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

May 2, 2016

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

The Madison County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and regular business meeting Monday, May 9, 2016 at 1:00 p.m. in the meeting room of the Madison County Courthouse Annex located at 112 E. Pinckney Street, Madison, Florida. All Board members are encouraged to attend the public hearing and business meeting.

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

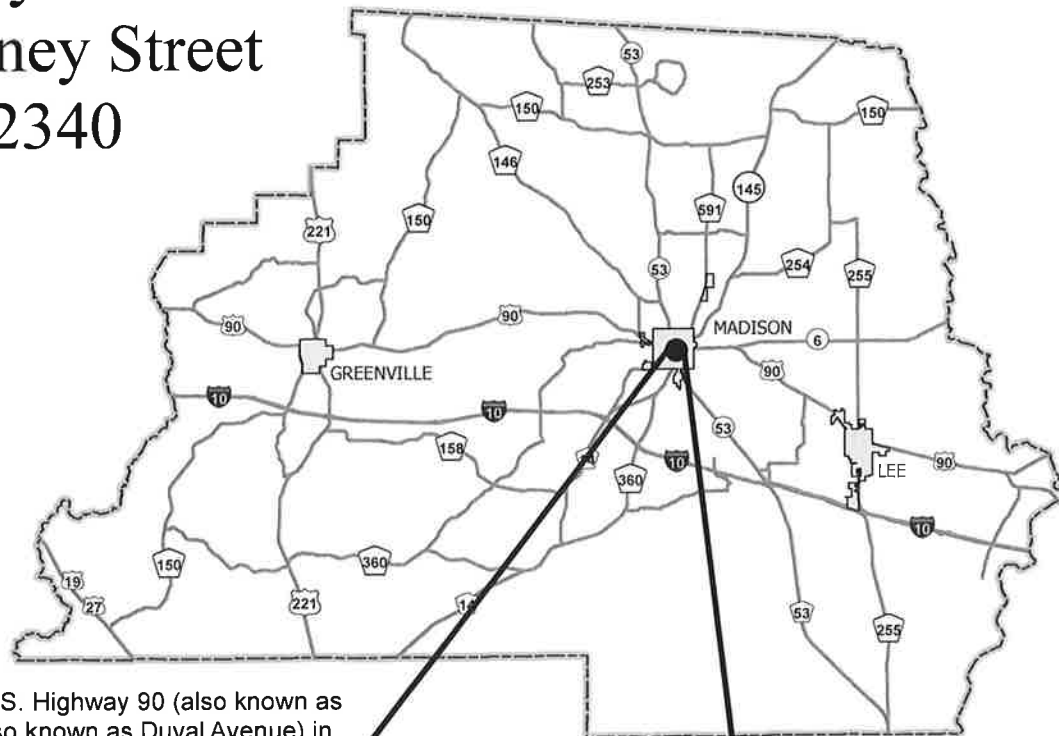
#### Attachments

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

# Madison County Courthouse Annex

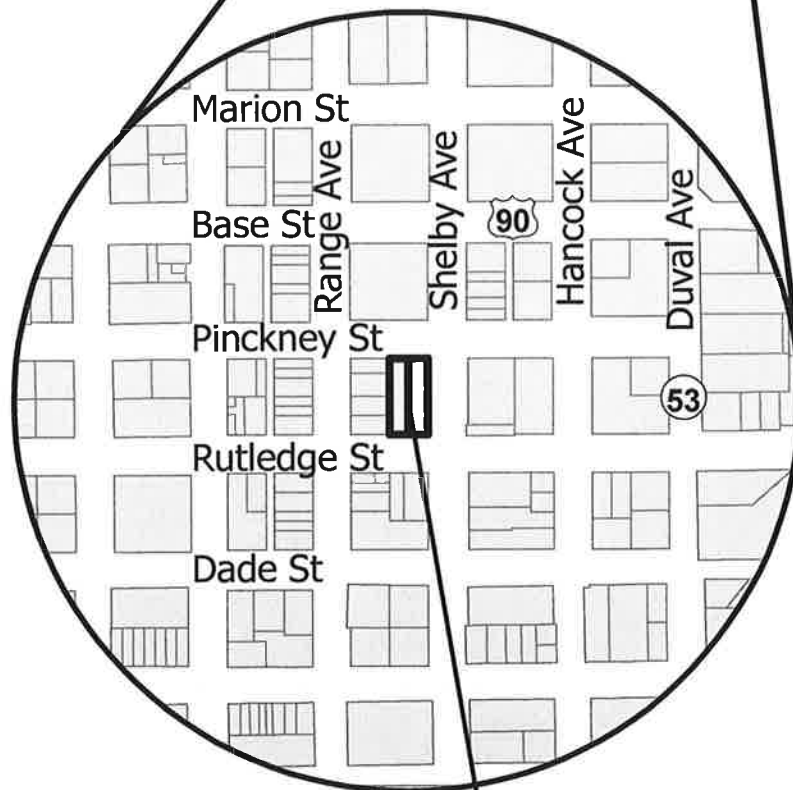
112 East Pinckney Street  
Madison, FL 32340



Directions: From the intersection U.S. Highway 90 (also known as Base Street) and State Road 53 (also known as Duval Avenue) in the City of Madison, turn West onto U.S. Highway 90 (also known as Base Street), travel two blocks to Shelby Avenue, turn left (South) onto Shelby Avenue, travel one block to Pinckney Street, turn right (West) and the Madison County Courthouse Annex will be on the left, on the South side of Pinckney Street.



1 inch = 500 feet



Madison County  
Courthouse Annex





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**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD  
PUBLIC HEARING**

Madison County Courthouse Annex  
112 E. Pinckney Street  
Madison, Florida 32340

Monday  
May 9, 2016  
1:00 p.m.

**I. PUBLIC HEARING – CALL TO ORDER**

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





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**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**BUSINESS MEETING**

Madison County Courthouse Annex  
112 E. Pinckney Street  
Madison, Florida 32340

Monday  
May 9, 2016  
Close of Public Hearing

**I. BUSINESS MEETING – CALL TO ORDER**

- |           |   |                |                        |
|-----------|---|----------------|------------------------|
| <b>A.</b> | <b>Approval of the Meeting Agenda</b>           |                | <b>ACTION REQUIRED</b> |
| <b>B.</b> | <b>Approval of the November 2, 2015 Minutes</b> | <b>Page 9</b>  | <b>ACTION REQUIRED</b> |
| <b>C.</b> | <b>Approval of the February 8, 2016 Minutes</b> | <b>Page 13</b> | <b>ACTION REQUIRED</b> |

**II. NEW BUSINESS**

- |           |   |                |                        |
|-----------|---|----------------|------------------------|
| <b>A.</b> | <b>2016/17 Madison County Transportation Disadvantaged Service Plan</b> | <b>Page 17</b> | <b>ACTION REQUIRED</b> |
|-----------|---|----------------|------------------------|

The Board needs to review and approve the 2016/17 Madison County Transportation Disadvantaged Service Plan

- |           |  |                 |                           |
|-----------|--|-----------------|---------------------------|
| <b>B.</b> | <b>Big Bend Transit Ridership Report</b> | <b>Page 97</b>  | <b>NO ACTION REQUIRED</b> |
| <b>C.</b> | <b>2016 Florida Legislative Session</b>  | <b>Page 105</b> | <b>NO ACTION REQUIRED</b> |

**III. OTHER BUSINESS**

- |           |                 |
|-----------|-----------------|
| <b>A.</b> | <b>Comments</b> |
| <b>1.</b> | <b>Members</b>  |
| <b>2.</b> | <b>Citizens</b> |

#### **IV. FUTURE MEETING DATES**

- A. September 12, 2016 at 1:00 p.m.**
- B. November 7, 2016 at 1:00 p.m.**
- C. February 6, 2017 at 1:00 p.m.**
- D. May 8, 2017 at 1:00 p.m.**

**\*\* Please note that this is a tentative meeting schedule, all dates and times are subject to change.**

If you have any questions concerning the enclosed materials, please do not hesitate to contact me at 1-800-226-0690, extension 110.

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**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Steve Russell Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Rosa Richardson Florida Department of Elder Affairs	Margaret Minter Florida Department of Elder Affairs
Dewece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Matthew Pearson, Vice-Chair Florida Association for Community Action Grievance Committee Member Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Gladney Cherry Public Education Grievance Committee Member	Lori Newman Public Education
Oliver Bradley Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Shanetha Mitchell Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Leila C. Rykard Medical Community Term ending June 30, 2016	Kimberly Allbritton Medical Community Term ending June 30, 2016
Vacant Children at Risk Term ending June 30, 2016	Vacant Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

Note: Unless specified, members and alternates serve at the pleasure of the North Central Florida Regional Planning Council.





**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

County Commission Meeting Room  
Madison County Courthouse Annex  
Madison, Florida

Monday  
November 2, 2015  
1:00 p.m.

