate” transportation services in each county in Florida.

Implemented by three primary entities at local level:

- Community Transportation Coordinator (CTC) – Oversees the delivery of TD services in designated county or multi-county area.
- Planning Agency (Planner) – Coordinates planning activities for local TD program.
- Local Coordinating Board (LCB) – Represents stakeholders and advises on the delivery of TD services.

CTD also works with state/local partners or “purchasing agencies” to coordinate funding for these services.

The “Three-Legged Stool” of
Coordination



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

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

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

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan adopted in August 2018 is a long-range guide for the physical, economic, and social development of a planning region which identifies regional goals and policies. The plan contains regional goals and policies designed to promote a coordinated program of regional actions directed at resolving problems identified in the trends and conditions statements contained within each strategic regional subject area.

The following policies are included in the Strategic Regional Policy Plan:

REGIONAL GOAL 5.6. Reduce the unmet general trip demand of the north central Florida Transportation Disadvantaged population.

Policy 5.6.1. Improve mobility options for low-income, elderly and disabled citizens.

Policy 5.6.2. Increase funding for coordinated transportation systems for the transportation disadvantaged.

Policy 5.6.3. The Council and/or the Metropolitan Transportation Organization for the Gainesville Urbanized Area should provide technical assistance to designated north central Florida local transportation coordinating boards and community transportation coordinators.

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

c. Transit Development Plan

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

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plan

The Year 2040 Long Range Transportation Plan includes two main elements: an adopted Needs Plan and an adopted Cost Feasible Plan. The Year 2040 Needs Plan charts a strategic direction for how the region will achieve important mobility and accessibility goals over the next 25 years. The Year 2040 Cost Feasible Plan identifies priority transportation projects and their associated costs. The costs can be funded using projected revenues from a variety of federal, state and local sources over the planning horizon.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Year 2040 Long Range Transportation Plan for the Gainesville Urbanized Area.

f. Transportation Improvement Program

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

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

5. Public Participation

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

6. Alachua County Transportation Disadvantaged Coordinating Board Membership Certification

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEMBERSHIP CERTIFICATION**

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

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

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

Signature: _____ Date: _____
 Marihelen Wheeler, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Charles Chestnut, IV		No Term
Elderly	Vacant	Vacant	6/30/2026
Disabled	Spencer Morton	Vacant	6/30/2027
Citizen Advocate	Vacant	Vacant	6/30/2027
Citizen Advocate/User	Vacant	Vacant	6/30/2027
Children at Risk	Vacant	Vacant	6/30/2028
Florida Association for Community Action	Tiffany McKenzie	Caroline Ruff-Looney	6/30/2026
Public Education	Vacant	Vacant	No Term
Florida Agency for Persons with Disabilities	Sheryl Dick-Stanford	Diana Burgos-Garcia	No Term
Florida Department of Transportation	Janell Damato	Christina Nalsen	No Term
Florida Department of Children and Families	John Wisker	Louella Teague	No Term
Florida Department of Elder Affairs	Jeff Lee	Vacant	No Term
Florida Department of Education	Vacant	Vacant	No Term
Florida Agency for Health Care Administration	Reeda Harris	Pamela Hagley	No Term
Regional Workforce Development Board	Christina Brown	Anna Mendoza	No Term
Veteran Services	Albert Linden, Jr.	Vacant	6/30/2023
Local Mass Transit	Jesus Gomez	Mildred Crawford	No Term
Transportation Industry	Vacant	Vacant	6/30/2028
Local Medical Community	Erica Barnard	Vacant	6/30/2028

7. Alachua County Transportation Disadvantaged Coordinating Board Membership

**ALACHUA COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Charles Chestnut, IV Local Elected Official/Chair Grievance Committee Member	
Janell Damato Florida Department of Transportation	Christina Nalsen 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	Vacant Florida Department of Education
Jeff Lee, Vice- Chair Florida Department of Elder Affairs Grievance Committee Member	Nick Hauzer Florida Department of Elder Affairs
Reeda Harris Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Diana Burgos Garcia Florida Agency for Persons with Disabilities
Christina Brown Regional Workforce Board	Anna Mendoza Regional Workforce Board
Tiffany McKenzie Central Florida Community Action Agency (Term ending June 30, 2026)	Caroline W. Ruff-Looney Central Florida Community Action Agency (Term ending June 30, 2026)
Vacant Public Education	Vacant Public Education
Albert H. Linden, Jr. Veterans (Term ending June 30, 2026)	Vacant Veterans (Term ending June 30, 2026)
Vacant Citizen Advocate Grievance Committee Member (Term ending June 30, 2027)	Vacant Citizen Advocate (Term ending June 30, 2027)
Vacant Citizen Advocate - User (Term ending June 30, 2027)	Vacant Citizen Advocate - User (Term ending June 30, 2027)
Spencer Morton Persons with Disabilities (Term ending June 30, 2027)	Vacant Persons with Disabilities (Term ending June 30, 2027)
Vacant Elderly (Term ending June 30, 2026)	Vacant Elderly (Term ending June 30, 2026)
Erica Barnard Medical Community (Term ending June 30, 2025)	Vacant Medical Community (Term ending June 30, 2025)
Vacant Children at Risk (Term ending June 30, 2025)	Vacant Children at Risk (Term ending June 30, 2025)
Jesus Gomez Mass Transit	Mildred Crawford Mass Transit
Vacant Private Transportation Industry (Term ending June 30, 2025)	Vacant Private Transportation Industry (Term ending June 30, 2025)

Service Area Profile and Demographics

1. Alachua County Service Area Description

Alachua County is located in North Central Florida, 85 miles south of the Georgia state line, 50 miles from the Gulf of Mexico, and 67 miles from the Atlantic Ocean. Alachua County encompasses 977 square miles which includes approximately 874 square miles of land area. Alachua County has 9 municipalities within its borders, including: Archer, Alachua, Gainesville (county seat), Hawthorne, High Springs, LaCrosse, Micanopy, Newberry, and Waldo.

2. Demographics

a. Alachua County Comprehensive Plan: 2011–2030

The Alachua County Comprehensive Plan: 2011-2030 is a long range plan for guiding local decision making and implementing the community's vision. It consists of fifteen elements addressing aspects of Alachua County ranging from land use and transportation to natural resource protection in a policy framework adopted by the Alachua County Commission.

Transportation Mobility Element

The Transportation Mobility Element of the Comprehensive Plan creates more mobility options for residents, especially for young people, the elderly and people who do not own cars or prefer not to drive, which reduces energy use, personal transportation costs, and dependence on foreign oil. It provides for compact mixed uses areas, including commercial, office, civic and institutional uses to be accessible by walking and biking, in combination with a plan for bus rapid transit. The Plan also calls for express transit and park and ride opportunities from outlying areas into the employment and commercial hubs within the City of Gainesville. The following is the goal of the Transportation Mobility Element of the Comprehensive Plan and Objective 2.2 relating to transportation needs of transportation disadvantaged residents of Alachua County:

Goal: To establish a multi-modal transportation system that provides mobility for pedestrians, bicyclists, transit users, motorized-vehicle users, users of rail and aviation facilities, and is sensitive to the cultural and environmental amenities of Alachua County.

Objective 2.2: Transportation Mobility Element: To coordinate and assist the agencies planning and providing service delivery for the transportation disadvantaged.

Policy 2.2.1: Alachua County will assist the Metropolitan Transportation Planning Organization and the Florida Department of Transportation in planning services for the transportation disadvantaged.

Policy 2.2.2: Alachua County will continue to provide support for the operation of paratransit services in unincorporated Alachua County in order to provide 24-hour ambulatory and wheelchair service on a demand-responsive basis within available financial resources.

b. Future Land Use Element

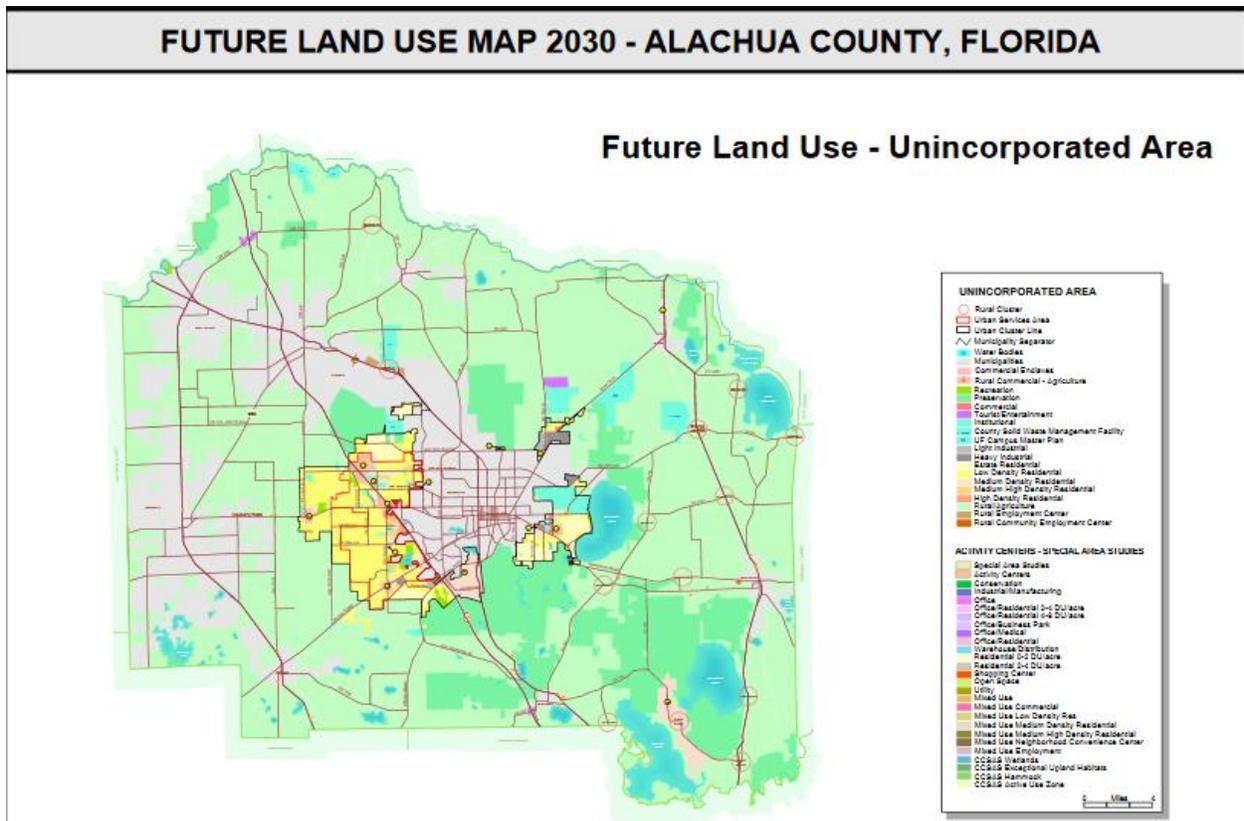
The 2011-2030 Future Land Use Element of the Alachua County Comprehensive Plan establishes policies and standards for the proper distribution and development of varying land uses in the county. Transportation is essential to the development of these land uses as it provides a means of interaction among these areas. The 2011-2030 Future Land Use Element of the Alachua County Comprehensive Plan encourages the orderly, harmonious, and judicious use of land, consistent with the following guiding principles:

