

# COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

## Commission Business Meeting



**Agenda**  
**September 8, 2015**  
**2740 Centerview Drive**  
**Tallahassee, Florida 32399**  
**10:00 am**

*David Darm, Chairman*  
*Mike Willingham, Vice-Chairman*  
*Dane Grey, Commissioner*  
*Marion Hart, Commissioner*  
*Charlotte Temple, Commissioner*  
*Bryan Vaughan, Commissioner*  
*Vacant, Commissioner*

**Dial-In Number: 888-670-3525**  
**Conference Code: 7993168355**

<b>Item #</b>	<b>Agenda Item</b>	<b>Speaker(s)</b>
I	Call to Order	Chairman Darm
II	Welcome from the Chair	Chairman Darm
III	Introduction of Commissioners/Advisors/Public	Commissioners/Advisors/Others
IV	Public Comments (Comments limited to the current agenda items)	Public
<b>Action Items</b>		
V	Approval of Minutes • June 2, 2015	Chairman Darm
VI	2015 Shirley Conroy Rural Area Capital Assistance Program Grant Award Recommendations	Steve Holmes
<b>Informational Items</b>		
VII	Public Comments	Public
VIII	Commissioner/Advisor Comments	Commissioners/Advisors
IX	Adjournment	Chairman Darm

Next Meeting: October 26, 2015 – Daytona Beach, Florida

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. A comment card for each speaker is required, and this limits public comment to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall contact our office, at least 48 hours before the meeting by email at [emily.enfinger@dot.state.fl.us](mailto:emily.enfinger@dot.state.fl.us) or by the following listed below:

Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450  
(850) 410-5703 or (800) 983-2435  
(850) 410-5708 (TDD/TTY).

This meeting is subject to change upon the chairman's request.

# MEETING SUMMARY

## Commission for the Transportation Disadvantaged Commission Business Meeting

Sheraton Tampa Riverwalk  
200 North Ashley Drive  
Tampa, Florida 33602

June 2, 2015  
9:00 am

<b><i>Commissioners Present</i></b>	<b><i>Commissioners Absent</i></b>
Chairman David Darm	
Vice-Chairman Mike Willingham	
Marion Hart	
Dane Gray	
Charlotte Temple via telephone	
Bryan Vaughan via telephone	

<b><i>Advisors Present</i></b>	<b><i>Advisors Absent</i></b>
Kent Carroll, APD	Dennis Latta, FDVA
Diane Harris, DCF via telephone	Ronique Scorsone, AHCA
Ed Coven, DOT	

### **Others Present**

Steve Holmes, Tom Barnhart, John Irvine, Cecile Del Moral, Sheri Powers, Emily Enfinger, Elmer Melendez, Dwayne Hayes, Robert Vaughan, Scott Clark, Marcia Staszko, Sherry Carver, Howard Vanselow, Alan Mandel, David Mullin, Tim Banks, Kelly Kirk Brooks, Kenneth Odom, Donna Hersom, Sarah Stroh, Rex Clark, Ed Griffin, Nikki Frenney, Alex Lodde, Matt Pearson, Sharon Peeler, Michele Ogilvie, Renee Knight, Ryan Larson, Sarah Lankester, Robert Layne, Jason Ellis, Lisa Sanders, Nick Lopiccolo, Don Brondel, Lendy Castillo, Bolivar Gomes, Lynn Godfrey, and Robert Lane

### **Call to Order**

Chairman Darm called the meeting to order.

Executive Director Steve Holmes called the roll. A quorum was present.

### **Pledge of Allegiance**

Chairman Darm led the Pledge of Allegiance.

### **Welcome from the Chair**

Chairman Darm spoke about the Commission's mission to advance mobility for individuals with disabilities, low income, children at risk and the elderly. Individuals who cannot transport themselves should have the same access to the quality of life as everyone else. Having access to transportation provides independence.

Chairman Darm also spoke about the Community Transportation Association of America's (CTAA) Expo, the Professional Development Workshop & Transit Safety Summit which were both being held in Tampa during this week. Both events provide great educational and networking opportunities and he thanked all of the agencies who assisted in coordinating these events.

### **Introduction of Commissioners/Advisors/Public**

Commissioners and Advisors introduced themselves.

### **Welcome from Hillsborough County Board of County Commissioners, Sunshine Line**

Scott Clark Director of Sunshine Line (the CTC for Hillsborough County) welcomed the Commission and provided a presentation about Hillsborough County and the transportation services that the Sunshine Line provides. Hillsborough County has three cities, the City of Tampa, Plant City and Temple Terrace. The total estimated population for the county is approximately 1.3 million. The Sunshine Line provides transportation disadvantage services for all of Hillsborough County. Mr. Clark shared information about transportation services and the processes in place to ensure quality transportation. Chairman Darm asked if the sensitivity training for their drivers was provided internally or through another company. Mr. Clark advised that the training has been provided internally but they have a company they can work with if employees have impairments. Chairman Darm thanked Mr. Clark for providing an overview of the Sunshine Line's services and for hosting the CTAA Expo.

### **Commissioner/Advisor Reports**

There were none.

### **Public Comments**

Chairman Darm explained the process for public comments. The first opportunity for public comments will be for action items on the agenda. Once the action items have been completed, there will be another opportunity for public comments not specifically related to agenda items. Chairman Darm requested those who wanted to speak to complete a public comment form and provide to staff. He also requested that the comments be limited to three minutes due to the size of the agenda.

Mr. Holmes began by reading the public comments he received via email and letters that were mailed regarding the CTC designation for Hardee, Highlands, and Okeechobee counties.