**VOTING MEMBERS PRESENT**

Commissioner Ronnie Moore, Chair  
Gladney Cherry, Public Education Representative  
Sandra Collins, Florida Department of Transportation Representative  
Pamela Hagley, Florida Agency for Health Care Administration  
Margaret Minter representing Rosa Richardson, Florida Department of Elder Affairs Representative  
Matthew Pearson representing Florida Association for Community Action Representative  
Sheryl Rehberg, Workforce Development Board Representative  
Leila Rykard, Medical Community Representative

**VOTING MEMBERS ABSENT**

Oliver Bradley, Veterans Representative  
Karen Page, Florida Department of Children and Families  
Shanetha Mitchell, Citizen Advocate

**OTHERS PRESENT**

Robert Adams, Big Bend Transit  
Shawn Mitchell, Big Bend Transit

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chairman Moore called the meeting to order at 1:00 p.m.

**A. Introductions**

Chairman Moore asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

**ACTION:** Matthew Pearson moved to approve the meeting agenda. Sheryl Rehberg seconded; motion passed unanimously.

**C. Approval of the September 14, 2015 Minutes**

**ACTION:** Matthew Pearson moved to approve the September 14, 2015 minutes. Pamela Hagley seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. Madison County Transportation Disadvantaged Service Plan Amendment**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Madison County Transportation Disadvantaged Service Plan includes the rates charged for Transportation Disadvantaged Program sponsored services. She said Big Bend Transit is requesting an amendment to the Transportation Disadvantaged Service Plan to include a Transportation Disadvantaged bus pass rate. She said the Board needs to review and approve the proposed amendment.

Mr. Shawn Mitchell, Big Bend Transit General Manager, said Madison County contributed \$14,000 to the operation of the Madison Shuttle. He said unfortunately, the City of Madison has not contributed any funding this year. He explained that using Transportation Disadvantaged Trust Funds to purchase bus passes will help fund the continued operation of the shuttle and provide service to disadvantaged residents.

The Board discussed the proposed amendment.

**ACTION:** Sheryl Rehberg moved to amend the Madison County Transportation Disadvantaged Service Plan to include the Transportation Disadvantaged Program bus pass rate. Gladney Cherry seconded; motion passed unanimously.

**B. Annual Performance Evaluation**

Ms. Godfrey stated that the Board is required to evaluate Big Bend Transit's performance as the Madison County Community Transportation Coordinator annually. She said the draft evaluation is included in the meeting packet for the Board's review.

**ACTION:** Matthew Pearson moved to approve Big Bend Transit's annual performance evaluation. Sheryl Rehberg seconded; motion passed unanimously.

**C. Annual Operations Report**

Ms. Godfrey stated that Big Bend Transit is required to submit an Annual Operations Report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. She said the Fiscal Year 2014/15 report for Madison County is included in the meeting packet for the Board's review.

The Board reviewed the Annual Operations Report.

**D. Operations Reports**

Mr. Shawn Mitchell presented Big Bend Transit's Operations Reports.

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

Chairman Moore announced that the Madison County Legislative Delegation will be visiting Madison County in on December 7, 2015. He said he will thank the legislators for funding the Transportation Disadvantaged Program funding.

Ms. Rykard asked if Big Bend Transit had brochures advertising the Madison Shuttle.

Mr. Mitchell said he will provide brochures to anyone who would like them.

**2. Citizens**

There were no citizen comments.

**IV. FUTURE MEETING DATES**

Chairman Moore stated that the next meeting of the Board will be held Monday, February 8, 2015 at 1:00 p.m.

**ADJOURNMENT**

The meeting adjourned at 1:45 p.m.

\_\_\_\_\_  
Coordinating Board Chairperson

\_\_\_\_\_  
Date

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**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

County Commission Meeting Room  
Madison County Courthouse Annex  
Madison, Florida

Monday  
February 8, 2016  
1:00 p.m.

**VOTING MEMBERS PRESENT**

Commissioner Ronnie Moore, Chair  
Gladney Cherry, Public Education Representative  
Sandra Collins, Florida Department of Transportation Representative  
Shanetha Mitchell, Citizen Advocate  
Matthew Pearson representing Florida Association for Community Action Representative  
Sheryl Rehberg, Workforce Development Board Representative  
Leila Rykard, Medical Community Representative

**ALTERNATE MEMBERS PRESENT**

Kimberly Allbritton, Medical Community Representative

**VOTING MEMBERS ABSENT**

Oliver Bradley, Veterans Representative  
Deweese Ogden, Florida Agency for Health Care Administration  
Karen Page, Florida Department of Children and Families  
Rosa Richardson, Florida Department of Elder Affairs Representative

**OTHERS PRESENT**

Robert Adams, Big Bend Transit  
Paula Arnold, ARC of Big Bend, Inc.  
Shawn Mitchell, Big Bend Transit  
Tamra Roberts

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

Chairman Moore called the meeting to order at 1:00 p.m.

**A. Introductions**

Chairman Moore asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

**ACTION: Matthew Pearson moved to approve the meeting agenda. Sandra Collins seconded; motion passed unanimously.**

**C. Approval of the November 2, 2015 Minutes**

**ACTION: Matthew Pearson moved to approve the November 2, 2015 minutes. Sheryl Rehberg seconded.**

Sandra Collins noted that page 3 of the minutes is missing.

**ACTION: Sheryl Rehberg moved to withdraw the motion to approve the minutes and table approval until the next meeting. Matthew Pearson seconded; motion passed unanimously.**

Ms. Godfrey apologized for the error.

**II. NEW BUSINESS**

**A. Madison County Transportation Disadvantaged Service Plan Amendments**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that transportation projects selected for Federal Transit Administration funding must be included in the Madison County Transportation Disadvantaged Service Plan. She said Big Bend Transit, Inc. and the ARC of Big Bend, Inc. have applied for U.S.C. Section 5310 and 5311 grant funds. She said these transportation projects have been included in the Madison County Transportation Disadvantaged Service Plan.

The Board reviewed the Service Plan amendments.

**ACTION: Matthew Pearson moved to amend the Madison County Transportation Disadvantaged Service Plan to include the U.S.C. Section 5310 and 5311 Grant projects. Gladney Cherry seconded; motion passed unanimously.**

**B. Big Bend Transit Ridership Report**

Mr. Shawn Mitchell presented Big Bend Transit's Operations Reports.

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

There were no member comments.

**2. Citizens**

Ms. Paula Arnold, ARC of Big Bend, Inc., announced that the ARC received a MLK Grant and will be holding a day of service on February 15, 2016. She said the ARC will be serving free lunch to the community and invited the Board members to attend.

**IV. FUTURE MEETING DATES**

Chairman Moore stated that the next meeting of the Board will be held Monday, May 9, 2016 at 1:00 p.m.

**ADJOURNMENT**

The meeting adjourned at 1:45 p.m.

\_\_\_\_\_  
Coordinating Board Chairperson

\_\_\_\_\_  
Date

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2009 NW 87th Place, Gainesville, FL 32653 • 1 803 • 352 .955 .2200

May 2, 2016

TO: Madison County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2016/17 Madison County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

**Approve the 2016/17 Madison County Transportation Disadvantaged Service Plan.**

BACKGROUND

Chapter 427, Florida Statutes requires Big Bend Transit prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the local Coordinating Board’s approval. This plan provides information needed by the local Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft 2016/17 Madison County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

t:\lynn\td2016\madison\memos\tdsp.docx



# Madison County Transportation Disadvantaged Service Plan

July 1, 2016 - June 30, 2017

Madison County Transportation Disadvantaged  
Coordinating Board





# Madison County Transportation Disadvantaged Service Plan

Approved by the

Madison County  
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Ronnie Moore, Chair**

with Assistance from

North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

and

Big Bend Transit  
P.O. Box 1721  
Tallahassee, FL 32302  
850.574.6266



May 9, 2016



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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 Madison County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

### 1. Background of Florida's Transportation Disadvantaged Program

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

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

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

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

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

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

#### a. Florida Commission for the Transportation Disadvantaged

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

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

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

## b. Designated Official Planning Agency

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

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

The North Central Florida Regional Planning Council is the Designated Official Planning Agency for Madison 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 Madison County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person recommended by the local Veterans Service Office representing veterans of the county.

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

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

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

#### d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Big Bend Transit is the designated Community Transportation Coordinator for Madison County.

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

- 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

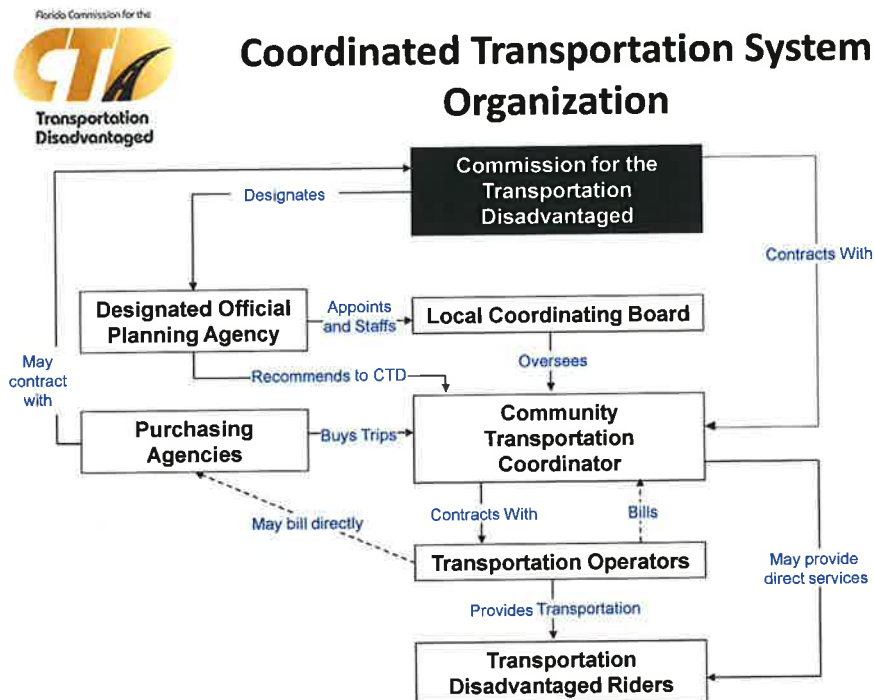
The Florida Commission for the Transportation Disadvantaged first approved Big Bend Transit's designation as the Community Transportation Coordinator for Madison County in October 1990. In 2012, the North Central Florida Regional Planning Council issued a request for proposals for Madison County Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged designated Big Bend Transit as the Madison County Community Transportation Coordinator effective July 1, 2012.