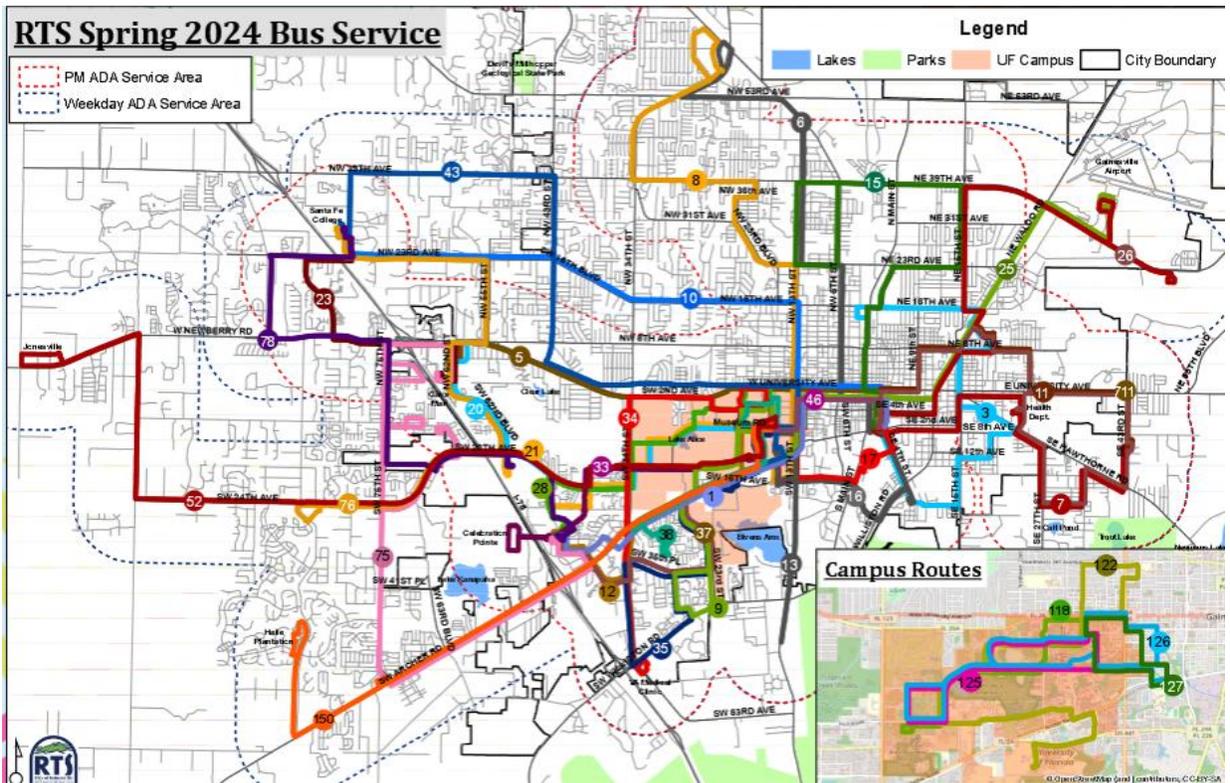
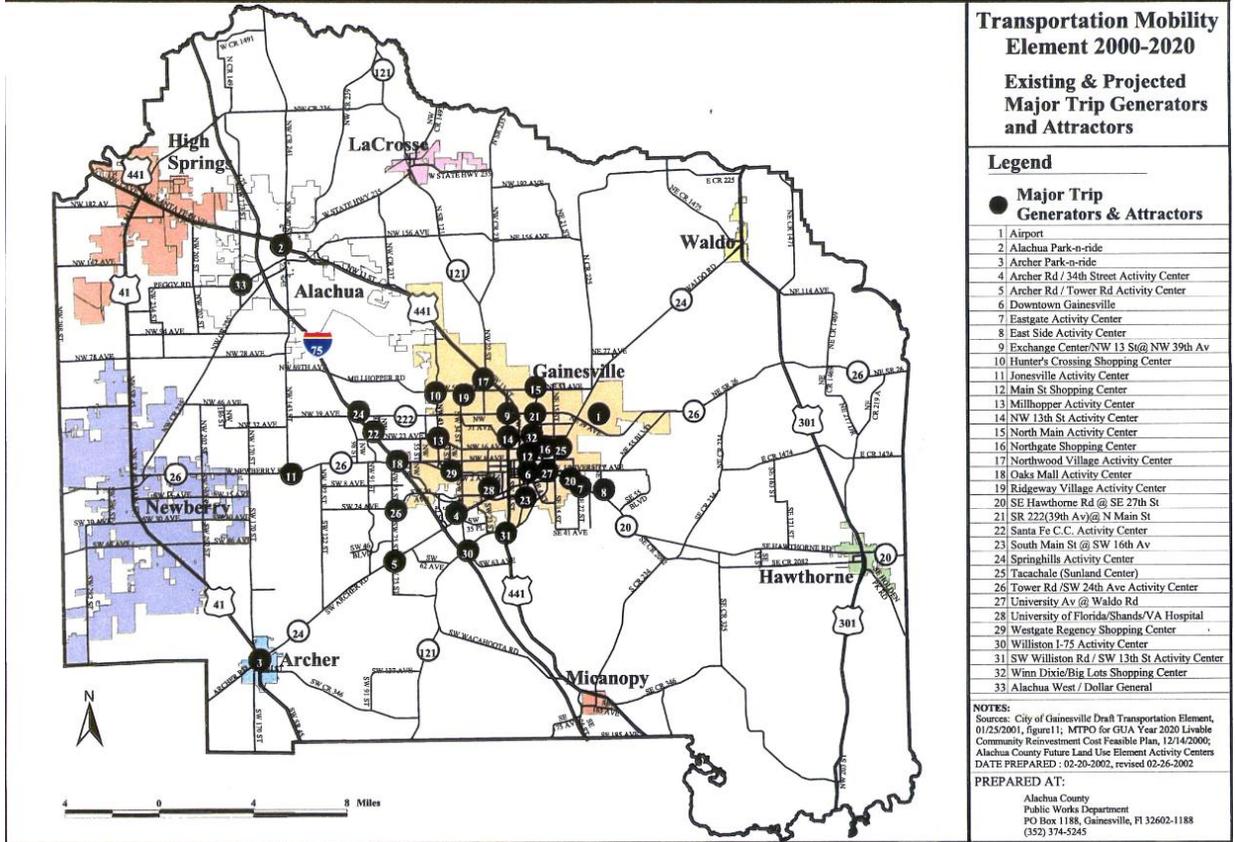
Principle 1 - promote sustainable land development that provides for a balance of economic opportunity, social equity including environmental justice, and protection of the natural environment.

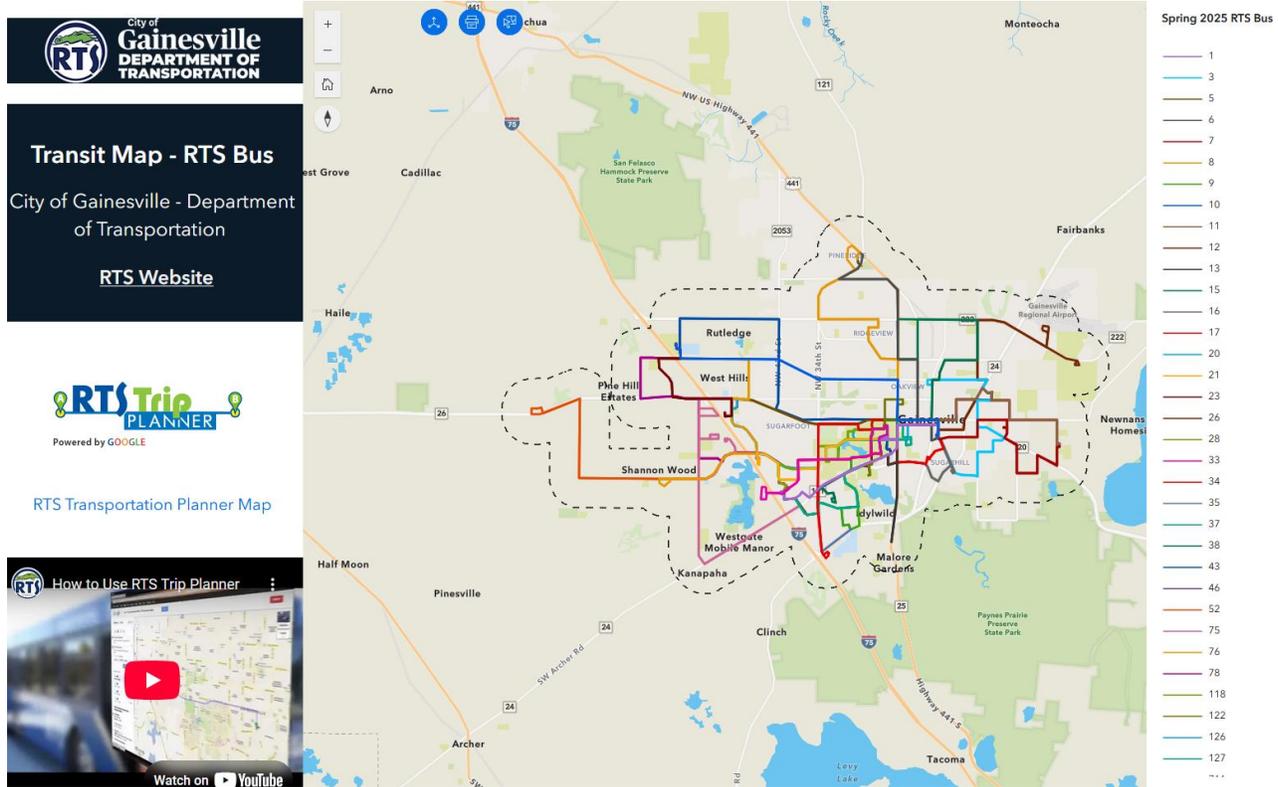
Principle 2 - Base new development upon the provision of necessary services and infrastructure. Focus urban development in a clearly defined area and strengthen the separation of rural and urban uses.