- Robert Long: Mr. Long submitted a letter commending the work of Kelly Kirk Brooks as the manager of the current CTC, Transdev. He is in favor of Transdev remaining the CTC.
- Joy Long: Ms. Long a letter explaining that she is confined to a wheelchair and depends on the community transportation in Highlands County. She is very pleased with the drivers and office staff of Transdev and is very thankful for them.
- Barbara Cook: Ms. Cook submitted a letter in support of Transdev remaining as the CTC. She is the founder of New Concepts by Vision, Inc., and has been pleased with their services over the past 12 years. She is concerned that the availability of transportation will be in jeopardy if the CTC changes.
- Ingra Gardner: Ms. Gardner submitted a letter requesting the Commission consider the consequences of a partial brokerage for transportation services in Hardee County. She is the Executive Director of NU-Hope Elder Care Services, Inc., and is concerned about the transportation in Hardee and Highland Counties. She said they depend on Transdev for transportation.
- Steven Ross: Mr. Ross is the Chief Executive Officer of Ecolane. He submitted a letter regarding MV Transportation's defamatory claims in their proposal to become the CTC. Ecolane denies any negative accusations regarding their scheduling and dispatching software. The software has improved Transdev's services and has increased vehicle on time performance. Mr. Ross said he looks forward to a response from MV Transportation.
- Alan Moldawer: Mr. Moldawer is the Executive Vice President and General Council for Transdev. He submitted a letter regarding the inaccuracy of the statement made by MV Transportation in their proposal. He has requested a response from MV Transportation correcting the record.

Chairman Darm requested Mr. Holmes to call the individuals in attendance who had requested to an opportunity to provide public comments.

- Robert Vaughan: Mr. Vaughan is a clinical social worker for American Renal Associates in Highlands and Okeechobee counties. He has worked with Kelly Kirk Brooks, the manager of the current CTC, for many years and has had a great experience. Mr. Vaughan's patients have always had a good experience interacting with the staff and receiving transportation. He requests to keep the current CTC so the good work of Transdev and IntelliRide can continue.

- Rex Clark: Mr. Clark is representing Ecolane. He wanted to put on the record that MV Transportation made false statements about the software and technology Ecolane provides. Steve Ross, the Chief Executive Officer of Ecolane, asked that Mr. Clark represent him at this meeting.
- Jason Ellis: Mr. Ellis is the Vice President of Professional Services for Ecolane. He is familiar with the transportation disadvantaged program in Florida. Currently, the software provided by Ecolane has improved TransDev's overall passengers per hour. The on time performance has also increased for Transdev since using Ecolane software. He explained how the software works and how it has improved the services. He wanted to make sure the Commission was not making decisions on false statements and that they understand the software is a positive influence for the lives it affects.
- Dwain Hayes: Mr. Hayes has been an operator for Transdev for 22 years. He would like to keep Transdev as the CTC and not move to a partial broker, CTC.
- Robert Layne: Mr. Layne is representing Positive Mobility, Inc. Positive Mobility, Inc., has been a provider for Transdev for 8 years. He briefly discussed the software changes his office and Transdev went through over the last year. Since both systems were outdated, it was time to change. He said the change was difficult but it is getting better. However, he fears if there is another change and the Highlands County area becomes a partial brokerage, it will hurt the provider's long-term. He is concerned that his drivers will be out of work if the CTC change is made.
- Ryan Larson: Mr. Larson is the President of IntelliRide. He feels that the information provided about his company was inaccurate. He gave an overview of what IntelliRide provides to transportation coordinators and their customers. He said he acknowledges during the first month there were bumps with the new technology. Overall, he said, he is proud of the service they provide and their software technology has improved transportation services in Florida. He mentioned he was in the process of responding to ARFP for Collier area Transit and indicated that Collier County had all of the federal procurement forms that need to be signed. He asked if procurement requirements were consistent across all counties in Florida. He also requested the Commission to reject the recommendation of the Central Florida Regional Planning Council (CFRPC) because it would negatively impact services for Hardee, Highland and Okeechobee Counties.
- David Mullin: Mr. Mullin is the Director of Operations for IntelliRide who oversees operations for Transdev. He presented an overview of services provided by IntelliRide. He explained that the technology benefits the passengers in a number of ways. He asked the Commission to consider their decision for the acceptance of the CFRPC's recommendation to award of the CTC contract. He said Transdev benefits the passengers and is not in favor of changing anything.

- Kelly Kirk-Brooks: Ms. Kirk-Brooks is the General Manager of IntelliRide's HHO Division of Transdev. She requested the Commission reject the CTC recommendation from the CFRPC for Hardee, Highlands, and Okeechobee counties. She also presented an overview of the services IntelliRide provides to the operators and passengers.
- Ed Griffin: Mr. Griffin is the Vice President of Business Development for MV Transportation. He said that he is in support of the recommendation from the Central Florida Regional Planning Council for MV to become the CTC for Hardee, Highlands, and Okeechobee counties. Joining Mr. Griffin is Nikki Frenney, Vice President of Public Affairs, and Founder Alex Lodde. Mr. Griffin provided an overview of his experience in the transportation industry over the past 25 years. He said that they will reach out to the current transportation contractors to discuss their participation if the change is made.
- Alan Mandel: Mr. Mandel, representing Good Wheels, presented an overview of the locations and services provided by Good Wheels in Florida. He mentioned the importance of combining clients receiving Medicaid transportation with those receiving non-sponsored transportation disadvantaged services to ensure efficient transportation.

Chairman Darm thanked everyone for coming to speak. He said all three providers do tremendous work in Florida and it will be a very tough decision for the Commission to make.

### **Approval of Minutes**

Chairman Darm asked if there was a motion to approve the March 4, 2015, minutes.