Big Bend Transit is a private non-profit corporation, incorporated in March 1978 for the primary purpose of coordinating, consolidating, planning for and providing efficient and effective paratransit services for persons with disabilities, elderly individuals, low-income individuals and other transportation disadvantaged individuals. The business affairs of Big Bend Transit are managed by a Board of Directors. Coordination functions and the general operating functions are directed by a General Manager. Operations, maintenance, administration/fiscal personnel are employed by Big Bend Transit.

The North Central Florida Regional Planning Council was designated the official planning agency for Madison County in April 1990. The Council was selected through a non-competitive selection process.

## 3. Organization Chart

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



## 4. Consistency Review of Other Plans

### a. Local Government Comprehensive Plan

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 Bradford County Comprehensive Plan.

### b. Regional Policy Plan

The North Central Florida Strategic Regional Policy Plan adopted in October 2011 by the North Central Florida Regional Planning Council is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan. Regional Goal 5.6. is to reduce the unmet general trip demand of the north central Florida transportation disadvantaged population.

The following policies are included in the Strategic Regional Policy Plan to reduce unmet trip demand:

- **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 disabled.
- **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.

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

### c. Transit Development Plan

Not applicable.

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

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

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

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

## 5. Public Participation

The Madison 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 Madison County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Madison County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

## 6. Madison County Transportation Disadvantaged Coordinating Board Membership Certification

### MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: North Central Florida Regional Planning Council  
 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: 3-24-16  
 Daniel Riddick, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Ronnie Moore	Vacant	No Term
Elderly	Vacant	Vacant	6/30/2017
Disabled	Vacant	Vacant	6/30/2018
Citizen Advocate	Shanetha Mitchell	Vacant	6/30/2018
Citizen Advocate/User	Vacant	Vacant	6/30/2018
Children at Risk	Vacant	Vacant	6/30/2019
Florida Association for Community Action	Matthew Pearson	Vacant	6/30/2017
Public Education	Gladney Cherry	Lori Newman	No Term
Florida Department of Transportation	Sandra Collins	Janel Damato	No Term
Florida Department of Children and Families	Karen Page	Vacant	No Term
Florida Department of Elder Affairs	Rosa Richardson	Margaret Minter	No Term
Florida Department of Education	Vacant	Vacant	No Term
Florida Agency for Health Care Administration	Deweese Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Sheryl Rehberg	Anthony Jennings	No Term
Veteran Services	Oliver Bradley	Vacant	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2019
Local Medical Community	Leila Rykard	Kimberly Allbritton	6/30/2019



## 7. Madison County Transportation Disadvantaged Coordinating Board Membership

### MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Steve Russell Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Rosa Richardson Florida Department of Elder Affairs	Margaret Minter Florida Department of Elder Affairs
Dewece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Matthew Pearson, Vice-Chair Florida Association for Community Action Grievance Committee Member Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Gladney Cherry Public Education Grievance Committee Member	Lori Newman Public Education
Oliver Bradley Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Shanetha Mitchell Citizen Advocate Term ending June 30, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Vacant Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Leila C. Rykard Medical Community Term ending June 30, 2016	Kimberly Allbritton Medical Community Term ending June 30, 2016
Vacant Children at Risk Term ending June 30, 2016	Vacant Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016



## **B. Service Area Profile and Demographics**

### **1. Madison County Service Area Description**

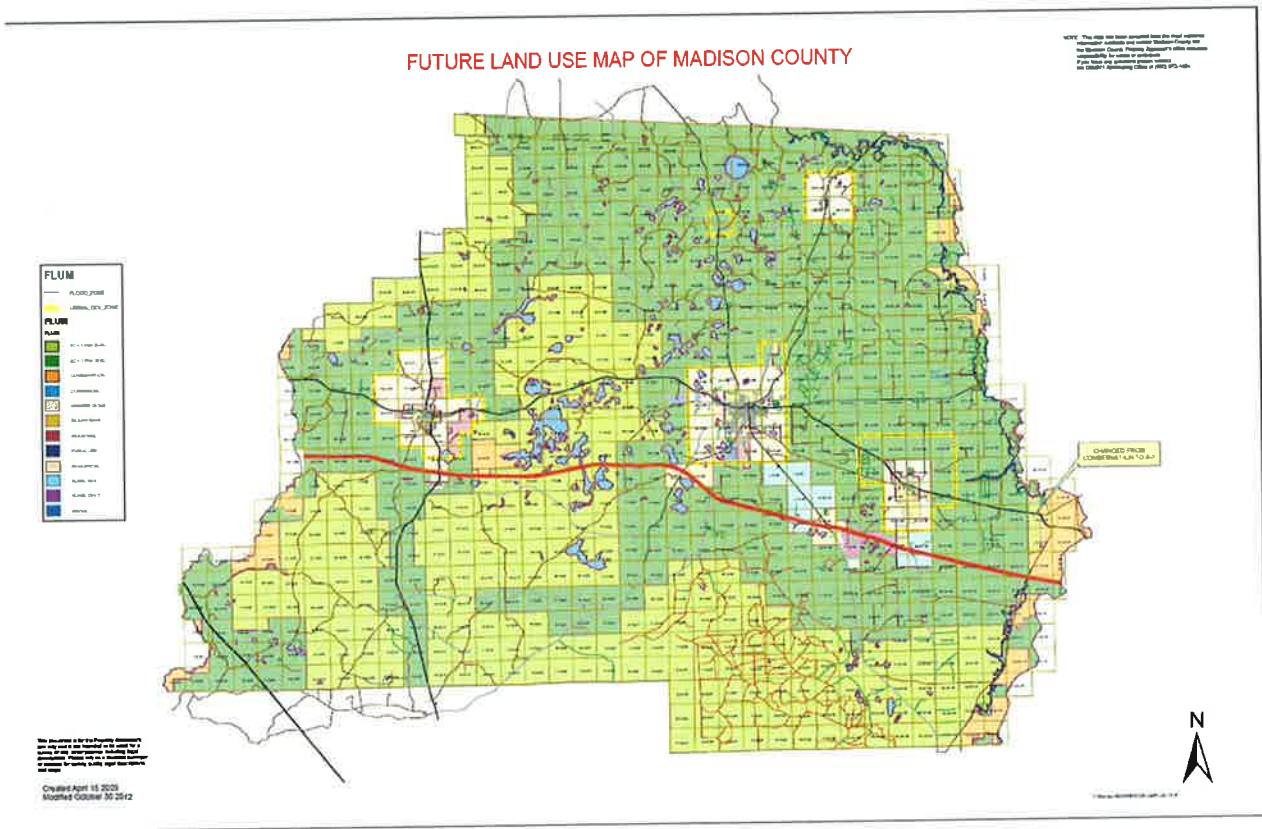
Madison County has a land area of approximately 692 square miles. The County is located along the northern border of the State of Florida, on the south boundary of the State of Georgia. The County is bounded on the east by Hamilton and Suwannee Counties, on the south by Lafayette and Taylor Counties and on the west by Jefferson County. The Withlacoochee, Suwannee and Aucilla Rivers form a boundary on the east and west.

### **2. Demographics**

#### **a. Land Use**

The purpose of this section is to provide information concerning Madison County's existing land use. This information was obtained from Madison County's Comprehensive Plan.

The land use for approximately 95 percent of the acreage within the unincorporated area of the County has been designated as agricultural and approximately 1.3 percent is residential. Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although they do not provide public facilities, their locations have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Withlacoochee and Suwannee Rivers within the County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout the County.



**b. Population/Composition**

The Bureau of Economic and Business Research estimates Madison County's total population in 2015 as 19,200. The Bureau of Economic and Business Research also estimates the population of the City of Madison as 3,061 the Town of Greenville as 766, the Town of Lee as 332 and the unincorporated area as 15,041.