Principle 3 - Recognize residential neighborhoods as a collective asset for all residents of the County.

Principle 4 - Create and promote cohesive communities that provide for a full range and mix of land uses.







c. Population/Composition

The Bureau of Economic and Business Research estimates Alachua County's total population in 2022 as 287,872. Table 1 shows the population of the cities and towns in Alachua County.

**TABLE 1
POPULATION COUNTS AND ESTIMATES
ALACHUA COUNTY**

AREA	2020 U.S. CENSUS POPULATION COUNT	POPULATION ESTIMATE 2024
Alachua County	278,468	296,313
City of Alachua	10,574	11,296
City of Archer	1,140	1,165
City of Gainesville	141,085	150,120
City of Hawthorne	1,478	1,485
City of High Springs	6,215	7,118
Town of LaCrosse	316	304
Town of Micanopy	648	653
City of Newberry	7,342	9,096
City of Waldo	846	869
Unincorporated Area	108,824	114,207

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

TABLE 2
POPULATION
ALACHUA COUNTY

U.S. CENSUS POPULATION 2020	PERSONS PER SQUARE MILE 2024
278,468	338.4

Source: Florida Legislature Office of Economic and Demographic Research

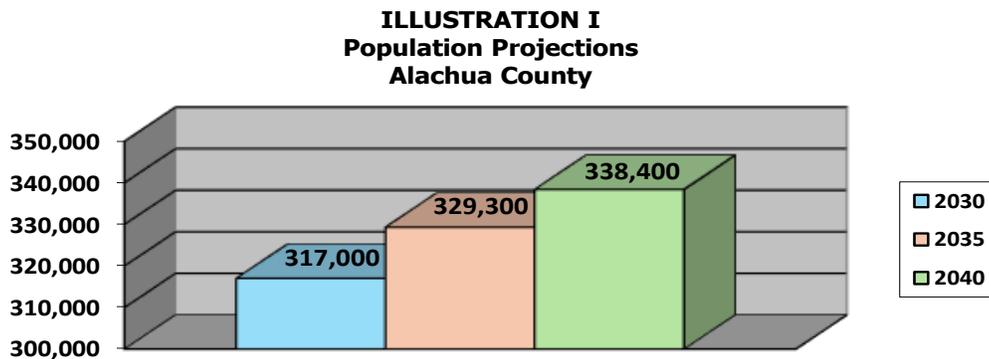
According to the Bureau of Economic and Business Research, 910 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households.

d. Population Densities

With approximately 875 square miles of land area, the County population density in 2024 was approximately 338.4 persons per square mile.

e. Population Projections

According to the Bureau of Economic and Business Research, Alachua County will have a total population of 317,000 by the Year 2030. Illustration I shows population projections for 2030, 2035 and 2040.



f. Population Age Distribution

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

TABLE 3
POPULATION ESTIMATES BY AGE GROUP
ALACHUA COUNTY

Age Group	Estimated 2023 Population
0-4	15,018
5-17	36,867
18-24	61,097
25-54	101,958
55-64	29,263
65-79	37,160
80+	11,677

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

g. Disability and Self Care Limitations

According to the 2020 Bureau of the Census American Community Survey, an estimated 33,844 residents under the age of 65 had a disability in 2022.

h. Employment

According to the Florida Legislature Office of Economic and Demographic Research, Alachua County's estimated labor force (population 18 years of age and older) in 2023 was 59.7 percent. The estimated unemployment rate for Alachua County in 2023 was 3.1 percent.

i. Income

According to the Florida Legislature Office of Economic and Demographic Research, Alachua County's median household income in 2023 was \$59,659. Table 4 characterizes the levels of household income in Alachua County. Table 5 shows income levels that are currently used to define the federal poverty level.

TABLE 4
HOUSEHOLD INCOME
ALACHUA COUNTY

2023 PER CAPITAL PERSONAL INCOME	2023 MEDIAN HOUSEHOLD INCOME	2023 PERSONS BELOW POVERTY LEVEL PERCENT
\$55,872	\$59,659	18.5%

Source: Florida Legislature Office of Economic and Demographic Research

TABLE 5
2025 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

2025 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	Poverty guideline
1	\$15,650
2	\$21,150
3	\$26,650
4	\$32,150
5	\$37,650
6	\$43,150
7	\$48,650
8	\$54,150
For families/households with more than 8 persons, add \$5,500 for each additional person.	

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

According to the Florida Agency for Health Care Administration, Florida Department of Health, Division of Public Health Statistics & Performance Management, the median monthly Medicaid enrollment for Alachua County in January 2025 was 43,024. Table 6 shows individuals who received Supplemental Security Income.

TABLE 6
PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
ALACHUA COUNTY, 2023

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	627
Aid to the Blind and Disabled	5,859

Source: Social Security Administration, Master Beneficiary Record and Supplemental Security Record

j. Housing

According to the Florida Legislature Office of Economic and Demographic Research, the estimated number of households in 2021 in Alachua County was 112,723 and that the average household size was 2.32.

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

TABLE 8
DISTRIBUTION OF HOUSING UNITS
ALACHUA COUNTY

HOUSING UNITS 2022	OWNER OCCUPIED HOUSING UNIT RATE 2022	HOUSEHOLDS 2022
127,549	54,5	108,597

Source: U.S. Census Bureau, Quick Facts

k. **Health**

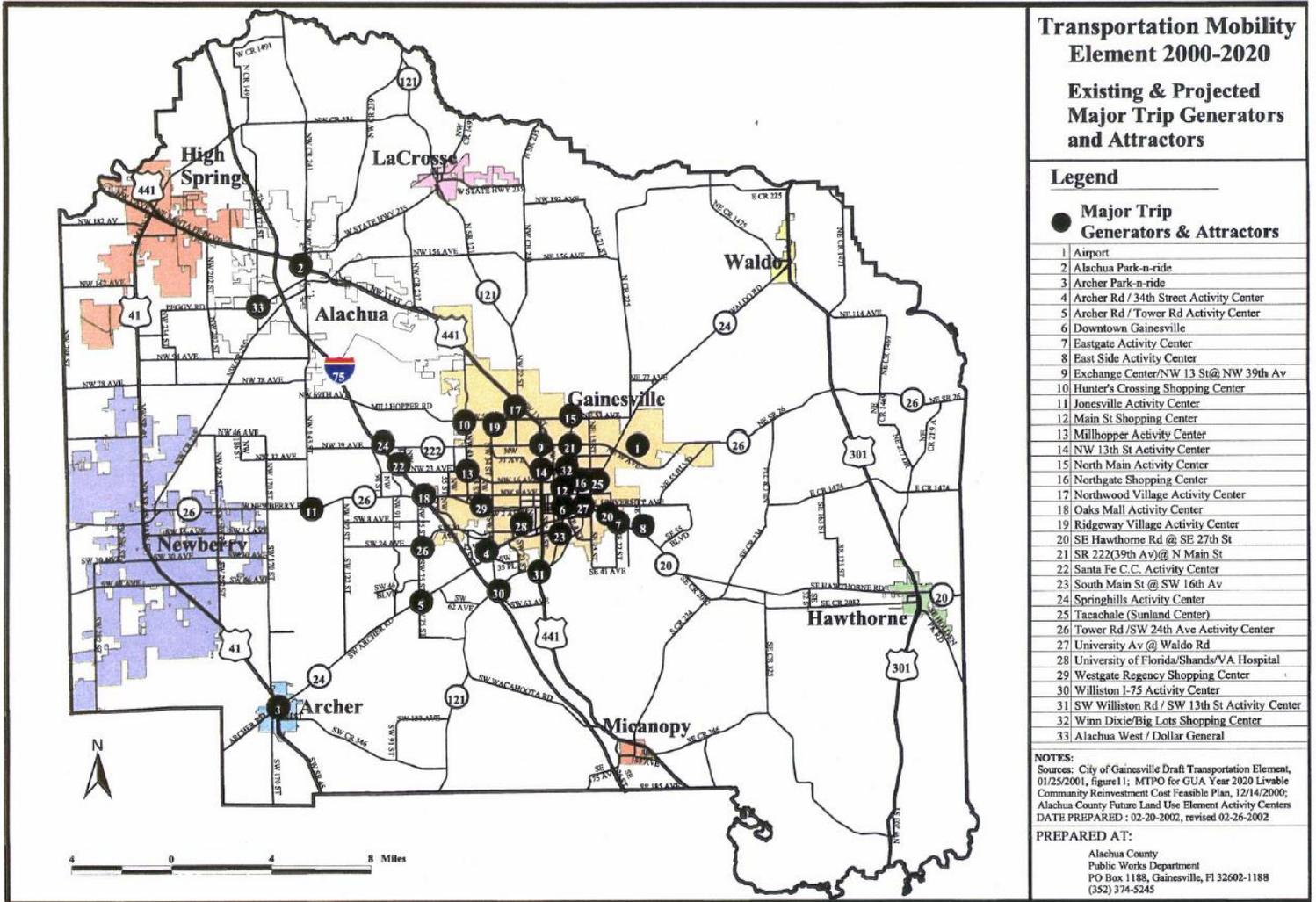
According to the 2022/23 Physician Workforce Annual Report, there were 1,709 physicians of medicine practicing in Alachua County.

l. **Transportation**

According to the 2020 U.S. Bureau of the Census American Community Survey, 9,170 owner and renter occupied housing units in Alachua County had no vehicle available.

m. Major Trip Generators/Attractors

Below are the existing and projected major trip generators and attractors according to the 2000-2020 Alachua County Comprehensive Plan Transportation Mobility Element.



B. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

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

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

The following tables show general and critical need Transportation Disadvantaged population estimates for Alachua County.