**ACTION TAKEN: Commissioner Hart moved and Commissioner Grey seconded the motion to approve the March 4, 2015, minutes as amended. The motion carried unanimously.**

### **Approval of Designated Official Planning Agency**

Chairman Darm introduced Ms. Lynn Franson-Godfrey from the NCFRPC. Ms. Godfrey advised that Senate Bill 1216 reduced the number of regional planning councils in the state by eliminating the WRPC. The WRPC served as the Commission's DOPA for Levy County. Levy County has now been assigned to the NCFRPC. The NCFRPC adopted a resolution requesting the designation as the Commission's DOPA for Levy County's Transportation Disadvantaged Program.

Chairman Darm asked if there was a motion to approve the DOPA for Levy County.

**ACTION TAKEN: Commissioner Hart moved and Commissioner Willingham seconded to approve the North Central Florida Regional Planning Council as the Designated Official Planning Agency for Levy County. The motion carried unanimously.**

**Community Transportation Coordinator Designations**

- ***Marion County***

Mr. Ken Odom, Ocala/Marion County Transportation Planning Organization (TPO) provided an overview of the procurement process recently completed for the CTC for Marion County. Resolution #15-01 was approved by the TPO recommending Marion Senior Services remain the CTC for Marion County. Chairman Darm asked if there was a motion to approve the CTC designation for Marion County.

**ACTION TAKEN: Commissioner Grey moved and Commissioner Willingham seconded to approve the CTC designation as recommended for Marion County. The motion carried unanimously.**

- ***Santa Rosa County***

Mr. Howard Vanselow from the West Florida Regional Planning Council/Florida Alabama TPO provided an overview of the procurement process recently completed for the CTC for Santa Rosa County. Resolution #FL-AL 15-10 was approved by the TPO recommending Tri-County Community Council remain the CTC for Santa Rosa County. Chairman Darm asked if there was a motion to approve the CTC designation for Santa Rosa County.

**ACTION TAKEN: Commissioner Hart moved and Commissioner Grey seconded to approve the CTC designation for Santa Rose County as recommended. The motion carried unanimously.**

- ***Hardee, Highlands, and Okeechobee Counties***

Ms. Marcia Staszko is the Transportation Disadvantaged Director for the CFRPC. Due to all of the public comments received regarding this CTC designation, Chairman Darm requested that Ms. Staszko provide a detailed presentation about the procurement process, including the evaluation committee and scoring criteria. Ms. Staszko stated that Letters of Interest to propose for the CTC were requested in February 2015, with a Request for Proposals subsequently released. Three proposals were received by the April 16<sup>th</sup> deadline from Transdev (a division of InteliRide), MV Transportation, Inc., and Good Wheels, Inc. She gave an overview of the items that were mandatory to include in the proposal for submittal. After Ms. Staszko determined that each of the proposers submitted the appropriate mandatory items, the proposals were then distributed to the selection committee members. She said that the selection committee members were instructed to rate the proposals sections using a numeric system. The selection

committee met on April 30, 2015, to submit their rating forms for tabulation. After tabulating the scoring sheets, Ms. Staszko said it was determined that the proposers were ranked in the following order: (1) MV Transportation Inc., (2) Transdev and (3) Good Wheels, Inc. On May 7, 2015, each of the proposers were given an opportunity to make an in person presentation to the selection committee. After the presentations, the selection committee discussed whether they felt the rating and rankings of the proposals should be reconsidered in any way. Each selection committee member stated they were maintaining their original rankings. On May 13, 2015, planning staff presented the recommendations to the CFRPC Board of Directors where they passed Resolution #2015-5B recommending that MV Transportation, Inc., be recommended as the CTC for Hardee, Highlands, and Okeechobee counties.

Commissioner Willingham requested the names of the evaluation committee members and their qualifications or knowledge of the process and the Transportation Disadvantaged program. Ms. Staszko replied there were three members, Sherry Carver from the CFRPC, Diane Slaybaugh from Polk County Transportation Planning Organization, and Ann Martin from Career Source Heartland. Commissioner Grey asked what the key area was that stood out more between MV and Transdev. Ms. Staszko said she could not answer what stood out to the selection committee members in their ratings. Chairman Darm confirmed the process of scoring and asked Ms. Staszko to confirm his understanding. Commissioner Willingham asked how the criticism of the technology included in MV Transportation's proposal affected the overall score. Ms. Staszko said she could not answer because they were independently reviewed by the evaluation committee members. Chairman Darm asked if any evaluation committee members present could address the question. Sherry Carver was in attendance and she addressed the question. Ms. Carver stated that her and the other two evaluation committee members took their roles very seriously and reviewed all proposals thoroughly. She said that the criticism of the technology included in MV's proposal was a small part of a huge proposal. She focused on the bigger vision and thinks all of the members gave the appropriate consideration to each proposal. Commissioner Grey asked Ms. Carver if, after she reviewed the two proposals, she felt that MV brought a more cost efficient model overall. Ms. Carver corrected the Commissioner and said that there were three proposals reviewed. She said that all parts of all three proposals were given the appropriate consideration. Commissioner Darm requested Mr. Holmes to explain to the Commissioners the process the Commission follows when it comes to local procurement. Mr. Holmes gave an overview of the process. Commissioner Hart acknowledged the comments received during the public comment period regarding this recommended CTC designation. However, he also emphasized that that there was a formal procurement process completed and the Commission has to respect the process unless there was a flaw in the process. Chairman Darm asked if Commissioner Temple or Commissioner Vaughan on the phone had any additional questions. Commissioner Temple had none and Commissioner Vaughan did not reply. Chairman Darm asked if there were any other questions from the Commissioners. Commissioner Willingham said he would like to approve the recommendation.