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

<b>AREA</b>	<b>POPULATION COUNT 2010</b>	<b>POPULATION ESTIMATE 2015</b>
Madison County	19,224	19,200
Town of Greenville	843	766
Town of Lee	352	332
City of Madison	3,049	3,061
Unincorporated Area	14,980	15,041

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

**TABLE 2**  
**POPULATION**  
**MADISON COUNTY, 2010**

<b>2010 U.S. CENSUS POPULATION</b>	<b>SQUARE MILES</b>	<b>PERSONS PER SQUARE MILE</b>
19,224	695	27.6

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

According to Bureau of Economic and Business Research, 1,585 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households

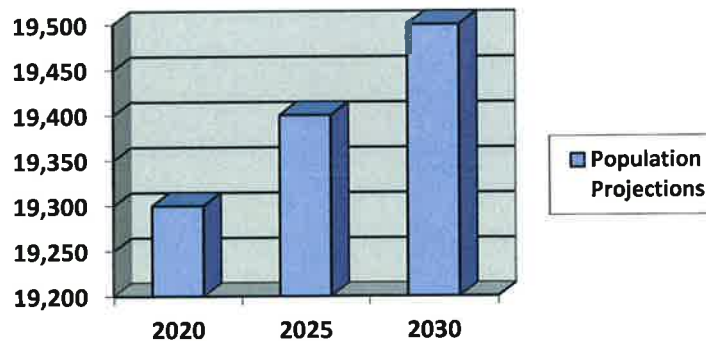
**c. Population Densities**

With approximately 652 square miles of land area, the County population density in 2010 was approximately 27 persons per square mile.

**d. Population Projections**

According to the Bureau of Economic and Business Research, Madison County will have a total population of 19,400 in the year 2025. Illustration I shows population projections for 2020, 2025 and 2030.

**ILLUSTRATION I**



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

**e. Population Age Distribution**

Population age distribution is useful in determining mobility needs which might be met by transit. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-54 year-old age group is the largest age group within the County.

**TABLE 3**  
**POPULATION ESTIMATES BY AGE GROUP**  
**MADISON COUNTY, 2014**

AGE GROUP	POPULATION ESTIMATE 2014
0-4	1,179
5-17	2,938
18-24	1,745
25-54	7,388
55-64	2,657
65-79	2,539
80+	857

Source: Bureau of Economic and Business Research

**f. Disability and Self Care Limitations**

According to the 2010-2014 American Community Survey 5-Year Estimates, Madison County had a disabled population of 3,648. The estimated population under 18 years of age with a disability was 146. The estimated population 18 to 64 years of age with a disability was 2,160. The estimated population 65 years and over with a disability was 1,342.

**g. Employment**

The Bureau of Economic and Business Research reports that Madison County's labor force (individuals who are able to work but may not be employed) in 2015 was 7,442 with 7,107 people employed and 380 unemployed. The unemployment rate for Madison County in 2015 was 5.1 percent.

**h. Income**

According to the 2010 Census, the median household income for Madison County in 2014 was \$33,520. Table 4 characterizes the levels of household income in Madison County. Table 5 shows income levels used to define the federal poverty level.

**TABLE 4**  
**HOUSEHOLD INCOME**  
**MADISON COUNTY**

PER CAPITA INCOME 2014	MEDIAN HOUSEHOLD INCOME 2014
\$15,664	\$33,520

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

**TABLE 5**  
**2016 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES**  
**AND THE DISTRICT OF COLUMBIA**

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$11,880
2	\$16,020
3	\$20,160
4	\$24,300
5	\$28,440
6	\$32,580
7	\$36,730
8	\$40,890

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

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

The Bureau of Economic and Business Research reports 83 families received public assistance in 2014. The total number of Medicaid recipients in 2013 was 5,145. Table 6 shows income and poverty status data for Madison County. Table 7 shows individuals who received Supplemental Security Income.

**TABLE 6**  
**INCOME AND POVERTY STATUS**  
**MADISON COUNTY**

MEDIAN HOUSEHOLD INCOME 2009	PERCENTAGE OF PERSONS BELOW POVERTY LEVEL 2009
\$33,520	27.7%

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

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

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Families	83
Aged Assistance	74
Blind and Disabled	904

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

i. Housing

The 2010 Census estimates that, in 2014, the total number of households in Madison County was 6,651 and that the average household size was 2.53.

Table 8 presents data on housing units for specific areas of the County. The Madison census division contains approximately 79 percent of the County's housing units.

**TABLE 8**

**DISTRIBUTION OF HOUSING UNITS  
MADISON COUNTY**

<b>HOUSING UNITS 2014</b>	<b>HOUSEHOLDS 2014</b>	<b>PERSONS PER HOUSEHOLD</b>
8,422	6,651	2.53

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

j. Health

Madison County has one hospital, Madison County Memorial Hospital. According to the Bureau of Economic and Business Research, there are 4 licensed doctors of medicine and 261 advanced registered, registered and practical nurses.

k. Transportation

According to the 2010-2014 American Community Survey, there were 738 owner occupied housing units with no vehicle available.

l. Major Trip Generators/Attractors

Major trip generators/attractors include: North Florida Junior College, Tri-County Community Medical Center, Madison County Memorial Hospital, local government offices, the Madison County Health Unit, Appalachian Center for Human Services and the Madison County Senior Citizens Center.

Travel to Tallahassee continues to be necessary for many County residents, particularly for medical purposes. According to the 1990 Census, approximately 10.2 percent of Madison County's employed residents work out of state, 3.8 percent work in Taylor County, 3.4 percent work in Suwannee County, 2.9 percent work in Jefferson County, 2.4 percent work in Leon County and 1.6 percent work in Hamilton County.

## **C. Service Analysis**

### **1. General and Critical Need Transportation Disadvantaged Populations**

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

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 Madison County.



**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

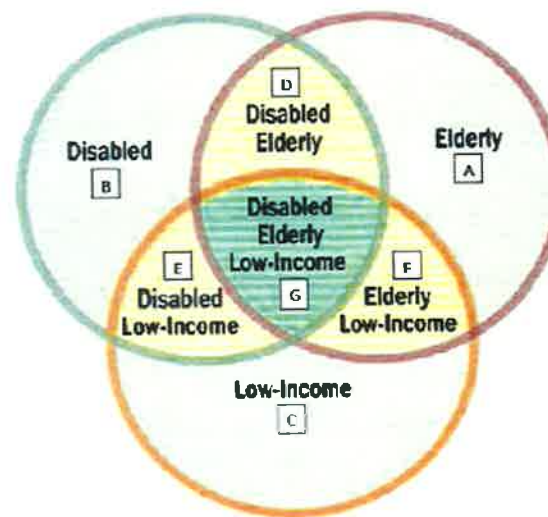
**Madison County**

Census Data from: 2014

County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
<18	3,914	20.9%	1,170	6.2%	325	8.3%	141	3.60%
18-64	11,620	61.9%	2,112	11.3%	2,266	19.5%	558	4.80%
<b>Total Non Elderly</b>	<b>15,534</b>	<b>82.8%</b>	<b>3,282</b>	<b>17.5%</b>	<b>2,591</b>	<b>16.7%</b>	<b>699</b>	<b>4.50%</b>
65+	3,231	17.2%	433	2.3%	1,496	46.3%	255	7.90%
<b>Total Elderly</b>	<b>3,231</b>	<b>17.2%</b>	<b>433</b>	<b>2.3%</b>	<b>1,496</b>	<b>46.3%</b>	<b>255</b>	<b>7.90%</b>
<b>Total</b>	<b>18,765</b>	<b>100%</b>	<b>3,715</b>	<b>19.8%</b>	<b>4,087</b>	<b>21.8%</b>	<b>954</b>	<b>5.08%</b>

<b>Double Counts Calculations</b>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	699
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,892
G - Estimate elderly/disabled/low income	From Base Data (I11)	255
D- Estimate elderly/ disabled/not low income	Subtract I11 from G11	1,241
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	178
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	1,557
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	2,583
<b>Total - Non-Duplicated</b>		<b>8,405</b>

<b>General TD Population</b>		<b>% of Total</b>
Non-Duplicated General TD Population Estimate	<b>8,405</b>	44.8%

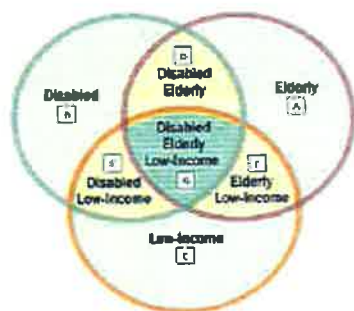




FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Madison County

General TD Population Forecast	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/ low income	590	609	700	701	702	702	703	704	705	705	706
B - Estimate non-elderly/ disabled/not low income	1,892	1,894	1,896	1,898	1,900	1,902	1,904	1,905	1,909	1,910	1,912
G - Estimate elderly/disabled/low income	255	256	256	256	255	257	257	257	257	258	258
D - Estimate elderly/ disabled/not low income	1,241	1,242	1,243	1,245	1,246	1,247	1,248	1,250	1,251	1,252	1,254
F - Estimate elderly/non-disabled/low income	178	178	178	178	178	178	179	179	179	179	180
A - Estimate elderly/non-disabled/not low income	1,577	1,579	1,583	1,583	1,584	1,585	1,587	1,588	1,570	1,572	1,574
C - Estimate low income/not elderly/not disabled	2,583	2,586	2,589	2,591	2,594	2,597	2,600	2,602	2,605	2,608	2,610
<b>TOTAL GENERAL TD POPULATION</b>	<b>8,405</b>	<b>8,414</b>	<b>8,423</b>	<b>8,431</b>	<b>8,440</b>	<b>8,449</b>	<b>8,458</b>	<b>8,467</b>	<b>8,475</b>	<b>8,484</b>	<b>8,493</b>
<b>TOTAL POPULATION</b>	<b>18,768</b>	<b>18,785</b>	<b>18,804</b>	<b>18,824</b>	<b>18,843</b>	<b>18,863</b>	<b>18,883</b>	<b>18,902</b>	<b>18,922</b>	<b>18,942</b>	<b>18,961</b>