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Alachua County

Census Data from: **2018**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
< 5 Years of Age	0	4.20%	-	-
5-17	2,412	4.20%	101	0.31%
18-34	5,447	6.30%	343	0.59%
35-64	10,943	13.84%	1,515	1.25%
Total Non Elderly	18,802		1,959	0.87%
65-74	4,715	27.12%	1,279	4.47%
75+	5,619	46.55%	2,616	29.58%
Total Elderly	10,334		3,894	10.41%
Total	29,136		5,853	2.22%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	560
11.70%	456
	1,016

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	1,399	560	1,959
<i>Elderly</i>	3,439	456	3,894
TOTAL	4,837	1,016	5,853

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

Low Income & Not Disabled = C + F			
<i>Assumes</i>	####	CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
27.2%	xx % without auto access		
	####	Calculation of Daily Trips	
50.0%	xx % without transit access		
	####		
		Daily Trip Rates	Total
		Per Person	Daily Trips
Total Actual Critical TD Population			
<i>Severely Disabled</i>	5,853	0.049	287
<i>Low Income ND</i>	###	1.899	67,361
Totals	####		67,648

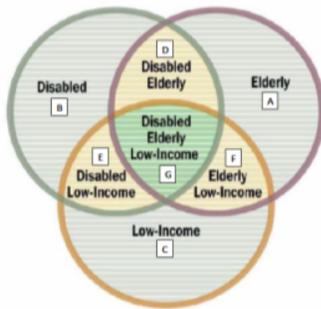
2. Paratransit Service Demand Estimation

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

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Alachua County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/low income	4,511	4,521	4,530	4,540	4,549	4,559	4,568	4,578	4,588	4,597	4,607
B - Estimate non-elderly/ disabled/not low income	14,231	14,321	14,351	14,382	14,412	14,442	14,473	14,503	14,534	14,565	14,595
G - Estimate elderly/disabled/low income	2,274	2,279	2,284	2,288	2,293	2,298	2,303	2,308	2,313	2,318	2,322
D - Estimate elderly/ disabled/not low income	8,060	8,077	8,094	8,111	8,128	8,145	8,163	8,180	8,197	8,214	8,232
F - Estimate elderly/non-disabled/low income	34,717	34,790	34,864	34,937	35,011	35,085	35,159	35,233	35,307	35,382	35,456
A - Estimate elderly/non-disabled/not low income	-7,629	-7,645	-7,661	-7,677	-7,694	-7,710	-7,726	-7,742	-7,759	-7,775	-7,791
C - Estimate low income/not elderly/not disabled	226,105	226,582	227,060	227,539	228,019	228,500	228,982	229,465	229,949	230,434	230,920
TOTAL GENERAL TD POPULATION	282,329	282,924	283,521	284,119	284,719	285,319	285,921	286,524	287,128	287,734	288,341
TOTAL POPULATION	263,291	263,846	264,403	264,961	265,519	266,079	266,641	267,203	267,767	268,331	268,897



Alachua County

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
<i>Disabled</i>	5,853	5,866	5,878	5,890	5,903	5,915	5,928	5,940	5,953	5,965	5,978
<i>Low Income Not Disabled No Auto/Transit</i>	35,472	35,547	35,622	35,697	35,772	35,847	35,923	35,999	36,075	36,151	36,227
Total Critical Need TD Population	41,325	41,412	41,500	41,587	41,675	41,763	41,851	41,939	42,028	42,116	42,205
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	287	287	288	289	289	290	290	291	292	292	293
<i>Low Income - Not Disabled - No Access</i>	67,361	67,503	67,645	67,788	67,931	68,074	68,218	68,362	68,506	68,650	68,795
Total Daily Trips Critical Need TD Population	67,648	68,791	69,954	71,136	72,338	73,618	74,921	76,248	77,597	78,971	80,210
Annual Trips	24,691,427	25,108,712	*****	*****	*****	*****	*****	*****	*****	*****	*****

3. Barriers to Coordination

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

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. The Florida Medicaid Non-Emergency Transportation Services Coverage Policy Handbook, Agency for Health Care Administration November 2019, provides information concerning Medicaid non-emergency transportation policies.

Other barriers to the coordination of transportation services in Alachua County include the following:

- low density, rural population residing in the non-urbanized area of Alachua County limits the ability to multi-load vehicles; and
- various purchasing agency requirements for client transportation services (e.g., advance reservation requirements, maximum travel times, pick-up windows, etc. . . .).

4. Needs Assessment

United States Code Section 5310 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide seniors free fixed route trips	2025/26	City of Gainesville Alachua County	\$100,000.00	Federal Transit Administration
			\$100,000.00	City of Gainesville
Purchase one cutaway vehicle	2025/26	City of Gainesville Alachua County	\$105,380.00	Federal Transit Administration
			\$ 13,175.00	Florida Department of Transportation
			\$ 13,175.00	City of Gainesville

United States Code Section 5311 Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase trips for people in the rural areas surrounding the City of Gainesville and small cities in Alachua County	2024/25	Alachua County	\$25,000.00	U.S.C. Section 5311
			\$25,000.00	City of Gainesville

Rural Area Capital Equipment Support Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase one replacement vehicle.	2025/26	Alachua County	\$157,709.07	Rural Area Capital Equipment Support Grant
			\$ 17,523.23	MV Contract Transportation, Inc.

Transportation Disadvantaged Program Trip & Equipment Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2025/26	Alachua County	\$500,849.00	Transportation Disadvantaged Trust Fund Grant
			\$55,649.00	MV Contract Transportation, Inc.

Transportation Disadvantaged Program - Planning Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Transportation Disadvantaged Program planning.	2025/26	Alachua County	\$29,300.00	Florida Commission for the Transportation Disadvantaged

5. Goals, Objectives and Strategies

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

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

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

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

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

GOAL II: **Identify unmet transportation needs in Alachua County.**

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

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

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

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

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

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

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

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

GOAL IV: **Develop creative ways to provide additional trips.**

OBJECTIVE: Identify additional funding opportunities to provide transportation.

- Strategy:** Using information concerning unmet needs, the Community Transportation Coordinator shall determine the level of demand and cost of providing additional service.
- GOAL V:** **Ensure demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** The Community Transportation Coordinator shall comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** The Community Transportation Coordinator shall eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** The Community Transportation Coordinator shall train its staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI:** **Annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII:** **Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** The Community Transportation Coordinator shall adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** The Community Transportation Coordinator and Local Coordinating Board shall determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** The Community Transportation Coordinator shall inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII:** **Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** The Community Transportation Coordinator shall complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** The Community Transportation Coordinator shall complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.

GOAL IX: Provide quality service.

OBJECTIVE: The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.

Strategy: The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.

OBJECTIVE: Provide courteous and professional service.

Strategy: Reservationists and other office staff shall receive sensitivity and courtesy training annually.

GOAL X: Promote cost and service efficiency through efficient routing, scheduling and operation procedures.

OBJECTIVE: The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.

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

GOAL XI: Insure the provision of safe transportation services.

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

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

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Alachua County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing

STRATEGIES	IMPLEMENTATION DATE
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing
Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2025/26
(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.	(1) Ongoing (2) Annually (3) Quarterly
(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.	(1) Ongoing (2) Ongoing
(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
(1) Maintain a data base with pertinent information relative to clients needs and limitations.	Ongoing
The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually

Chapter II: Service Plan

A. OPERATIONS ELEMENT

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

1. Types, Days and Hours Of Service

a. Types of Service

- Ambulatory
- Wheelchair
- Demand Responsive
- Door to Door
- Curb to Curb
- Subscription Service

b. Office Hours

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

Reservation Hours: Monday through Saturday from 8:00 a.m. to 5:00 p.m. excluding holidays (see below). Reservations for ADA service sponsored by the City of Gainesville **(ONLY)** are also taken on Sundays from 9:00 a.m. to 5:00 p.m.

Customer Service: Monday through Saturday, 8:00 a.m. to 5:00 p.m. for all services and Sundays from 9:00 a.m. to 5:00 p.m. for ADA service **(ONLY)**.

c. Hours of Operation

Transportation Disadvantaged Program Sponsored Service - Monday through Friday, 6:00 a.m. to 6:00 p.m. Saturdays 6:00 a.m. - 6:00 p.m. Excluding holidays (see below).

ADA Paratransit Service

- Monday through Friday 6:00 a.m. to 9:00 p.m.
- Saturday: 6:00 a.m. to 7:30 p.m.
- Sunday: 9:00 a.m. to 6:00 p.m.
- Late-night service is provided in the fixed-route bus service areas Monday through Friday 9:00 p.m. to 12:00 a.m. and Saturdays 9:00 p.m. to 8:00 p.m.

Florida's Managed Medical Care Program Sponsored Service - The standards and parameters of this service when provided by MV Contract Transportation, Inc. mirror both Transportation Disadvantaged Program and ADA sponsored services. Managed Medical Care Program trips are currently sponsored by Transportation Broker MTM. This company is contracted with Managed Medical Care Providers to coordinate medical transportation needs, and contract with MV Contract Transportation, Inc. to directly provide transportation within their coordinated system.

d. **Holidays**

Transportation Disadvantaged Program: Transportation Disadvantaged Program sponsored service will not be provided on the following observed holidays.

- Thanksgiving Day
- Christmas Day
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day

Transportation Disadvantaged Program service may be provided on the following holidays based on overall service demands:

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

If funds are available, the Transportation Disadvantaged Program will sponsor ADA trips when the City of Gainesville is not providing ADA service due to the Regional Transit System fixed route service not operating. City of Gainesville residents who do not qualify for ADA service may apply for Transportation Disadvantaged Program eligibility.

ADA Paratransit Service – ADA paratransit services are provided under contract by MV Contract Transportation, Inc. Observed holidays are outlined in a service plan prepared by the City of Gainesville Regional Transit System. The Plan is available upon request. ADA services will be provided on the same days and during the same hours as the fixed-route service. ADA service is complementary to the fixed-route service.

2. Travel Times

Gainesville City Limits - maximum ride time one hour.

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

3. Dialysis Scheduled Routes

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

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

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

4. Accessing Services

Advance Notification Time - Trips must be scheduled through MV Contract Transportation, Inc. by 5:00 p.m. the day before transportation is needed. MV Contract Transportation, Inc. may accommodate same day service requests for all sponsored trips on a space available basis and when scheduling permits.

Consecutive Same Day Trips - Consecutive same day trips sponsored by Florida's Transportation Disadvantaged Program must be scheduled a minimum of 90 minutes apart. Consecutive same day trips sponsored by the Americans with Disabilities Act must be scheduled a minimum of 60 minutes apart.

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

Changing Trip Schedule - Passengers must call MV Contract Transportation, Inc. by 5:00 p.m. the day before their travel to change a scheduled trip.