Chairman Darm acknowledged the motion to approve the recommendation.

**ACTION TAKEN: Commissioner Willingham moved and Commissioner Hart seconded to approve the recommendation. The motion carried unanimously.**

**Biennial Rules Review**

Mr. Tom Barnhart, General Counsel to the Commission, advised the Commissioners that to comply with the requirements outlined in the Governor's Executive Order 11-211, agencies are required to review their administrative rules annually to identify any rules that are duplicative or are unnecessarily burdensome and provide a report with recommendations on whether to modify or eliminate. Mr. Barnhart stated that he reviewed each rule and complied with the questions the Governor's Office required. During his review, he identified two rules that could be repealed, Rules 41-2.005 and 41-2.0161. Mr. Holmes asked if this would be the appropriate time to update the rule regarding the insurance requirements. Mr. Barnhart said it would be a part of the new process in August.

Chairman Darm clarified that the recommendation was to provide a report to the Governor's Office that we have identified two rules that could be repealed, Rules 41-2.005 and 41-2.0161.

**ACTION TAKEN: Commissioner Hart moved and Commissioner Grey seconded to approve the recommendation. The motion carried unanimously.**

**Franklin County Community Transportation Coordinator Status**

Mr. Holmes briefed the commission on the status of Croom's, Inc., and the CTC for Franklin County. Florida Department of Transportation (FDOT), through the Center for Urban Transit Research (CUTR) provided technical assistance to Croom's, Inc., and determined that they were not financially solvent. As a result, FDOT can no longer provide Federal Transit Authority funding until the financial situation is resolved. Several meetings have occurred between Croom's, FDOT, CUTR, Commission staff, and the planning agency in an effort to understand the severity of the problem and to provide guidance on how to resolve. Croom's stated that they would like to take some actions to increase their revenues and decrease expenses. Commission staff will continue to work with Croom's over the next couple months. However, progress must be made between now and the next commission meeting or the Commission may need to consider taking action to procure another CTC. Ed Coven, FDOT, stated that he has also worked closely with everyone involved and that he supports Mr. Holmes comments regarding the issue.

## **Executive Director Report**

- ***Budget***

Mr. Holmes reported that the regular Legislative Session ended without passing a budget. A Special Session is occurring now but since we do not have an approved budget, the grant process has been delayed. No changes in the proposed budget are expected but we will continue to monitor the situation.

- ***Quality Assurance Reviews***

Mr. Holmes said that quality assurance reviews for several CTCs will be completed by the end of the month. The focus for these reviews is to be able to track the funding all the way back to the rider to ensure all funding is being spent efficiently and effectively. Unfortunately, the funding for contracted services was significantly reduced for FY15-16 which will impact quality assurance reviews during the next fiscal year. This will be corrected in our FY16-17 budget request. The goal is to review 50% of the grant recipients each year.

- ***TD Grants***

Mr. Holmes advised that the revenue projections for FY15-16 were down from the current year. In an effort to maintain the same level of funding and stability in the coordinated system with the changes resulting from the transition to Medicaid managed care, FDOT agreed to allow a one-time transfer of capital funds dedicated for the Shirley Conroy Rural Area Capital Assistance Program grant to be applied to the Trip and Equipment Grant for the CTCs. He thanked Secretary Boxold, Ed Coven, and FDOT staff for their assistance.

## **Public Comments**

Scott Clark suggested developing a self-assessment guide for the CTC's as part of the quality assurance process. He also requested clarification on whether escorts are an eligible expense for the Trip and Equipment Grant. Sheri Powers, Commission staff, advised that effective July 1, 2015, the Commission would no longer accept invoices for escorts. However, the costs associated with escorts could be incorporated in the overall trip or mileage rates for eligible transportation disadvantaged clients.

Chairman Darm then announced that Sheri Powers has accepted the Assistant Director position Chairman Darm also introduced two new employees to the Commission, Emily Enfinger and Shaun Williams.

## **Commissioner/Advisor Comments**

Chairman Darm encouraged everyone to take advantage of the CTAA conference during the rest of the week if at all possible.

## **Adjournment**

Chairman Darm asked if there was a motion to adjourn the meeting.

**ACTION TAKEN: Commissioner Hart moved and Commissioner Grey seconded to adjourn the meeting. The motion carried unanimously.**

***Minutes compiled by Emily Enfinger.***

***Note: This meeting has been summarized to reduce paperwork in accordance with policies of State government. If an accessible format or more information than is provided herein is needed, please contact the Commission for the Transportation Disadvantaged at (850) 410-5700 or 1-800-983-2435 for assistance. A copying or printing fee may be charged to the requesting party.***

## Transportation

To Whom It May Concern,

My name is Robert Long, and I am a 80 year old retired military veteran, of the U.S.Navy, I am now confined to a wheel chair and now depends on Community Transportation to get to my medical doctors, Having a stroke in 2001, and being a amputee, I can never drive a car again. I thank Community Transport for being there for me

Transdev Services, have been wonderful, great service, and I know our whole senior population feel the same way.

Being the Senior disabled Representative for three counties, I have talked with many seniors who totally depend on this Transdev Service.

Our manager, Kelly Kirk, has done a marvelous job directing the company, she is always aware of all problems, and quickly solves any roadblocks, assisting all of her drivers, and employees.

I ask you to consider how very important it is to keep what we have worked so hard to set up for our three counties.

I truly do believe, that "if something works, you don't try and fix it." As I said before, everyone I talk to, are very satisfied with what is working. It would be a devastating blow to all of us if you try to remove our service.