Madison County

Critical Need TD Population Forecast	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
<b>Total Critical TD Population</b>											
Disabled	954	955	958	957	958	959	960	961	962	963	964
Low Income Not Disabled No Auto/Transit	751	752	753	753	754	755	755	757	757	758	759
<b>Total Critical Need TD Population</b>	<b>1,705</b>	<b>1,707</b>	<b>1,708</b>	<b>1,710</b>	<b>1,712</b>	<b>1,714</b>	<b>1,716</b>	<b>1,717</b>	<b>1,719</b>	<b>1,721</b>	<b>1,723</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	47	47	47	47	47	47	47	47	47	47	47
Low Income - Not Disabled - No Access	1,428	1,428	1,429	1,431	1,432	1,434	1,435	1,437	1,438	1,440	1,441
<b>Total Daily Trips Critical Need TD Population</b>	<b>1,473</b>	<b>1,480</b>	<b>1,477</b>	<b>1,478</b>	<b>1,479</b>	<b>1,481</b>	<b>1,482</b>	<b>1,484</b>	<b>1,485</b>	<b>1,487</b>	<b>1,488</b>
<b>Annual Trips</b>	<b>937,616</b>	<b>946,702</b>	<b>955,941</b>	<b>965,336</b>	<b>974,891</b>	<b>984,566</b>	<b>994,272</b>	<b>1,004,061</b>	<b>1,013,886</b>	<b>1,023,702</b>	<b>1,033,555</b>

## **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.

**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

**Madison County**

Census Data from: 2014

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
<18	325	8.30%	141	3.60%
18-64	2,266	19.50%	558	4.80%
<b>Total Non Elderly</b>	<b>2,591</b>	<b>16.68%</b>	<b>699</b>	<b>4.50%</b>
65+	1,496	46.30%	255	7.90%
<b>Total Elderly</b>	<b>1,496</b>	<b>46.30%</b>	<b>255</b>	<b>7.90%</b>
<b>Total</b>	<b>4,087</b>	<b>21.78%</b>	<b>954</b>	<b>5.08%</b>

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	200
11.70%	30
	<b>230</b>

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<i>Non-Elderly</i>	499	200	699
<i>Elderly</i>	225	30	255
<b>TOTAL</b>	<b>724</b>	<b>230</b>	<b>954</b>

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

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION		
Calculation of Daily Trips		
Total Actual Critical TD Population	Daily Trip Rates Per Person	Total Daily Trips
<i>Severely Disabled</i>	0.049	47
<i>Low Income ND</i>	1.899	1,426
<b>Totals</b>		<b>1,473</b>

<b>Low Income &amp; Not Disabled = C + E</b>	2,761
<i>Assumes</i> 27.2% xx % without auto access	751
100% xx % without transit access	751

### 3. Barriers to Coordination

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

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

### 4. Needs Assessment

#### United States Code Section 5310 Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase four replacement vehicles.	2016/17	Madison County	\$214,276.00	United States Code Section 5310
			\$26,784.50	Florida Department of Transportation
			\$26,784.50	Big Bend Transit
Purchase one replacement vehicle to provide transportation to individuals with disabilities for employment and to the Life Skills Development Center.	2016/17	Madison County	\$34,854.00	United States Code Section 5310
			\$4,357.00	Florida Department of Transportation
			\$4,357.00	The ARC of Big Bend, Inc.
Service expansion	2015/16	Madison County	\$36,150	United States Code Section 5310
			\$36,245	The ARC of Big Bend, Inc.

**United States Code Section 5311 Grant Program**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Operation and management of coordinated transportation system.	2016/17	Madison County	\$353,389	United States Code Section 5311
			\$353,389	Big Bend Transit

**United States Code Section 5339 Grant Program**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase two vehicles to provide transportation to individuals with disabilities for employment and to the Life Skills Development Center.	2015/16	Madison County	\$71,523	United States Code Section 5339
			\$8,940	Florida Department of Transportation
			\$8,941	The ARC of Big Bend, Inc.

**Rural Area Capital Assistance Program**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase fleet monitoring software system Purchase replacement vehicle	2014/15	Gadsden, Madison, Jefferson and Taylor Counties	\$101,578	Rural Area Capital Assistance Program Grant
			\$11,236	Big Bend Transit

**Transportation Disadvantaged Trust Fund Grant**

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to <u>transportation disadvantaged</u> individuals.	<u>2016/17</u>	<u>Madison County</u>	<u>\$247,077</u>	<u>Transportation Disadvantaged Trust Fund</u>
			\$27,453	Big Bend Transit

## 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 Madison 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 Madison County.**
- OBJECTIVE:** Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.
- Strategy:** 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:** Report on a quarterly basis the number of single passenger trips provided.
- Strategy b:** Work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.
- Strategy c:** Document the reduction of single passenger trips.
- Strategy d:** 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 unmet needs data, 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:** Comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** Eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** Train staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI:** **The local Coordinating Board shall 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:** Adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** 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:** Complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** 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:** **Maintain the quality of service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:** **The Community Transportation Coordinator shall 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: Ensure the provision of safe transportation services.**

**OBJECTIVE:** Ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

**Strategy:** The 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 Madison 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) 2016 (4) 2016
(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



Transportation Disadvantaged Service Plan

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.	2016
(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.	(1) Ongoing
(1) 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

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# Chapter II: Operations Element

## A. Operations

The operations element is a profile of the Madison County coordinated transportation system. This element is intended to provide basic information about the daily operations of Big Bend Transit and its contracted transportation operators.

### 1. Types, Hours and Days of Service

<b>Advance Reservation</b>	Within Madison-County Between Madison County and other Florida Counties (on occasion south Georgia Counties)	Curb to Curb Door to Door (on exception)	Ambulatory Wheelchair	24 Hour Advance Notice	Monday - Saturday 6:00 a.m. to 10:00 p.m.
<b>Demand Response</b>	Outside specific areas of service	Curb to Curb Door to Door (on exception)	Ambulatory Wheelchair	Less than 24 Hour Advance Notice	24-Hours per Day/Seven Days per Week
<b>Evacuation</b>	Within Madison County	Door to Door	Ambulatory Wheelchair	Service provided according to agreement.	Service provided according to agreement.
<b>Madison County to Leon County</b>	Madison County to Leon County	Curb to Curb	Ambulatory Wheelchair	Arrivals: 8:00 a.m. and 12:30 p.m. Departures: 12:00 p.m. and 3:30 p.m.	Monday through Friday
<b>Madison County to Lake City and or Gainesville</b>	Madison County to Columbia and/or Alachua County	Curb to Curb	Ambulatory Wheelchair		Monday
<b>Madison County to Blountstown and/or Panama City</b>	Madison County to Calhoun and/or Bay County	Curb to Curb	Ambulatory Wheelchair		Tuesday

<b>Madison County to Thomasville, GA and/or Valdosta, GA</b>	Madison County to Georgia	Curb to Curb	Ambulatory Wheelchair		Wednesday
<b>Madison County to Lake City and/or Jacksonville</b>	Madison County to Columbia and/or Duval County	Curb to Curb	Ambulatory Wheelchair		Thursday
<b>Madison County to Gainesville</b>	Madison County to Alachua County	Curb to Curb	Ambulatory Wheelchair		Friday

a. Bariatric Transportation

**Transportation Disadvantaged Program:** Big Bend Transit is required to transport all "common wheelchairs. A common 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 may not be transported.

b. Hours and Days of Service

**Transportation Disadvantaged Program:** Monday through Friday, 6:00 a.m. to 10:00 p.m. excluding holidays (see below).

c. Holidays

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

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

## 2. Accessing Services

d. Office Hours

Big Bend Transit's office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

e. Phone Number

**Transportation Disadvantaged Program:** 850.973.4418.

## f. Advance Notification Time

**Transportation Disadvantaged Program** - Trip reservations must be placed by 2:00 p.m. the day before travel and no more than 14 days in advance of the day of travel. Trips are scheduled Monday through Friday from 8:00 a.m. to 5:00 p.m.

## g. Trip Cancellation Process

Trip cancellations shall be made to Big Bend Transit a minimum of two (2) hours prior to the earliest pick-up time. A "no show" will be charged to passengers who do not cancel trips a minimum of two (2) hours prior to their pick-up time. Hours for cancelling service are Monday through Friday 6:00 a.m. to 6:00 p.m.

## h. No-Show Policies

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

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

## i. After Hours Service

After hours service is not sponsored by Florida's Transportation Disadvantaged Program.

## j. Passenger Fares

**Transportation Disadvantaged Program** - Big Bend Transit does not charge fares to passengers sponsored by Florida's Transportation Disadvantaged Program.