5. No-Show Policy

A "no-show" is recorded after the transportation vehicle has arrived on time and has waited five minutes for the passenger. If the passenger is not there or has elected not to take the trip it will be considered a "no-show." If the passenger does not call to cancel a ride within two hours of time of service it will be considered a "no-show."

If a rider has three or more no-shows in a 60 day period they may be suspended from service. If a driver arrives to pick a passenger up and they are not there, and waits five minutes or do not take the trip the driver will hang a no-show notice on the door. MV Contract Transportation, Inc. is not responsible for rescheduling same day trips that are determined no-shows.

Will Call Definition/Policy - A "will-call" is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Contract Transportation, Inc. will dispatch a vehicle back to their pick-up location within two hours of the time the passenger informs MV Contract Transportation, Inc. that they are ready for pickup. MV Contract Transportation, Inc. will only send one vehicle as a courtesy. MV Contract Transportation, Inc. will not be responsible for the passenger's return ride if they miss both their return ride and courtesy "will call" ride.

6. Passenger Safety

Transportation service shall be denied if MV Contract Transportation, Inc. determines a passenger represents a danger to the safety of the driver, other passengers or to themselves. If a passenger represents a danger, an incident report shall be completed by the driver. Passengers and agency/facility personnel (if appropriate) will be interviewed and MV Contract Transportation, Inc. will investigate the incident report. Based on the incident report, a warning letter will be issued to the passenger. If the passenger's behavior continues, service may be suspended. In lieu of suspension, a passenger might be offered travel with a personal care attendant if their behavior is the result of a medical condition which makes them unable to control their behavior.

7. Bariatric Transportation

Transportation Disadvantaged Program: MV Contract Transportation, Inc. is required to transport all wheelchairs. A wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight do not have to be transported. In addition, mobility devices referred to as "Geri Chairs" cannot be accommodated.

ADA Paratransit Service: U.S. Department of Transportation Code of Federal Regulations, Section 37.165(b)(1): Wheelchair/occupant combinations that are larger or heavier than those to which the design standards for vehicles and equipment of 49 CFR part 38 refer, the entity may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if the carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.

8. Transportation Disadvantaged Program Eligibility

Individuals must apply for Transportation Disadvantaged Program eligibility for their transportation to be sponsored by the Florida Commission for the Transportation Disadvantaged.

MV Contract Transportation, Inc. will use the following criteria to determine eligibility:

1. Determine if the applicant is unable to transport themselves because they do not have an operational vehicle or the ability to operate a vehicle or the ability to find transportation from other sources.
2. Determine if the applicant is sponsored by any agency for transportation services; is unable to purchase transportation by an examination of income status (individual applicant income meets maximum of 150% of the current Federal Poverty Guidelines – *see table below*); is unable to find transportation from other sources; or has received the medical verification form that is enclosed with the Transportation Disadvantaged Application completed by a doctor that certifies they are unable to transport themselves.

2025 Poverty Guidelines
To Determine TD Income Eligibility
For all states (except Alaska and Hawaii) and for the District of Columbia

Size of Family Unit	150% of Poverty
1	\$22,590
2	\$30,660
3	\$38,730
4	\$46,800
5	\$54,870
...	...

Eligible individuals are required to apply for recertification annually. The Transportation Disadvantaged Program Eligibility Certification Application is shown as Exhibit A.

MV Contract Transportation, Inc. will provide applicants with written notification of eligibility approval or denial within 15 working days after receipt of application. Appeals may be filed with the Alachua County Transportation Disadvantaged Board Grievance Committee.

Individuals applying for recertification who have permanent disabilities may request a permanent disability certification form from the Center for Independent Living (CIL). This form may be used in lieu of the medical certification requirement.

Individuals who are not travelling to a Medicaid Managed Medical Assistance Program compensable service may be eligible for Transportation Disadvantaged Program sponsored service.

EXHIBIT A



Dear Transportation Disadvantaged Program Applicant:

Florida's Transportation Disadvantaged Program was established with the passage of Chapter 427, Florida Statutes. The purpose of this program is to assist individuals who are unable to transport themselves or to purchase transportation due to a physical or mental disability, income status, or age. MV Transportation, the designated Community Transportation Coordinator for Alachua County, is responsible for determining whether individuals are eligible for TD Program assistance. Effective July 1, 2012 the following new criteria will be used to determine whether you qualify for TD Program services:

Unable to transport themselves: Individual is not sponsored by any agency for their transportation and is unable to use the fixed route bus system due to a physical or mental disability defined by the ADA (*Enclosed 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*. Examples of Proof of Income: most recent pay stub, most recent Social Security income letter, most recent VA Income letter, etc).

2025 Poverty Guidelines

To Determine TD Income Eligibility

For all states (except Alaska and Hawaii) and for the District of Columbia

Size of Family Unit	150% of Poverty
1	\$22,590
2	\$30,660
3	\$38,730
4	\$46,800
5	\$54,870
...	...

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 15 business days. If you have any questions or need assistance completing the application, please contact our office at **(352)375-2784 option 2**.

Sincerely,

Gary Luke, General Manager



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 12inch 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

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 May 15, 2024
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 safe and 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. Reasonable accommodations will be considered on a case by case basis. Accommodations that would cause an undue hardship or be unsafe in any manner will be denied.

SECTION 2: Service Hours and Days

- ADA Paratransit rides are provided Monday to Friday between the hours of 6:00 am and 9:00 pm. Saturday ADA paratransit rides are provided between 6:00 am and 7:30 pm. Sunday ADA Paratransit rides are provided between 9:00 am and 6:00 pm. ADA paratransit service is provided by RTS after 9:00 PM within the late night service area. To determine if your trip is in the late night area contact MV Transportation before 5:00 PM the day before your trip and we will refer to RTS to schedule the trip. The pickup window for this service is 30 minutes.
- TD sponsored service is provided Monday - Friday from 6:00 am to 6:00 pm (last drop-off) and Saturday from 6:00 am to 6:00 pm (last drop-off). 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-

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.

Emergency Service

During evacuations for hurricanes, MV is contracted with the Alachua County Emergency Operations Center (EOC) to transport individuals to special needs shelters. You must be on the Special Needs Registry to access this service. Contact the Alachua County EOC at 352-264-6530 to get registered.

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.

- (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 application has been completed.
- ADA eligible riders may travel anywhere within ¾ of a mile from an (RTS) fixed route and within Gainesville City Limits.
- ADA riders may travel with a companion. A request should be made at the time of the reservation. All companions must pay the same fare as the ADA rider. Companions must be picked up and dropped off at the same location as the ADA rider.
- If a Personal Care Attendant (PCA) has been approved by the Center for Independent Living, no fare is charged for the PCA traveling with the rider.
- During some state and federal holidays 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 2 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.

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.

2784 Option 2. Reservations can be made 7 days a week for ADA only. ADA, 5310 and 5311 sponsored ride reservations can be made Monday through Saturday from 8 am to 5:00 pm and on Sunday 9:00 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 Option 3 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

Prepaid tickets can be purchased by calling (352) 375-2784 option 7. Any other sponsoring agencies that chose to charge a co-pay to their clients may do so.

Consecutive Same Day Trips: Consecutive same day trips sponsored by Florida's Transportation Disadvantaged Program must be scheduled a minimum of 90 minutes apart. Consecutive same day trips sponsored by the Americans with Disabilities Act must be scheduled a minimum of 60 minutes apart.

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 Option 6.
- 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

9. Transportation Disadvantaged Trust Fund Trip Priorities

In ranking order:

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

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

10. Passenger Fares

Transportation Disadvantaged Program: \$3.00 per trip, \$2.00 per trip for passengers travelling to dialysis appointments.

ADA Paratransit Service: \$3.00 per trip

U.S.C. Section 5311 Program: \$3.00 per trip

U.S.C. Section 5310 Program: \$3.00 per trip

11. Contracting Process/Criteria

MV Contract Transportation, Inc. will provide all of the transportation services directly.

12. Fixed Route Utilization

As of July 31, 2012 MV Contract Transportation, Inc. no longer utilized the Transportation Disadvantaged Program sponsored Bus Pass Program due to funding limitations. MV Contract Transportation, Inc. opens and closes the program depending on service needs and funding availability.

13. Vehicle Inventory

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

14. System Safety Program Plan Certification

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

15. Intercounty Services

MV Contract Transportation, Inc. does not currently have any formal agreements with Community Transportation Coordinators in other counties.

16. Emergency Preparedness And Response

Alachua County Emergency Operations Center (EOC) is responsible for evacuating special needs registrants. MV Contract Transportation, Inc. is under contract with the Alachua County Emergency Operations Center to provide service under their direction.

17. Educational Efforts/Marketing

Education programs for program recipients, agencies, facilities and medical providers are available upon request. MV Contract Transportation, Inc. participates in a bi-monthly forum with dialysis clinics in the area to discuss policy, service and other issues. MV also sponsors a Passenger Advisory Committee (PAC) to discuss policy and service issues and enlists this group to educate passengers on the service and provide feedback on driver performance. This group meets bi-monthly and also provides training to drivers on passenger assistance. MV Contract Transportation, Inc. also participates in community events, including the annual ADA Forum, Health Fairs, White Cane Walk and other activities upon request.

18. Acceptable Alternatives

There have been no acceptable alternatives identified for the provision of transportation service in Alachua County. The Florida Agency for People for Disabilities (APD) operates outside of Florida's coordinated transportation system. MV Contract Transportation, Inc. is waiting on guidance from the Florida Commission for the Transportation Disadvantaged regarding the process used to determine acceptable alternatives.

19. Service Standards

a. Drug And Alcohol Policy

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

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

b. Transport Of Escorts And Dependent Children

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

Local Policy: Escorts will be transported when prearranged at the time of the reservation. Escorts shall pay the same fare as the authorized passenger. Any ADA rider who has been approved by the City of Gainesville Regional Transit System as a personal care attendant may have the personal care attendant travel at no charge. Both escorts and personal care attendants will be transported from the same origin to the same destination as the authorized passenger. Children under age of 16 will be required to be accompanied by an escort.

c. Use, Responsibility And Cost Of Child Restraint Devices

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

Local Policy: All children 5 years of age or younger must be properly restrained no matter where they are sitting in the vehicle. Children through age 3 must be secured in a separate carrier or a vehicle manufacturer's integrated child safety seat. For children aged 4 through 5 years, a separate carrier, an integrated child safety seat, or a safety belt may be used ([FS 316.613](#)). The provision of federally approved child restraint devices is the sole responsibility of the parent/guardian/caregiver of the child/infant being transported. MV Contract Transportation, Inc. will not provide these devices.

d. Passenger Property

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

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

e. **Vehicle Transfer Points**

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

Local Policy: MV Contract Transportation, Inc. shall comply with this standard.

f. **Local Toll Free Phone Number**

Rule 41-2.006 (4) (f), F.A.C. A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Transportation Disadvantaged Board.