Thank You,  
God Bless

Robert J. Long  
1518 Clarendon St.  
Lake Placid Florida  
33852

To whom it may concern,

I am a 76 year old lady confined to a wheelchair and on oxygen when needed. I do not drive so I have to depend on community transportation. For at least the last 5 years I have used Community Transportation here in Highlands County. Only one time was I late for an appointment to the doctor and the driver called the doctor and explained the problem.

All drivers have been very courteous and helpful and excellent drivers. They make you feel comfortable and safe.

The office staff, when you call for an appointment or information are very helpful and mannerly.

I thank God for giving us Transdev Services.

God bless,  
Joy Long



## NEW CONCEPTS BY VISIONS INC.

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May 29, 2015

To Whom it may Concern,

As founder of New Concepts by Vision Inc., I was upset to be informed that there is a possibility of Transportation for the Disadvantaged using a new Community Transportation Coordinator.

With the recent administrative changes to Transdev, it has been an absolute pleasure to work with. We have been extremely pleased to have been able to work with Transdev's very well-trained professionals. Over the past 12 years, they have assisted us with the integration of individuals with Developmental Disabilities into their respective communities.

Our current partnership with Transdev has included transportation to and from doctor's appointments, meaningful day activities, and social, recreational and community inclusion outings.

It is with great concern that I write to you regarding the venerable adults that are currently being transported. I have worked with individuals with special needs for many years and the security of their transportation and knowledge of their regular drivers is of the utmost importance to the stability of these persons.

Respectfully,

Barbara Cook

Founder

Barbara Cook Executive Director  
4141 US 27 N. Suite 15  
Sebring, FL. 33870  
Phone (863) 402-0048 FAX (863) 402-0049



**NU-HOPE**  
**Elder Care Services, Inc.**

(863) 382-2134  
(863) 382-4546 (FAX)  
6414 US Hwy 27 South  
Sebring, FL 33876-5711

Supporting Seniors - Strengthening Communities

June 1, 2015

To Whom It May Concern,

As the Executive Director of NU-HOPE Elder Care, Services, Inc., the designated Lead Agency of Home and Community Based Services in Highlands and Hardee Counties, I am writing to voice my concerns regarding the partial brokerage of transportation services in Hardee County.

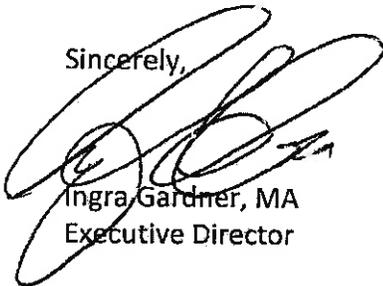
NU-HOPE Elder Care Services, Inc. provides critical nutrition services in Highlands and Hardee Counties. Statistics suggest that nearly 50% of older adults suffer from malnutrition. Addressing this issue, NU-HOPE provides a congregate meal site for seniors 60 years of age and older. At this meal site, over 4,000 meals are provided annually. With the support of Trans Dev, over 1,800 round-trip transportation rides are provided.

The consequences of partial brokerage are noteworthy and include a gap and potential long-term loss of much needed transportation services for an already underserved population.

I implore you to consider the long-term consequences of a decision to accept the partial brokerage for transportation services in Hardee County.

Feel free to contact me with questions at (863) 382-2134 or via email at [gardneri@nuhope.org](mailto:gardneri@nuhope.org).

Sincerely,



Ingra Gardner, MA  
Executive Director

**Serving Highlands and Hardee Counties.**

NU-HOPE Elder Care Services, Inc. is a non-profit corporation that administers state and federal grants for elder services in agreement with the Florida Department of Elder Affairs and the West Central Florida Area Agency on Aging.



June 2, 2015

Mr. Kevin Klika, COO  
MV Transportation, Inc.  
5910 N. Central Expressway, Suite 1145  
Dallas, TX 75206-5146

Ms. Amy Barry  
Senior Vice President  
MV Transportation, Inc.  
5910 N. Central Expressway, Suite 1145  
Dallas, TX 75206-5146

RE: MV Transportation's defamatory claims

Dear Mr. Klika and Ms. Barry,

In MV Transportation's proposal to the Florida Commission for the Transportation Disadvantaged, a defamatory and entirely fabricated claim was made about Ecolane's technology and service performance in Highlands County, Florida.

Specifically, the statement on page 3 of the proposal read *"The current technology environment, using Ecolane, is challenged – and has resulted in declining service quality and increased complaints."*

Ecolane vehemently denies the accuracy of the above statement and we expect both a public apology to our company as well as a correction of this information to the Florida Commission. Our business, as you might be aware, is built upon demonstrating the increased efficiency of our solution in supporting the successful operations of our customers. Your claim is just plain wrong as well as being libelous and it was communicated to a number of people with no direct knowledge of Ecolane's performance in the region.

For MV's information and for future reference behind Ecolane's software success in Highlands County, the number of service complaints reported in April 2015 was **zero**. In fact, the county has seen a proven decline in complaints ever since the original implementation. That data is the opposite of what MV claimed in their proposal.

As far as our overall service performance is concerned, Ecolane software has seen

Mr. Kevin Klika  
Ms. Amy Barry

a consistent increase in vehicle on-time-performance (OTP) and rides per hour (RPH) for almost every month since January, 2014. Again, this data represents the opposite of what MV publicly presented to the Florida Commission.

While Ecolane understands the competitive nature of our industry and the aggressive tendency of the competition to pursue new business opportunities, we do feel strongly about ensuring the accuracy of the information shared. In this particular situation, we don't believe MV has represented themselves or Ecolane truthfully and the importance of correcting that mistake should be clear.

We look forward to seeing a response from MV Transportation on this matter including a description of the steps your organization will take to withdraw and clarify the particulars to the Florida Commission for the Transportation Disadvantaged.