## k. Transportation Disadvantaged Program Eligibility

Big Bend Transit will determine through an eligibility application process whether an individual is unable to transport themselves or purchase transportation. Individuals who do not have an operational vehicle in the household; the ability to operate a vehicle; or the ability to find transportation from other sources are considered eligible for Transportation Disadvantaged Program services. Individuals who are unable to purchase transportation will also be considered for Transportation Disadvantaged Program eligibility. Transportation Disadvantaged Program sponsored services are provided on a first-come, first served basis. Service sponsored by the Transportation Disadvantaged Program may be denied if there are insufficient funds to provide that service.

## I. Transportation Disadvantaged Program Trip Priorities

Big Bend Transit in cooperation with the Coordinating Board has established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds:

- Life Sustaining Medical Trips
- General Medical Trips
- Employment Trips
- Essential Business Trips
- Education/Training Trips
- Nutrition/Mealsite Trips
- Recreational/Social Trips

## 3. Transportation Operators And Coordination Contractors

Big Bend Transit does not have any subcontracts with transportation operators or coordination contractors.

## 4. Public Transit Utilization

Not applicable. There is no fixed route, public transit system operating in Madison County.

## 5. School Bus Utilization

Currently, there is no need to use school buses at this time. If Big Bend Transit determines a need to use school buses in the future, the Madison County School Board will be contacted for assistance.

## 6. Vehicle Inventory

Big Bend Transit's vehicle inventory is shown as Exhibit C.

## 7. System Safety Program Plan Certification

Big Bend Transit's System Safety Program Plan Certification is shown as Exhibit D.

## 8. Inter-County Services

Big Bend Transit provides regular scheduled and non-scheduled inter-county transportation services. Big Bend Transit participates when operationally and cost effective in inter-county service routes operated by adjacent Community Transportation Coordinators.

## 9. Natural Disaster/Emergency Preparedness

Upon request, and on a capacity available basis, Big Bend Transit enters into disaster/emergency transportation assistance agreements with residential facilities to provide ambulatory and non-ambulatory transportation services. A disaster/emergency transportation assistance agreement is in place with Lake Park of Madison.

## 10. Marketing

The availability of Big Bend Transit transportation services will continue to be promoted through general and specific distribution of informational materials at locations which concentrate eligible population activity.

## 11. Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Madison County.

## 12. Service Standards

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

### a. Drug and Alcohol Policy

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

### b. Transport of Escorts and Dependent Children

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

**Local Policy:** Children under age 6 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

c. Use, Responsibility and Cost of Child Restraint Devices

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

**Local Policy:** All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device will be provided by the passenger.

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:** Passengers shall be allowed to have two pieces of personal property which they can place in their lap or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle.

e. Vehicle Transfer Points

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

Big Bend Transit shall comply with this standard.

f. Local Toll Free Phone Number

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

Big Bend Transit shall comply with this standard.

g. Out-Of-Service Area Trips

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

**Local Policy:** Inter-county services between Madison and Leon Counties is available weekly. Other inter-county services are provided when available.



## h. Vehicle Cleanliness

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

**Local Policy:** All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

## 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:** Big Bend Transit shall comply with his standard.

## j. Passenger/Trip Database

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

Big Bend Transit shall comply with this standard.

## k. Adequate Seating

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

Big Bend Transit shall comply with this standard.

## l. Driver Identification

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

**Local Policy:** Big Bend Transit shall comply with this standard.

### m. Passenger Assistance

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

**Local Policy:** Drivers are not permitted individually to assist persons in wheelchairs up or down more than one step, through grass or sand or include of more than 8.33% (1:12 slope).

### n. Smoking, Eating, and Drinking

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

**Local Policy:** The use of tobacco products on vehicles is prohibited. Eating and drinking on board the vehicle is also prohibited. Stops will be made to accommodate the needs of passengers at the discretion of the driver.

### o. Passenger No-Shows

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

**Local Policy** - Passenger no-shows are defined as trips not cancelled a minimum of two (2) hours prior to the scheduled pick-up time. Passengers shall be notified if they are considered a no-show.

### p. Two-Way Communications

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

**Local Policy:** All vehicles shall have cellular phones or two-way radios.

### 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:** Big Bend Transit shall comply with this standard.

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 drivers shall be certified in First Aid.

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:** All drivers shall be certified 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:** All drivers in the coordinated system shall meet Level 2 criminal background screening requirements in accordance with Chapter 435, Florida Statutes.

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:** Not applicable.

v. Pick-Up Window

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

**Local Policy:** There is a ninety (90) minute pick-up window in place for all intra-county trips based on the arrival time of the passenger. There is a sixty (60) minute pick-up window in place for all intra-county trips based on the departure time of the passenger.

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:** Big Bend Transit will have a 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

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:** Twenty-four hours advanced notice is required for all other trips scheduled within the coordinated system.

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:** There shall be no more than 1.2 chargeable accidents per 100,000 miles during the evaluation period.

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:** There shall be no more than 5 roadcalls during the evaluation period.

## 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:** This standard is not applicable to this service area.

## 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:** Collect and publicly post passenger satisfaction survey ratings. There shall be no more than one complaint per 1,000 trips during 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.

## 13. Local Grievance Procedure/Process

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

## 14. Passenger Code of Conduct

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

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.

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

#### a. Verbal Abuse

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

#### b. Physical Abuse

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

#### c. Substance Abuse

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

#### d. Penalties

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

##### **Verbal Abuse**

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

##### **Physical Abuse**

First offense - Big Bend Transit will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Big Bend Transit 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 Madison 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:

Big Bend Transit  
P.O. Box 70  
Live Oak, FL 32060

and

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

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

## 15. Evaluation Process

Big Bend Transit shall perform an annual evaluation of all contracted operators.

## B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

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## **Chapter III: Quality Assurance**

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

### **A. Community Transportation Coordinator Evaluation Process**

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

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# **Appendix A: Madison County Transportation Disadvantaged Coordinating Board Grievance Procedures**

# Transportation Disadvantaged Grievance Procedures

September 14, 2015

Madison County  
Transportation Disadvantaged Coordinating Board



# Transportation Disadvantaged Grievance Procedures

Approved by the  
Madison County  
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org/mtpo](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Ronnie Moore, Chair**

with Assistance from



North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

September 14, 2015

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## Chapter I: Madison County Transportation Disadvantaged Coordinating Board Grievance Procedures

### A. Preamble

The following sets forth the procedures for the Madison 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 Madison County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council 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.

**Madison 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 complainant. All service complaints shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

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

## **D. Purpose**

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



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

## **F. Officers**

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

## **G. Meetings**

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints 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.

**Madison 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.

## **H. Administration**

- (1) **Staff Support.** The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) **Minutes.** The North Central Florida Regional Planning Council 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.

**Madison County Transportation Disadvantaged Coordinating Board**  
**Grievance Procedures**

- (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:  
  
Madison County Transportation Disadvantaged Coordinating Board  
Grievance Committee  
2009 N.W. 67th Place  
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council 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 North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
  - a. the name, address and telephone number of the Complainant;
  - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
  - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

**Madison County Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings.
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

## **K. Appeals**

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

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

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

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

- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."

**Madison County Transportation Disadvantaged Coordinating Board  
Grievance Procedures**

- (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 rider 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 riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The 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.
- (4) The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the person requesting the hearing.

## **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.

Madison County Transportation Disadvantaged Coordinating Board  
Grievance Procedures

## O. Certification

The undersigned hereby certifies that he/she is the Chair of the Madison 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 Madison County Transportation Disadvantaged Coordinating Board the 14th day of September 2015.

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Ronnie Moore, Chair  
Madison County Transportation Disadvantaged Coordinating Board

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# Appendix B: Cost/Revenue Allocation and Rate Structure Justification

**BIG BEND TRANSIT, INC.**

## SERVICE RATES

**COMMUNITY TRANSPORTATION COORDINATOR:** Big Bend Transit

**COUNTY:** Madison

**CONTRACT PERIOD:** July 1, 2016 - June 30, 2017

**PURCHASING AGENCY:** Florida Commission for the Transportation Disadvantaged

<b>PROGRAM/SERVICE TYPE</b>	<b>COST PER UNIT (Passenger Mile or Passenger Trip)</b>
Transportation Disadvantaged Program Ambulatory	\$35.43 31.75/passenger trip
Transportation Disadvantaged Program Wheelchair	\$60.74 54.43/passenger trip
Transportation Disadvantaged Program Bus Pass	\$35.00/month



## Preliminary Information Worksheet

Version 1.4

**CTC Name:** Big Bend Tranist, Inc.  
**County (Service Area):** Madison  
**Contact Person:** Shawn Mitchell  
**Phone #** 850-574-6266 X111