Local Policy: MV Contract Transportation, Inc. shall comply with this standard.

g. **Out-Of-Service Area Trips**

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

Local Policy: MV Contract Transportation, Inc. will make the determination of the necessity of out-of-area service and reserves the right to transport on dates and times that facilitate multi-loading of passengers. No out-of-service area trips will be provided under the Transportation Disadvantaged Program.

h. **Vehicle Cleanliness**

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

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

i. Billing Requirements

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

Local Policy: If the Community Transportation Coordinator without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the Community Transportation Coordinator of full or partial payment, the Community Transportation Coordinator shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. (F.S. 2000/ Ch 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.)

j. Passenger/Trip Database

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

Local Policy: MV Contract Transportation, Inc. shall comply with this standard.

k. Adequate Seating

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

Local Policy: MV Contract Transportation, Inc. shall comply with this standard.

l. Driver Identification

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

Local Policy: MV Contract Transportation, Inc. drivers will be required to wear a photo ID name tag and standard recognizable safety vests with the company logo.

m. Passenger Assistance

Rule 41-2.006 (4) (m), F.A.C. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, helping manual wheelchairs onto the lift and securing for lift into the vehicles, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the door. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

Local Policy: MV Contract Transportation, Inc. shall comply with this standard.

n. Smoking, Eating, And Drinking

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

Local Policy: Smoking, eating and drinking is prohibited in any vehicle. This notification signage shall be placed in each vehicle. Exceptions may be made for medically necessary consumption of food.

o. Passenger No-Shows

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

Local Policy: ADA sponsored passengers will need to refer to the ADA service guide. Transportation Disadvantaged Program sponsored passengers may be suspended from service after three no-shows within a 60 day period. A no-show is recorded after the vehicle has arrived within the pick-up window and the driver has waited five minutes for the passenger. When a driver arrives to pick up a passenger and they are not there or do not take the trip, the driver will hang a no-show notice on the door. If a driver is waiting for a passenger returning from a dialysis appointment, the driver may wait for the passenger more than 5 minutes (upon passenger or agency request) as long as the wait time does not jeopardize the return drop off time of other passengers on the vehicle.

If the driver is late for the scheduled appointment (drop-off) time and the rider finds alternative transportation, the rider will not be charged for a no-show.

Written notification shall be provided to the passenger prior to the suspension of service. Passengers may appeal any suspension of service.

No-Show definition:

- i. Trip cancellation is not received at least two hours before the passenger's pick-up window opens.
- ii. Rider not ready within the pick-up window.

p. Two-Way Communications

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

Local Policy: MV Contract Transportation, Inc. shall comply with this standard. All vehicles in the system have radio devices and mobile data terminals.

q..... Air Conditioning/Heating

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

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

r. First Aid

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

Local Policy: All vehicles will be equipped with first aid kits and bio-hazard kits as required by state and federal regulations.

s. Cardiopulmonary Resuscitation

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

Local Policy: Drivers are not required to be trained in cardiopulmonary resuscitation.

t. Driver Criminal Background Screening

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

Local Policy: MV Contract Transportation, Inc.'s Florida Department of Transportation System Safety Program Plan Section 6.0 Qualification and Selection of Drivers is shown in Appendix E.

u. Fixed Route Transit Utilization

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

Local Policy: The use of mass transit will be determined by the Community Transportation Coordinator and the Alachua County Transportation Disadvantaged Coordinating Board based on funding availability for bus passes. MV Contract Transportation, Inc. provides a limited number of monthly bus passes to residents of GRACE Marketplace through the Florida Commission for the Transportation Disadvantaged Mobility Enhancement Grant Program and the City of Gainesville. The continuation of this program is based on continued funding availability.

v. Pick-Up Window

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

Local Policies:

Trips within the City of Gainesville limits: Transportation Disadvantaged Program sponsored passengers must be ready one hour before their appointment time. For example: Passenger has a 8:00 a.m. appt. time passenger must be ready at 7:00 a.m. ADA sponsored passengers have a 30 minute pickup window.

Trips to or from areas outside of the Gainesville City limits within Alachua County: Transportation Disadvantaged Program sponsored passengers must be ready 1 ½ hours before their appointment time. For example: Passenger has an 8:00 a.m. appointment time, passenger must be ready at 6:30 a.m. These trips are not provided under the ADA service sponsored by the City of Gainesville.

Trips to or from areas outside of Alachua County: These trips are not provided under the ADA service sponsored by the City of Gainesville nor the Transportation Disadvantaged Program.

Florida's Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available. Medicaid Managed Care Program sponsored transportation services are governed by Managed Medical Assistance Plans. These plans provide transportation services directly through their own network of transportation providers.

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

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

Will Call Trips: A "will-call" is given when a passenger is not ready at their requested pick-up time (return time) from their location. As a courtesy, MV Contract Transportation, Inc. will dispatch a vehicle back to their pick-up location within two hours of the time the passenger notifies MV Contract Transportation, Inc. they are ready for the return trip. MV Contract Transportation, Inc. will only send one vehicle as courtesy. MV Contract Transportation, Inc. will not be responsible for the passenger's return ride if they miss both their return ride and courtesy "will call" ride.

w. On-Time Performance

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

Local Policy: The Community Transportation Coordinator will have a 90 percent on-time performance rate for all completed trips. On-time performance is determined by reports generated from the Trapeze scheduling software.

x. Advance Reservation Requirement

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

Local Policy: Trips must be scheduled through MV Contract Transportation, Inc. by 5:00 p.m. the day before transportation is needed for most funding agencies. MV Contract Transportation, Inc. shall accept reservations up to 14 days in advance.

y. Safety

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

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

z. Reliability

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

Local Policy: ~~Local Policy:~~ Road calls should not exceed 7 per 100,000 miles.

aa. Call Hold Time

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

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

bb. Quality of Service

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

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

cc. Safety Belt Usage

Chapter 316.614 (4), Florida Statutes: It is unlawful for any person: (a) To operate a motor vehicle in this state unless each passenger and the operator of the vehicle under the age of 18 years are restrained by a safety belt or by a child restraint device pursuant to s. [316.613](#), if applicable; or (b) To operate a motor vehicle in this state unless the person is restrained by a safety belt. (5) It is unlawful for any person 18 years of age or older to be a passenger in the front seat of a motor vehicle unless such person is restrained by a safety belt when the vehicle is in motion. (6)(a) Neither a person who is certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous nor an employee of a newspaper home delivery service while in the course of his or her employment delivering newspapers on home delivery routes is required to be restrained by a safety belt.

Local Policy: Passengers whose transportation is sponsored by Florida's Transportation Disadvantaged Program shall wear a safety belt while being transported unless they are certified by a physician as having a medical condition that causes the use of a safety belt to be inappropriate or dangerous.

20. Local Grievance Procedure/Process

The Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures are shown in Appendix A.

21. Client Code Of Conduct

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

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke onboard any vehicle.
- No passenger may refuse to pay the approved passenger fare. Passengers who refuse to pay the passenger fare will not be transported. However, per ADA guidelines, ADA passengers will not be denied service on returns rides if they do not have the fare.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS they are connected to a headset.
- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

a. Verbal Abuse

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

b. Physical Abuse

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

c. **Substance Abuse**

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

d. **Penalties**

Verbal Abuse

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

Physical Abuse

- First offense - MV Contract Transportation, Inc. will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that MV Contract Transportation, Inc. intends to suspend his or her riding privileges and the reason for such action.
- Second offense – 180 day suspension of services
- Third offense - permanently removed from service

e. **Appeals**

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

MV Contract Transportation, Inc.
3713 SW 42nd Avenue, Suite 3
Gainesville, FL 32608

and

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

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.

Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

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

22. Community Transportation Coordinator Monitoring Procedures Of Operators

Not applicable.

23. Cost/Revenue Allocation And Rate Structure Justification

MV Contract Transportation, Inc.'s rate structure is shown in Appendix B.

Chapter III: Quality Assurance

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

A. Community Transportation Coordinator Evaluation Process

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

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Appendix A: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

Grievance Procedures

September 11, 2024

Alachua County
Transportation Disadvantaged Coordinating Board



Alachua County Transportation Disadvantaged Coordinating Board

Grievance Procedures

Approved by the

Alachua County
Transportation Disadvantaged Coordinating Board

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



Charles Chestnut, IV, Chair

with Assistance from



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

September 11, 2024

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Chapter I: Alachua County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

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

B. Agency Description

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

C. Definitions

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

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

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

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

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

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

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

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

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

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

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

D. Purpose

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

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

E. Membership

- (1) The Alachua County Transportation Disadvantaged Coordinating Board Chair shall appoint five (5) voting members to the Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the counties in the service area.
- (2) Term limits on the Grievance Committee shall coincide with term limits on the Board.

F. Officers

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

G. Meetings

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

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Procedures

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

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

- (6) **Proxy Voting.** Proxy voting is not permitted.
- (7) **Parliamentary Procedures.** The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.
- (8) **Public Comment.** Public comments shall be limited to three (3) minutes and directed to the Chair. Additional time may be given at the Chair's discretion. The Chair may impose a cumulative time limit for all public comment on any specific agenda item.

Members of the public shall be allowed to address the Committee following the making of a motion that has been properly seconded concerning a proposition before the Committee. Such comments shall be directed to the Chair.

All comments made by Committee members, Committee staff, guests and members of the public during any public meeting of the Grievance Committee shall be governed by the City, County and Local Government Law Section of the Florida Bar Civility Pledge, as follows:

1. We will be respectful of one another even when we disagree;
2. We will direct all comments to the issues; and
3. We will avoid personal attacks.

H. Administration

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

I. Duties

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

J. Procedures

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

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff will provide assistance to individuals in preparing written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Grievant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the grievant of the improvements needed to address the complaint.

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Procedures

- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the grievant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the grievant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the grievant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Grievant and other interested parties.
- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge if the grievant cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

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

Alachua County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (2) The grievant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.