Sincerely,

Steven J. Ross  
Chief Executive Officer  
May 29, 2015



May 27, 2015

Mr. Kevin Klika, COO  
MV Transportation, Inc.  
5910 N. Central Expressway, Suite 1145  
Dallas, TX 75206-5146

Ms. Amy Barry  
Senior Vice President  
MV Transportation, Inc.  
5910 N. Central Expressway, Suite 1145  
Dallas, TX 75206-5146

RE: Proposal of MV Transportation to the Florida Commission for the Transportation Disadvantaged

Dear Kevin and Ms. Barry:

In the above-referenced Proposal, on Page 3, under the heading of "Understanding of the Hardee, Highlands and Okeechobee County Program," submitted under the signature of Ms. Barry on behalf of MV, the Proposal makes a statement that is false and defamatory toward Transdev and our local management team. Specifically, the statement is:

"The current technology environment, using Ecolane, is challenged – and has resulted in declining service quality and increased complaints."

In addition, in the same section, it inaccurately describes the rebranding that Transdev has gone through twice, once in 2006 and once more recently, as a transition of a "number of entities." Transdev Services, Inc. and Transdev North America, Inc. have not had anything other than changes of names since before 2004. However, this inaccuracy is far less concerning than the statement quoted above.

The truth is that after a short period of adjustment for the Ecolane software in the month of May 2014, on-time performance (OTP) and rides per hour (RPH), beginning in June 2014 and for the past year, have reached and remained at consistent highs and the number of complaints at all-time lows (averaging less than 4 per month during that period). If MV has facts to support the statement it made, it should be prepared to produce them.

Mr. Kevin Klika  
Ms. Amy Barry  
May 27, 2015  
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If it does not, and we believe it does not, we ask that you do the right thing and inform not just the Planning Council but the full Commission of the inaccuracy of the statement in your Proposal before June 2 when the Commission is scheduled to vote on the Council recommendation of the award. We believe the panel of evaluators and the Commission have been and will be influenced by the inaccurate statement made, particularly given that MV's proposed GM in the procurement is our former GM at that location and is generally well-regarded by the client.

If you need any further information or want to discuss this request of you, please call me about it today or tomorrow at the latest. In any case, please let us know what MV is prepared to do to rectify the matter in a prompt manner. Thank you in advance for your anticipated response and cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alan B. Moldawer', written over a light blue horizontal line.

Alan B. Moldawer  
Executive Vice President and General Counsel

cc: Ryan Larsen  
Richard Alexander  
John Hoeft



June 1, 2015

Mr. Steve Holmes, Executive Director  
Ms. Sheri Powers, Project Manager  
Florida Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450  
Via Email  
[Steven.Holmes@dot.state.fl.us](mailto:Steven.Holmes@dot.state.fl.us)  
[Sheri.Powers@dot.state.fl.us](mailto:Sheri.Powers@dot.state.fl.us)

and

Ms. Patricia Steed, Executive Director  
Central Florida Regional Planning Council  
555 East Church Street  
Bartow, Florida 33830  
Via Email  
[mstaszko@cfrpc.org](mailto:mstaszko@cfrpc.org)

**RE: Proposal of MV Transportation to the Florida Commission for the Transportation Disadvantaged**  
**Urgent: Commission Hearing Scheduled June 2, 2015; RFP No. 2-15-1**

Dear Mr. Holmes, Ms. Powers and Ms. Steed:

On Wednesday of last week, May 27, we wrote to MV Transportation requesting that it issue a retraction to a false statement made in its above-referenced proposal regarding Intelliride (Transdev's) performance in the Hardee, Highlands and Okeechobee Counties Program. We asked for a prompt response and correcting of the record but we have received no response from MV Transportation. Therefore, we are writing to you to correct the record as best we can ourselves.

As indicated to MV Transportation last week (copy of May 27 letter attached), on Page 3 of the MV Proposal, under the heading of "Understanding of the Hardee, Highlands and Okeechobee County Program," submitted under the signature of Amy Barry, Sr. Vice President of MV Transportation, the Proposal states:

“The current technology environment, using Ecolane, is challenged – and has resulted in declining service quality and increased complaints.”

In addition, in the same section, it inaccurately describes the rebranding that Transdev has gone through, once 8 years ago, and again more recently, as a transition of a “number of entities.” Transdev Services, Inc. and Transdev North America, Inc. have not had anything other than changes of names since before 2004. However, this inaccuracy is far less concerning than the statement quoted above.

It is disappointing that MV Transportation has ignored our requests to correct the false statements made.

The facts are that after a short period of adjustment for the Ecolane software in the month of May 2014, on-time performance (OTP) and rides per hour (RPH), beginning in June 2014 and for the past year, have reached and remained at consistent highs and the number of complaints at all-time lows (averaging less than 4 per month during that period). The statement made by MV Transportation in its Proposal regarding our performance the past year was false and we believe either knowingly made or with reckless indifference to the facts. We believe the panel of evaluators and the Commission may have been influenced by the inaccurate statement made, particularly given that MV’s proposed GM in the procurement is our former GM at that location.

We ask that you disregard the false statements made and make clear on the record an accurate statement of the performance of our local team and systems used in achieving good performance.

Thank you very much.

Sincerely,



Alan B. Moldawer  
Executive Vice President and General Counsel

cc: Ryan Larsen

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** September 8, 2015

**AGENDA ITEM:**

VI. 2015 Shirley Conroy Rural Area Capital Assistance Program Grant Award Recommendations

**BACKGROUND INFORMATION:**

The Department of Transportation authorizes a transfer of \$1.4 million to the Transportation Disadvantaged Trust Fund in its 5-year work program. The purpose of the allocation is to assist rural areas with the purchase of capital equipment.