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

#### NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled  
"Comprehensive Budget"***



**Comprehensive Budget Worksheet**

Version 1.4

**CTC: Big Bend Transit, Inc.**  
**County: Madison**

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

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

**Local Non Govt**

Farebox	\$ 35,564	\$ 35,743	\$ 38,155	-0.6%	6.7%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 12,010	\$ 8,000	\$ 9,000	-33.4%	12.5%	
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						
Compl. ADA Services						
County Cash	\$ 19,885	\$ 20,000	\$ 20,200	0.6%	1.0%	
County In-Kind, Contributed Services						
City Cash		\$ 5,000	\$ 5,000		0.0%	
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 208,432	\$ 215,587	\$ 247,077	3.4%	14.6%	
Non-Spons. Capital Equipment	\$ 8,530	\$ 20,000		109.8%	-100.0%	
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**USDOT & FOOT**

49 USC 5307						
49 USC 5310	\$ 57,327	\$ 142,000	\$ 150,000	147.7%	5.6%	
49 USC 5311 (Operating)	\$ 83,562	\$ 108,312	\$ 108,312	29.0%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development	\$ 27,037			-100.0%		
Commuter Assistance	\$ 275			-100.0%		
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid	\$ 211,207	\$ 240,400	\$ 268,758	13.8%	11.0%	
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCF**

Alcoh. Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOH**

Children Medical Services						
County Public Health		\$ 500	\$ 600		20.0%	
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOE (state)**

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation	\$ -	\$ 1,200	\$ 1,300		8.3%	
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AWI**

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOEA**

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCA**

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						



**Comprehensive Budget Worksheet**

Version 1.4

CTC: **Big Bend Transit, Inc.**  
County: **Madison**

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

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

**APD**

Office of Disability Determination	\$ 40	\$ 70	\$ 100	75.0%	42.9%	
Developmental Services	\$ 38,740	\$ 38,880	\$ 39,000	0.4%	0.3%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						

**DJJ**

(specify in explanation)						
Bus Pass Program Revenue						

**Other Fed or State**

XXXX						
XXXX						
XXXX						
Bus Pass Program Revenue						

**Other Revenues**

Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						

**Balancing Revenue to Prevent Deficit**

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

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$704,412	\$835,710	\$885,502	18.6%	6.0%	

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

<b>Operating Expenditures</b>						
Labor	\$ 361,698	\$ 371,557	\$ 401,244	2.8%	8.0%	
Fringe Benefits	\$ 183,432	\$ 184,934	\$ 194,603	0.8%	5.2%	
Services	\$ 12,110	\$ 12,481	\$ 12,855	3.0%	3.0%	
Materials and Supplies	\$ 138,623	\$ 140,782	\$ 147,055	1.6%	4.5%	
Utilities	\$ 6,811	\$ 7,015	\$ 7,226	3.0%	3.0%	
Casualty and Liability	\$ 34,131	\$ 35,155	\$ 36,210	3.0%	3.0%	
Taxes	\$ 193	\$ 198	\$ 205	2.6%	3.6%	
<b>Purchased Transportation:</b>						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 3,023	\$ -	\$ -	-100.0%		
Other						
Miscellaneous	\$ 5,543	\$ 5,715	\$ 5,881	3.0%	3.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 8,341	\$ 8,592	\$ 8,849	3.0%	3.0%	
Contrib. to Capital Equip. Replacement Fund	\$ 67,268	\$ 69,280	\$ 71,364	3.0%	3.0%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

<b>ACTUAL YEAR LOSS</b>	\$17,390					
Total Expenditures =	\$821,881	\$835,710	\$885,502	1.7%	6.0%	

See NOTES Below.

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





**Worksheet for Program-wide Rates**

CTC: **Big Bend Tranist, I** Version 1.4  
 County: **Madison**

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	266,900
Rate Per Passenger Mile = \$	2.35
Total Projected Passenger Trips =	17,000
Rate Per Passenger Trip = \$	36.89

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length =	15.7 Miles
------------------------------	------------

Rates if No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.32
Rate Per Passenger Trip = \$	52.09

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

**Vehicle Miles**

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

**Vehicle Revenue Miles (VRM)**

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

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

**Passenger Miles (PM)**

The cumulative sum of the distances ridden by each passenger.



### Worksheet for Multiple Service Rates

CTC: Big Bend Trails Version 1.4  
 County: Madison

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

#### SECTION I: Services Provided

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

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

#### SECTION II: Contracted Services

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

Ambulatory <input checked="" type="radio"/> Yes <input type="radio"/> No Answer # 2 for Ambulatory Service	Wheelchair <input type="radio"/> Yes <input checked="" type="radio"/> No Skip # 2, 3, 4 and Go to Section III for Wheelchair Service	Stretcher <input checked="" type="radio"/> Yes <input type="radio"/> No Do NOT Complete Section III for Stretcher Service	Group <input type="radio"/> Yes <input checked="" type="radio"/> No Do NOT Complete Section III for Group Service
---	---	--	--

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

<input type="radio"/> Yes <input checked="" type="radio"/> No Leave Blank	<input type="radio"/> Yes <input checked="" type="radio"/> No Do NOT Complete Section III for Stretcher Service	<input type="radio"/> Yes <input checked="" type="radio"/> No Do NOT Complete Section III for Group Service
---	---	---

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

Leave Blank	Leave Blank	Leave Blank
-------------	-------------	-------------

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

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

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

Leave Blank Leave Blank and Go to Section III for Ambulatory Service	Leave Blank Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section III for Stretcher Service	Do NOT Complete Section III for Group Service
---	---	---	---

#### Combination Trip and Mile Rate

**Worksheet for Multiple Service Rates**

CTC: Big Bend Trails Version 1.4  
County: Madison

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

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?
  - Yes
  - No

*Skip #2 - 4 and Section IV and Go to Section V*
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?
  - Pass Trip *Leave Blank*
  - Pass Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  *Leave Blank*
4. How much will you charge each escort?  *Leave Blank*

**SECTION IV: Group Service Loading**

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

**SECTION V: Rate Calculations for Multiple Services:**

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

		RATES FOR FY: 2016 - 2017			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	238,906			Leave Blank	Leave Blank
Rate per Passenger Mile =		\$0.00	\$0.00	\$0.00	\$0.00

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	17,000	13,145	3,855	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$31.75	\$54.43	\$0.00	\$0.00

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

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

Rates if No Revenue Funds Were Identified As Subsidy Funds						
		Ambul	Wheel Chair	Stretcher	Group	
		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Rate per Passenger Mile =					per passenger	per group
Rate per Passenger Trip =		\$44.93	\$76.55	\$0.00	\$0.00	\$0.00
					per passenger	per group

*Program: These Rates Use Your Medical Accountant Data*

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# Appendix C: Vehicle Inventory

Transportation Disadvantaged Service Plan

DATE: 04/21/2016

BIG BEND TRANSIT INC.  
EXPANDED VEHICLE DATA PRINTOUT

ID: 1-343/MVI

PAGE: 1

VEHICLE#	MAKE	SIZE	SERIAL NUMBER	VEHICLE LOCATION	VEH GWW	PURCH DT	PURCH\$	DEP/PD	VALUE	INSURE	LIC
ODOMETR	YEAR	DEPARTMENT	FUEL REGISTRATION NUM	VEHICLE DRIVER	PLATE #	INRSVCE	RESELL	PERIODS		LICENS	INS
0910	FORD A	80207	L 1FBNE31L19DA91484	MADISON	0000000	08/26/2009	0	0		0	06
50405	2009	0005	U		X9935B	08/26/2009	0	0		0	01
1010	CHEVY C	90266	H 1GB9G5AG5A1104821	MADISON	0000000	12/08/2009	0	0		0	00
228688	2010	0005	U		X1217B----	0134412/08/2009	0	0		0	00
1011	CHEVY C	90267	H 1GB9G5AG9A1105079	MADISON	0000000	12/08/2009	0	0		0	00
180465	2010	0005	U		X1215B----	0134512/08/2009	0	0		0	00
1012	CHEVY C	80233	H 1GB9G5AG8A1105252	MADISON	0000000	02/25/2010	0	0		0	00
215658	2010	0005	U		X3165B----	0134602/25/2010	0	0		0	00
1102	FORD C	90292	M 1FDPE4FS8BDA86791	MADISON	0000000	07/27/2011	0	0		0	00
144133	2011	0005	U		X8440B----	0134707/27/2011	0	0		0	00
1302	FORD C	91218	H 1FDPE4FS4DDA92980	MADISON	0000000	00/00/0000	0	0		0	00
114556	2013	0005	U 081213		X7487B----	0134808/12/2013	0	0		0	01
1411	FORD C	91235	M 1FDPE4FS6FDA19631	MADISON	0000000	00/00/0000	0	0		0	00
39298	2015	0005	U		X4089C----	0131404/28/2015	0	0		0	00
1503	FORD C	91240	M 1FDEE3FL1FDA20796	MADISON	0000000	00/00/0000	0	0		0	00
24614	2015	0005	U		X5735C	11/18/2015	0	0		0	00
1505	FORD C	91256	M 1FDEE3FLXFDA37466	MADISON	0000000	00/00/0000	0	0		0	00
3192	2015	0005	U		X9180C	01/01/2016	0	0		0	00

# Appendix D: Safety Compliance Self Certification



**Annual Grant Self Certification**

*Certifying compliance with United States Code Section 5309, 5310, 5311/ARRA, 5316, 5317, and 5339 Programs to the Florida Department of Transportation*

Certification Date (Current): 2016

Certification Year: (Previous): 2015

Name and Address of Bus Transit System: Big Bend Transit, Inc. Tallahassee, Florida

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

1. *The grant funded vehicles continue to be used for the purpose for which the grants were awarded.*
2. *The vehicles have not been sold, damaged or otherwise taken out of service. The Agency has notified the Department of all accidents and casualties within 24 hours of such events.*
3. *The Agency carries adequate insurance to maintain, repair, or replace the vehicles and equipment in the event of loss or damage due to an accident or casualty.*
4. *The Agency's Preventative Maintenance Plan is current and the agency is in compliance with the Plan. The vehicles and equipment are maintained in good working condition. Annual vehicle and wheelchair safety inspections have been performed on all operational buses.*

Blue Ink Signature:  Date: 1/4/2015  
(Individual responsible for assurance of compliance)

Name: Shawn Mitchell

Title: General Manager

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

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

**Name and address of entity(ies) which has (have) performed wheelchair inspections:**

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

\* Note: Please do not edit or otherwise change this form.