Alachua County Transportation Disadvantaged Coordinating Board
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- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a grievant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Helpline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.
- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

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

Alachua County Transportation Disadvantaged Coordinating Board
Grievance Procedures

whether or not to uphold the suspension. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended passenger.

M. Prohibition Against Retaliation

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

N. Alternative Recourse

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

O. Certification

The undersigned hereby certifies that he/she is the Chair of the Alachua County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Board as adopted by the Alachua County Transportation Disadvantaged Coordinating Board the 11th day of September 2024.



Charles Chestnut, IV, Chair
Alachua County Transportation Disadvantaged Coordinating Board

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Chapter IV: Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	MV Contract Transportation, Inc.
Service Rate Effective Date	7/1/2025

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
• Ambulatory	Trip	\$46.98
• Wheel Chair	Trip	\$80.53
• Stretcher	Trip	\$167.77

Comprehensive Budget Worksheet Version 1.4 CTC: MV Transportation, Inc.
County: Alachua County

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

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
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REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 90,357	\$ 111,491	\$ 104,173	23.4%	-6.6%	Fare Box: \$73,173 TD10% Local Match (TD Grant & Shirley Conroy Grant) plus \$31,000 projected fare box.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						County Cash - Alachua County/Foster Grand Parents Program. City Cash - City of Gainesville ADA contract.
Compl. ADA Services						
County Cash	\$ 218,802	\$ 190,100	\$ 207,430	-13.1%	9.1%	
County In-Kind, Contributed Services						
City Cash	\$ 2,854,899	\$ 2,240,000	\$ 2,558,609	-21.5%	14.2%	
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 530,795	\$ 525,349	\$ 500,849	-1.0%	-4.7%	Rural Capital Equipment - Shirley Conroy Grant to purchase one wheelchair accessible van Turtle Top, total cost is: \$175,232.30 minus 10% local match.
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ -	\$ 136,075	\$ 157,709		15.9%	
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						5311 Grant - City of Gainesville projects 5311 grant funds. Other DOT - 5310 grant funds - so far, no more 5310 grant funds will be provided for MV to use.
49 USC 5310						
49 USC 5311 (Operating)	\$ 19,986	\$ 50,000	\$ 50,000	150.2%	0.0%	
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 44,828	\$ -	\$ -	-100.0%		
Bus Pass Program Revenue						

Alachua County
Transportation Disadvantaged Service Plan

DOEA						
Older Americans Act Community Care for Elderly						Elder Care - for purchase at unit price.
Other DOEA (specify in explanation) Bus Pass Program Revenue	\$ 41,011	\$ 45,000	\$ 45,000	9.7%	0.0%	
Other Fed or State						
Alachua County EOC	\$ 1,595	\$ 4,500	\$ 3,500	182.1%	-22.2%	Alachua County EOC - For emergency related transportation services.
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None				
Total Revenues =	\$3,802,274	\$3,302,515	\$3,627,270	-13.1%	9.8%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor	\$ 1,876,069	\$ 1,740,298	\$ 1,918,327	-7.2%	10.2%	Labor - includes 3% merit increase for drivers, staff & maintenance personnel and hiring of additional drivers.
Fringe Benefits	\$ 76,971	\$ 75,500	\$ 81,305	-1.9%	7.7%	
Services	\$ 79,177	\$ 76,230	\$ 84,800	-3.7%	11.2%	Materials & Supplies - we no longer have a fuel hedge in place to help with fuel costs, in addition the current fleet is old and with high mileage, several of our vans are over 250K miles and near the end of their useful life; therefore, the costs to keep up these vehicles is higher.
Materials and Supplies	\$ 636,237	\$ 451,969	\$ 489,254	-29.0%	8.2%	
Utilities	\$ 58,923	\$ 51,850	\$ 60,845	-12.0%	17.3%	Taxes - Property Taxes bracket has increased.
Casualty and Liability	\$ 389,145	\$ 327,900	\$ 411,276	-15.7%	25.4%	
Taxes	\$ 3,344	\$ 2,112	\$ 5,760	-36.8%	172.7%	Leases and rentals - we have a rent agreement in place, the rent includes renovation costs made to the division's building. The vehicle lease agreement from the City of Gainesville charged for the lease of their vans has been eliminated.
Purchased Transportation:						
Purchased Bus Pass Expenses						Miscellaneous - Includes Miscellaneous and Depreciation Expenses.
School Bus Utilization Expenses						
Contracted Transportation Services						Equipment Purchases with grant funds - thi is for the purchase of one wheelchair accessible van acquired through the Shirley Conroy grant, were MV pays 100% of total costs, then gets reimbursed 90% of the total costs by the TD Commission & the 10% local match is provided by MV.
Other						
Miscellaneous	\$ 42,394	\$ 60,880	\$ 42,900	43.6%	-29.5%	
Operating Debt Service - Principal & Interest	\$ 18,784	\$ 11,300	\$ 24,552	-39.8%	117.3%	
Leases and Rentals	\$ 131,947	\$ 138,876	\$ 95,416	5.3%	-31.3%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 188,298	\$ 160,330	\$ 176,333	-14.9%	10.0%	
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 149,316	\$ 151,194	\$ 175,232	1.3%	15.9%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
PROFIT	\$ 151,669	\$ 54,076	\$ 61,270	-64.3%	13.3%	
	\$0					
Total Expenditures =	\$3,802,274	\$3,302,515	\$3,627,270	-13.1%	9.8%	

Transportation Disadvantaged Service Plan

	Upcoming Year's BUDGETED Revenues		What amount of the <u>Budgeted</u> Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the <u>Subsidy</u> Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	\$ 104,173	\$ 73,173	\$ 31,000		
Medicaid Co-Pay Received	\$ -	\$ -	\$ -		
Donations/ Contributions	\$ -	\$ -	\$ -		
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Other	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Local Government					
District School Board	\$ -	\$ -	\$ -		
Compl. ADA Services	\$ -	\$ -	\$ -		
County Cash	\$ 207,430	\$ 207,430	\$ -		
County In-Kind, Contributed Services	\$ -	\$ -	\$ -		
City Cash	\$ 2,558,609	\$ 2,558,609	\$ -		
City In-kind, Contributed Services	\$ -	\$ -	\$ -		
Other Cash	\$ -	\$ -	\$ -		
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
CTD					
Non-Spons. Trip Program	\$ 500,849	\$ 500,849	\$ -	\$ -	
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -	\$ -	
Rural Capital Equipment	\$ 157,709	\$ -	\$ 157,709	\$ 157,709	
Other TD	\$ -	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -	
USDOT & FDOT					
49 USC 5307	\$ -	\$ -	\$ -	\$ -	
49 USC 5310	\$ -	\$ -	\$ -	\$ -	
49 USC 5311 (Operating)	\$ 50,000	\$ 50,000	\$ -	\$ -	
49 USC 5311(Capital)	\$ -	\$ -	\$ -	\$ -	
Block Grant	\$ -	\$ -	\$ -	\$ -	
Service Development	\$ -	\$ -	\$ -	\$ -	
Commuter Assistance	\$ -	\$ -	\$ -	\$ -	
Other DOT	\$ -	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -	
DOEA					
Older Americans Act	\$ -	\$ -	\$ -	\$ -	
Community Care for Elderly	\$ -	\$ -	\$ -	\$ -	
Other DOEA	\$ 45,000	\$ 45,000	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -	
Other Fed or State					
xxx	\$ -	\$ -	\$ -	\$ -	
Alachua County EOC	\$ 3,500	\$ 3,500	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -	
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	\$ -	
Total Revenues =	\$ 3,627,270	\$ 3,438,561	\$ 188,709	\$ 157,709	

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 1,918,327
Fringe Benefits	\$ 81,305
Services	\$ 84,800
Materials and Supplies	\$ 489,254
Utilities	\$ 60,845
Casualty and Liability	\$ 411,276
Taxes	\$ 5,760
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 42,900
Operating Debt Service - Principal & Interest	\$ 24,552
Leases and Rentals	\$ 95,416
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 176,333
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 175,232
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
PROFIT	\$ 61,270
Total Expenditures = \$ 3,627,270	
<i>minus</i> EXCLUDED Subsidy Revenue =	\$ 188,709
Budgeted Total Expenditures INCLUDED	
in Rate Base =	\$ 3,438,561
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate Base = \$ 3,438,561	

PROGRAM-WIDE RATES

Total Projected Passenger Miles =	751,264
Rate Per Passenger Mile = \$ 4.58	
Total Projected Passenger Trips =	68,606
Rate Per Passenger Trip = \$ 50.12	

Fiscal Year	2025 - 2026
Avg. Passenger Trip Length	11.0 Miles

Rates if No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 4.83
Rate Per Passenger Trip = \$ 52.87

	Ambul	Wheel Chair	Stretcher
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	62,180	6,425	1
Rate per Passenger Trip =	\$46.98	\$80.53	\$167.77

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Appendix B: Vehicle Inventory