Grant Application packages were emailed to eligible applicants on July 17, 2015, with a deadline of August 14, 2015. The Shirley Conroy Rural Area Capital Assistance Program Grant Subcommittee met on August 28, 2015. In attendance were Commissioner Mike Willingham (via conference call); Agency Advisors Diane Harris, Erin Schepers, and Bob Westbrook; Sheri Powers and Bill Hearndon from Commission staff. Twenty-two applications were submitted totaling \$2,287,466.59. The committee reviewed all capital equipment requests and the award recommendations are attached.

With decreased projected revenues for FY2015-16, FDOT Secretary Boxold permitted the Commission to move funding, if necessary, from the capital grant program to the Trip and Equipment Grant fund to keep that grant whole and not affect statewide Trip and Equipment Grant allocations. Because of the potential one time funding shift, contingency projects have also been identified to implement pending funding availability later in the fiscal year.

**ATTACHMENTS:**

2015 Shirley Conroy Rural Area Capital Equipment Support Grant Recommendations

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Recommend that the Commission approve the Shirley Conroy Rural Area Capital Assistance Program Grant Sub-Committee Report.



Steve Holmes  
Executive Director

Date: September 8, 2015

**ACTION TAKEN AT MEETING:**

2015-16 Shirley Conroy Rural Area Capital Assistance Program Grant Summary										
County	Applicant Name	Agency Type / System Type	Capital Equipment Requested (Prioritized as listed)	Staff Notes	Total Project Cost (100%)	TD Dollar Amount (90% or 100% REDI)	Funding	Contingency Funding	Not Funding	Committee Recommended Projects to Fund
Alachua	MV Contract Transportation, Inc.	For-Profit Urban	Two 12 ambulatory 2 wheelchair cutaways 14,500 GVWR V10 Gas 23 foot (\$72,000 each)	Replacing two 2003 buses with 247,938 miles and 248,272 miles.	\$144,000.00	\$129,600.00			\$129,600.00	
Baker	Baker County Council on Aging, Inc.	Non-Profit Rural	1) Set of four Wireless Portable Lifts (54,000 lb) \$26,138 2) 18,000 lb capacity short jack stand \$2,774 3) WPLS Light Kit (2) LED Flood lights \$714 4) 40,000 lb capacity tall jack stand \$1,514	<b>(Requesting waiver of match due to REDI.)</b>	\$31,140.00	\$31,140.00		\$31,140.00		Contingency fund all requested projects.
Bay	Bay County Board of County Commissioners	Govt Urban	1) In-Car video camera system and wireless downloading infrastructure \$21,095 2) Office furniture \$27,622 3) Audio/video equipment and installation \$13,057 4) Video security system for transit facility \$13,674 5) Dispatch console with software \$10,856	Safety, training, and facility equipment.	\$86,304.00	\$77,673.60			\$77,673.60	
Calhoun	Calhoun County Senior Citizens Association, Inc.	Non-Profit Rural	One 2 wheelchair paratransit vehicle with AM/FM stereo, front and rear heat/air, hawkkey, alro flooring, and any other otopns as needed. 22 foot or longer gasoline bus with Braun lift, 8 ambulatory seats and 2 wheelchair positions.	Replacing a 2009 cutaway with over 147,000 miles.	\$70,199.00	\$63,179.10		\$63,179.10		Contingency fund all requested projects.
Clay	Clay County Council on Aging	Non-Profit Rural	1) Three Ford Flex Crossovers or Toyota minivans with radio, Mobile Data Terminal, and related equipment (\$35,579 each) 2) Three computers with dual monitors (\$1,500 each). (Computer quote and pricing is for two computers.)	Expanding capacity with fuel efficient vehicles with lower capacities. No mention of use of computers/monitors.	\$109,890.00	\$98,901.00	\$64,042.20		\$34,858.80	Fund two vehicles.
Collier	Collier County Board of County Commissioners	Govt Urban	One Gaval cutaway vehicle with 5 wheelchair positions, equipped with wheelchair lift, vehicle has capacity for 12 passengers seating (including cameras, ITS system, etc.) and one two-way radio.	Replacing an unspecified vehicle within their current fleet. Did not include order form in grant application.	\$108,728.00	\$97,855.20			\$97,855.20	
Columbia, Hamilton, Suwannee	Suwannee Valley Transit Authority	Govt Rural	1) One 2014 23 foot Ford gasoline cutaway with wheelchair lift (\$79,394) 2) One computer server with software (\$11,473.63) 3) One 2015 Dodge Caravan (\$22,662)	Replacement of aging fleet and computer server. <b>REQUESTING WAIVER OF MATCH DUE TO REDI.</b>	\$113,529.63	\$113,529.63	\$22,662.00	\$79,394.00	\$11,473.63	Fund Dodge Caravan. contingency fund cutaway vehicle.
Dixie, Gilchrist	Suwannee River Economic Council, Inc.	Non-Profit Rural	One small cutaway van (gas).	Replacing a 2009 cutaway with 185,685 miles. <b>(Requesting waiver of match due to REDI.)</b>	\$65,000.00	\$65,000.00	\$65,000.00			Fund the project as requested.
Gadsden, Jefferson	Big Bend Transit, Inc.	Non-Profit Rural	Two 23 foot cutaway buses (12 ambulatory, 2 wheelchair passengers), wheelchair lifts, wheelchair securements, gasoline vehicles.	Replacing a 2008 bus with 215,820 miles and a 2009 bus with 280,764 miles. Did not include order form in grant application.	\$143,000.00	\$128,700.00	\$64,350.00		\$64,350.00	Fund one vehicle.
Glades, Hendry	Good Wheels, Inc.	Non-Profit Rural	Three paratransit buses (diesel).	Replacing three 2007 buses with 312,000, 345,000, and 364,000 miles. <b>(Requesting waiver of match due to REDI.)</b>	\$245,799.00	\$245,799.00	\$163,866.00		\$81,933.00	Fund two vehicles.
Gulf	Gulf County Association for Retarded Citizens, Inc.	Non-Profit Rural	1) One gasoline powered highly fuel efficient 4-door passenger vehicle (\$22,000) 2) Security system equipment including a replacement DVR, cellular communicator device two additional surveillance cameras. (\$2,500)	Expansion of fleet with a smaller capacity vehicle and replacement of 2009 facility security camera system. <b>Requesting wavier of match due to REDI.</b>	\$24,500.00	\$24,500.00	\$22,000.00		\$2,500.00	Fund one vehicle.

2015-16 Shirley Conroy Rural Area Capital Assistance Program Grant Summary										
County	Applicant Name	Agency Type / System Type	Capital Equipment Requested (Prioritized as listed)	Staff Notes	Total Project Cost (100%)	TD Dollar Amount (90% or 100% REDI)	Funding	Contingency Funding	Not Funding	Committee Recommended Projects to Fund
Hardee, Highlands, Okeechobee	MV Contract Transportation, Inc.	For Profit Rural	Three Ford 6 ambulatory 2 wheelchair cutaways 11,500 GVWR 21 foot 5.4 L Gas.	New CTC for the service area effective November 1, 2015. Three 2012 MV-1 vehicles to be transferred (1 eligible for retirement, 2 at 50,000 miles). Vehicles to be used to replace contractor vehicles with high ages and mileages.	\$216,000.00	\$194,400.00	\$129,600.00		\$64,800.00	Fund two vehicles.
Hernando	Mid-Florida Community Services, Inc.	Non-Profit Rural	Two 21 foot cutaway transit vehicles with two wheelchair positions side load with onboard cameras, security systems, and reverse camera and monitoring systems and interior/exterior signage for both.	Replacement of two 2008 buses (three indicated on vehicle inventory with mileages greater than 176,628).	\$181,000.00	\$162,900.00	\$81,450.00		\$81,450.00	Fund one vehicle.
Jackson	Jackson County Transportation, Inc, dba Jtrans	Non-Profit Rural	Two 2015 22 foot cutaway buses, gasoline, 14 ambulatory (\$65,664 each).	Replacing two 2010 vehicles with 87,985 miles and 130,228 miles. <b>(Requesting waiver of match due to REDI.)</b>	\$131,328.00	\$131,328.00	\$65,664.00		\$65,664.00	Fund one vehicle.
Lafayette	Suwannee River Economic Council, Inc.	Non-Profit Rural	MV-1 (gas).	Replacing a 2003 van with 116,990 miles.	\$50,000.00	\$45,000.00	\$45,000.00			Fund the project as requested.
Leon	StarMetro / City of Tallahassee	Govt Urban	Two ADA compliant Dodge Grand Caravan SE 6,050 GVWR 202.5 inches 3.6 L V-6 Gas powered Sure-Lok Titan and Q'Straint securement systems, camera security system, driver safety partition, power rear sliding doors, Motorola XTL 2500 radio.	Expansion of fleet.	\$95,074.00	\$85,566.60			\$85,566.60	
Levy	Levy County Board of County Commissioners dba Levy County Transit	Govt Rural	One 23' Ford 6.8 V10 Gas Engine Turtle Top Bus 12 seats and 2 wheelchair positions.	Replacing a 2006 bus with 384,552 miles and increasing capacity. <b>(Requesting waiver of match due to REDI.)</b>	\$73,259.00	\$73,259.00	\$73,259.00			Fund the project as requested.
Liberty	Liberty County Board of County Commissioners / Liberty County Transit	Govt Rural	Low floor minivan with folding seats (including radio safety equipment, and lettering)	Replacing a 2010 Dodge Caravan 115,807 miles.	\$49,057.00	\$44,151.30		\$44,151.30		Contingency fund all requested projects.
Orange, Osceola, Seminole	Central Florida Regional Transportation Authority / LYNX	Govt Urban	Three Odyssey Fareboxes 30 inches super short.	For improved efficiency on flex routes.	\$40,017.00	\$36,015.30			\$36,015.30	
Putnam	Ride Solution, Inc.	Non-Profit Rural	Three Mobility Ventures LLC DX Model MV-1 (\$47,498 each).	Expansion of fleet with lower capacity vehicles.	\$142,494.00	\$128,244.60	\$85,496.40		\$42,748.20	Fund two vehicles.
Union	Suwannee River Economic Council, Inc.	Non-Profit Rural	1) One small cutaway van (gas) \$65,000 2) One MV-1 (gas) \$50,000	SREC is a new CTC for Union County. When the previous provider left, only one TD funded vehicle was eligible for transition from the prior CTC to SREC. <b>(Requesting waiver of match due to REDI.)</b>	\$115,000.00	\$115,000.00	\$115,000.00			Fund the project as requested.
Wakulla	Wakulla County Transportation	Non-Profit Rural	1) One Mobility Ventures DX Model 6,600 GVWR 205 inches 4.6 L V-8 Gas with Lettering (\$46,948) 2) Four Samsung ATIV One 7 Curved 27" all-in-one Intel Core i5 8GB Memory (5,199,96)	Replacing a 2007 van with 276,373 miles.	\$52,147.96	\$46,933.16	\$46,933.16			Fund the project as requested.
<b>Total</b>					<b>\$2,287,466.59</b>	<b>\$2,138,675.49</b>	<b>\$1,044,322.76</b>	<b>\$217,864.40</b>	<b>\$876,488.33</b>	