Alachua County
Transportation Disadvantaged Service Plan

Year	Make	Model	Vehicle Type	VIN Number	FDOT Control # (if applicable)	Agency Vehicle #	Tag Number	# of Seats and W/C Positions	Name of Title Holder	Expected Date of Retirement	Status
2017	Dodge	Caravan	Van	2C7WDGCG8HR738696	NA	2710	AT76GZ	6-1W/C	MV	2025	ACTIVE
2017	Dodge	Caravan	Van	2C7WDGGBG6HR838605	NA	2737	AT74VR	6-1W/C	MV	2025	INACTIVE
2017	Dodge	Caravan	Van	2C7WDGGBG0HR838504	NA	2769	AT75VR	6-1w/c	MV	2025	ACTIVE
2015	Ford	E-450	GLAVAL	1FDFE4FS3FDA34961	NA	3723	DXMB87	12 & 2	MV	2022	ACTIVE
2018	Ford	E-450	Glaval	1FDFE4FS1JDC22614	NA	3724	KABG55	12 & 2	MV	2023	INACTIVE
2019	Dodge	Caravan	Van	2C7WDGGBG2KR555643	NA	3725	LPES91	6-1W/C	MV	2025	ACTIVE
2019	Dodge	Caravan	Van	2C7WDGGBGXKR555647	NA	3726	LPES90	6-1W/C	MV	2025	INACTIVE
2019	Dodge	Caravan	Van	2C7WDGGBG5KR756453	NA	3728	NKHZ42	6-1W/C	MV	2025	ACTIVE
2019	Dodge	Caravan	Van	2C7WDGGBG6KR745199	NA	3729	NKHZ43	6-1W/C	MV	2025	ACTIVE
2015	CHEVY	3500	Champion	1GB3G2BG7F1135322	70226	3990	XC4653	8 & 2	RTS	2021	INACTIVE
2016	Ford	E-450	Glaval Bus	1FDFE4FS0GDC03268	91245	4040	XD9842	12 & 2	RTS	2022	ACTIVE
2016	Ford	E-450	Glaval Bus	1FDFE4FS8GDC25962	91272	4062	XE5705	12 & 2	RTS	2022	ACTIVE
2016	Ford	E-450	Glaval Bus	1FDFE4FS8GDC25972	91277	4064	XE3026	12 & 2	RTS	2022	INACTIVE
2016	Ford	E-450	Glaval Bus	1FDFE4FSXGDC25973	91276	4065	XE5702	12 & 2	RTS	2022	INACTIVE
2016	Ford	E-450	Glaval	1FDFE4FS9GDC25964	91278	4069	XE5707	12 & 2	RTS	2022	ACTIVE
2017	Ford	E450	Glaval	1FDFE4FS8HDC01284	91286	4159	XF1409	12 & 2	RTS	2023	ACTIVE
2019	Ford	E350	Braun	1FDFE4FS4KDC09180	NA	4399	XF8786	10 & 2	RTS	2025	ACTIVE
2019	Ford	E450	Champion	1FDFE4FS5KDC39644	20033	4474	XG2870	10 & 2	RTS	2026	ACTIVE
2019	Ford	E-450	Champion	1FDFE4FS7KDC75402	20059	4573	XI4092	12 & 2	RTS	2025	ACTIVE
2020	Ford	E-450	Champion	1FDFE4FN7MDC41716	20088	4682	XH4145	12&2	RTS	2026	ACTIVE
2021	Ford	Transit 350	Collins	1FDES6PG1MKA80257	NA	4683	82BEZE	7&2	MV	2026	ACTIVE
2021	Ford	Transit 350	Collins	1FDES6PG3MKA80258	NA	4684	74BIRS	7&2	MV	2026	ACTIVE
2024	Ford	Terra Transit	Turtle top	1FDFE4FN3RDD26334	NA	4685	RRSZ39	6&3	MV	2029	ACTIVE
2024	Ford	E450	Turtle Top	1FDXE4FN9SDD09595	20110	4900	XL8091	10&3	RTS	2029	ACTIVE
2024	Ford	E450	Turtle top	1FDXE4FN8SDD09524	20113	4908	XL9083	10&2	RTS	2029	ACTIVE
2024	Ford	E450	Turtle top	1FDFE4FN1SDD25690	20118	4910	XL9084	10&2	RTS	2029	ACTIVE

Appendix C: Bus Transit System Annual Safety and Security Certification



Bus Transit System Annual Safety and Security Certification

*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

Certification Date (Current): 2025

Certification Year: (Previous): 2024

Name and Address of Bus Transit System: **MV Contract Transportation Alachua County
Community Transportation Coordinator (CTC) 3713 SW 42nd Ave Suite 3 Gainesville, FL 32608**

The Bus Transit System (Agency) named above hereby certifies the following:

- 1. The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
- 2. The Agency is in compliance with its adopted SSPP and SPP.*
- 3. The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
- 4. The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature: _____

Date: 1/3/2025

(Individual Responsible for Assurance of Compliance)

Name: Gary Luke

Title: General Manager

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: MV Contract Transportation _____

Address: 3713 SW 42nd Ave Suite 3, Gainesville, FL 32608

Name of Qualified Mechanic who Performed Annual Inspections: Michael Hernandez
Maintenance Foreman, ASE Certified Technician

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE
for a
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Parts 40, 655)
To
Florida Department of Transportation

725-030-10
TRANSIT
12/01

DATE 1/30/2025

Section 5311 Subrecipient Information:

AGENCY NAME: City of Gainesville RTS
ADDRESS: PO Box 490 #5 Gainesville, FL 32627
PHONE: 352-393-7852

FDOT District Office Information:

NAME: Doreen Joyner-Howard, AICP
ADDRESS: 2198 Edison Avenue, Jacksonville, FL
PHONE: 904-360-5650

I, Jesus Gomez, Transportation Director
(Name) (Title)

hereby certify that City of Gainesville Regional Transit System (RTS) and its applicable
(Name of Subrecipient)

contractor(s) (listing attached hereto) for MV Contract Transportation, Inc.
(Name of Subrecipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention program in accordance with the provisions of 49 CFR Parts 40 and 655 as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655 as amended.

Jesus Gomez
Jesus Gomez (Jan 30, 2025 09:08 EST)
Signature



Maintaining Inactive Buses and Vehicles

As a result of COVID and other extenuating circumstances, some transit agencies have experienced a decline in ridership. The following information was assembled to assist when vehicles are removed from service for **two (2) weeks with no current plan to reinstate into regular daily service** and when vehicles are returned to service after extended periods of inactivity.

Please note: It is always preferable to rotate vehicles into service rather than store for extended periods. Consult your District program manager with any questions.

Name and Address of Bus Transit System: MV Transportation, Inc.

The Bus Transit System (Agency) named above hereby acknowledges receipt of the following suggested "best practices" for vehicles temporarily placed out of service for anticipated extended periods of time. These general recommended "best practices" will help to ensure vehicles remain in good condition while inactive. Your vehicle(s) may have differing requirements for prolonged periods of inactivity. Always consult with the vehicle manufacturer when in doubt.

1. **Store in Secure Location. Cover if possible.**
Protect from pests, weather, and thieves. Lock doors.
2. **Clean Interior and Exterior**
Get rid of water drops, salt air, sand, and bird droppings. Clean the underside for mud, grease, and tar. Clean crumbs and food particles which attract insects and rodents.
3. **Tires**
You may inflate tires to the manufacturer maximum pressure indicated on the tire sidewall to account for loss of air pressure. Be mindful of "flat spots". Check tire pressure at a minimum every two weeks and be sure to adjust to correct operating pressure when the vehicle returns to service.
4. **Fluids (Oil, Coolant, Gas, Fuel Stabilizer)**
Change the oil and filter before inactivity. Top off all fluids. Fill the gas tank to prevent moisture collection. Adding a fuel stabilizer helps prevent corrosion and fuel separation. Ensure engine anti-freeze protection is sufficient. Top off windshield washer fluid with winter/cold temperature.
5. **Battery**
Disconnect the negative battery cable or start the vehicle every week and drive for 15 minutes. Be sure to run the air conditioner.
6. **Parking Brake**
Avoid using the parking brake to avoid rotors and brake pads fusing together. Chock the wheels.
7. **Pest Control**
Cover any gaps at the exhaust pipe and air intake (steel wool is good). Mothballs spread along the perimeter will also help.
8. **Windshield/Wiper Blades**
If possible, remove and store wiper blades in a climate-controlled location. If blades are not removed, wrap with plastic, or leave them in the pop-out location wrapped.
9. **Insurance**
Reminder: All vehicles must remain insured regardless of vehicle usage.

10. Manufacturer Recommendations

Follow all guidance provided by the vehicle manufacturer.

In addition to the agency's pre-trip inspection, the following steps should be taken prior to returning the vehicle into service:

1. *Review the note of instructions left in the vehicle when stored.*
2. *Check under the hood for rodents. Look for chewed belts, hoses, wires, or nests.*
3. *Remove the object(s) used to cover the exhaust pipe or air intake.*
4. *Check windshield wipers to be sure they are not cracked or brittle.*
5. *Check tire pressure and condition. Adjust to recommended pressure.*
6. *Check the brakes to be sure there is no rust accumulation. Check brake operation, including parking brake.*
7. *Check fluid levels and area under vehicle to ensure no leaks.*
8. *If vehicle has been stored for 6 or more months, change oil and filter.*
9. *Reconnect the battery cable.*
10. *Inspect exterior and interior of the vehicle. Clean if needed.*

Blue Ink Signature:  **Date:** 1-29-2025
(Individual responsible for assurance of compliance)

Name: Gary Luke

Title: General Manager

Appendix D: MV Contract Transportation, Inc. System Safety Program Plan Section 6.0 Qualification and Selection of Drivers

System Safety Program Plan (SSPP)

6.0 Qualification and Selection of Drivers

MV Transportation management is responsible for ensuring that the following minimum standards are met when hiring new drivers.

- Complete employment application.
- All drivers must pass a complete criminal background check before being put into revenue service. MV Transportation will, at a minimum, perform the following checks to determine if the Driver has a criminal background:
 - i. National Sex Offender database
 - ii. Widescreen National Criminal Search
 - iii. Address history
 - iv. Motor Vehicle Records
 - v. Social Security Number Check
 - vi. Prior Drug and Alcohol use
- Drivers will not be used in revenue service if they have been convicted of a felony offense involving murder, attempted murder, assault, sexual assault or battery, theft, fraud, burglary, grand theft auto, robbery, crimes against children and/or adults, a felony offense including drug-related incidents, or other offense related to the performance of this Alachua County Contract with MV Transportation.
- A conviction includes a guilty verdict, a determination of guilt after trial to a judge, a guilty plea, deferred adjudication, or a plea of nolo contendere or no contest.
- The driver must not have been convicted of a serious traffic violation such as driving under the influence of alcohol or drugs, leaving the scene of an accident, using a vehicle in the commission of a felony, reckless driving and/or reckless endangerment within the last five (5) years.
- Each driver must undergo a commercial and personal driving record check with the Florida Department of Highway Safety and Motor Vehicles.
- The driver must not have accumulated more than three (3) points within the previous twelve (12) months or during any twelve (12) month period.
- The driver must not have had a driver's license suspended or revoked for moving violations within the last three (3) years.
- The driver must have possessed a valid Driver's License from any U.S. State for the last three (3) years.
- Current Driver's License must be issued by the State of Florida.
- All drivers must be able to speak and understand English, and drivers must be proficient in written English to successfully complete all paperwork required for this contract, including, but not limited to, vehicle manifests, incident and accident reports.
- Drivers of vehicles must pass a pre-employment physical and drug/alcohol test in accordance with U.S. Department of Transportation requirements. Drivers and all other employees performing safety-sensitive function(s) will satisfy the requirements of MV

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Lynn Franson, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



Use the QR Reader App
on your smart phone to
visit our website!

Alachua County Transportation Disadvantaged Coordinating Board

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

www.ncfrpc.org/td