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATE OF COMPLIANCE**

725-030-10  
TRANSIT  
12/01

for a  
**SECTION 5311 SUBRECIPIENT**  
(Certifying compliance with 49 CFR Parts 40, 655)  
To  
Florida Department of Transportation

DATE 1/4/2016

Section 5311 Subrecipient Information:

AGENCY NAME: Big Bend Transit, Inc.  
ADDRESS: 2201 Eisenhower St. Tallahassee, FL  
PHONE: 850-574-6266

FDOT District Office Information:


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

I, Shawn Mitchell, General Manager  
(Name) (Title)

hereby certify that Big Bend Transit, Inc. and its applicable  
(Name of Subrecipient)

contractor(s) (listing attached hereto) for NA  
(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.

  
Signature

Attachment: (Applicable Contractor(s) - Name, Address, Phone #, Contact Person)



**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): 2016  
Certification Year: (Previous): 2015  
Name and Address of Bus Transit System: Big Bend Transit, Inc. 2201 Eisenhower Street  
Tallahassee, Florida

*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:   
(Individual Responsible for Assurance of Compliance)

Date: 1/4/2015

Name: Shawn Mitchell Title: General Manager

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

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of Qualified Mechanic who Performed Annual Inspections: Domingo Ortiz

\* Note: Please do not edit or otherwise change this form.

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# North Central Florida Regional Planning Council

## *Transportation Disadvantaged Service Plan Team*

Scott R. Koons, AICP, Executive Director

\* Lynn Franson-Godfrey, AICP, Senior Planner

\* Primary Responsibility  
\*\* Secondary Responsibility



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visit our website!

**Madison County  
Transportation Disadvantaged Coordinating Board**

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

[www.ncfrpc.org/td](http://www.ncfrpc.org/td)





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2009 NW 67th Place, Gainesville, FL 32653 - 1803 • 352 . 955 . 2200

May 2, 2016

TO: Madison County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: Big Bend Transit Ridership Report

### RECOMMENDATION

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

### BACKGROUND

Attached is Big Bend Transit's Ridership Report for the Board's review.

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

Attachment

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





# **MADISON COUNTY RIDERSHIP REPORT**

**QUARTERLY REPORT**

**January 2016 – March 2016**

## COMMUNITY TRANSPORTATION QUARTERLY REPORT

(January 2016 – March 2016)

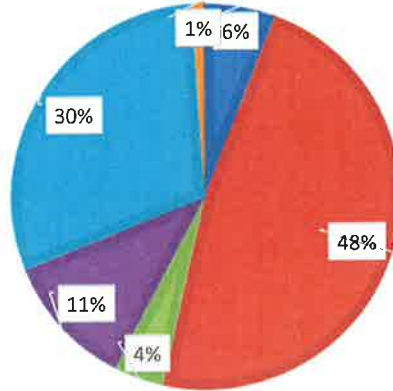
### Number of Trips Provided From All Funding Sources

During this reporting period BBT provided a total of 3,913 trips. Approximately 48 percent of the trips provided were CTD-TDTF funded trips, 6 percent of the trips were GENERAL PUBLIC, 30 percent APD passengers, 11 percent other sources, 4 percent VA trips and 1 percent of the total scheduled trips were NO SHOWS.

SOURCES	JANUARY	FEBRUARY	MARCH	TOTAL
GENERAL PUBLIC	79	61	94	234
CTD-TDTF	608	595	658	1861
VA SERVICES	53	54	57	164
OTHER SOURCES	138	137	164	439
APD	379	409	386	1174
NO SHOWS	16	18	7	41
TOTAL	1273	1274	1366	3913

## RIDERSHIP

■ GENERAL PUBLIC 
 ■ CTD-TDTF 
 ■ VA SERVICES 
 ■ OTHER SOURCES 
 ■ APD 
 ■ NO SHOWS



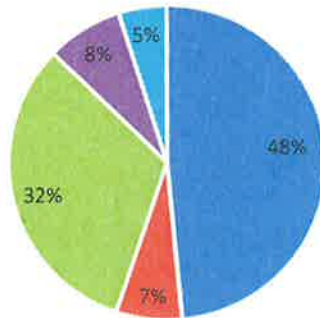
## TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 49 percent were for employment; 32 percent for medical appointments, 7 percent for education, 8 percent for nutritional and life sustaining activities, and 5 percent for Social/Recreational.

### TDTF TRIP PURPOSE

	JANUARY	FEBRUARY	MARCH	TOTAL
Employment	295	271	292	858
Education	41	39	21	101
Medical	195	189	276	660
Nutrition/Life Sustaining	47	55	40	142
Social-Personal	30	41	29	100
<b>Total</b>	<b>608</b>	<b>595</b>	<b>658</b>	<b>1861</b>

**TDTF TRIP PURPOSE**



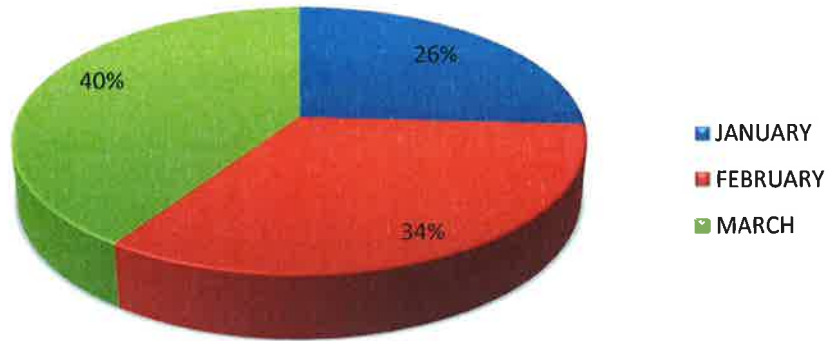
■ Employment ■ Education ■ Medical ■ Nutrition/Life Sustaining ■ Social-Personal

**NUMBER OF COMPLAINTS RECEIVED (0)**

**“IN TOWN SHUTTLE REPORT”**

JANUARY	FEBRUARY	MARCH	TOTAL
82	106	128	316

## SHUTTLE RIDERSHIP



**MADISON COUNTY  
UNMET TRANSPORTATION NEEDS  
JANUARY 2016 - MARCH 2016**

<b>REASON FOR TRIP DENIAL</b>	<b>NUMBER OF TRIP DENIALS</b>
Lack of Funding	
Trip Purpose	
Out of Service Area Trip	1
Insufficient Advance Notice	
After Hours Trip Request	1
Weekend Trip Request	
Other	
<b>TOTALS</b>	<b>2</b>







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

May 2, 2016

TO: Madison County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2016 Florida Legislative Session

RECOMMENDATION

**No action required. For information only.**

BACKGROUND

Attached is information regarding the 2016 Florida legislative session and changes to Florida's Transportation Disadvantaged Program. If you have any questions concerning the attached information, please contact me at extension 110.

Attachment

t:\lynn\td2016\madison\memos\legsession.docx

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



The 2016 Florida Legislative Session came to a close March 11, 2016. The Florida Legislature authorized **\$55,211,227** in the Grants and Aids Category for Fiscal Year 2016-17. This is an increase of \$177,523 from the base budget, plus a reinvestment of \$4,250,000 of non-recurring funds that were reverted from Fiscal Year 2015-16.

The Florida Legislature directed the Florida Commission for the Transportation Disadvantaged to use the additional \$4,250,000 in the following three specific ways:

#### Allocation Methodology Study

- **\$200,000** will be used to contract with an independent consultant to research Florida's historic funding of transportation disadvantaged services, the formulas used for distribution of state funds, and the allocation of funding specifically as it relates to urban and rural counties throughout the state. The study will also explore funding formulas and practices of similar services provided in other states.

#### Direct allocation to "rural" counties

- **\$2,300,000** will be allocated to Community Transportation Coordinators who are not direct recipients of U.S.C. Section 5307 funding. Funds are to be used to provide transportation services for persons with disabilities, older adults, and people with low incomes so they may access health care, employment, education and other life-sustaining activities. Funds will be distributed among Community Transportation Coordinators based upon the Transportation Disadvantaged Trust Fund allocation methodology.

#### Mobility Enhancement Grant

- **\$1,750,000** will be used to award competitive grants to Community Transportation Coordinators to support transportation projects that: (1) enhance the access of older adults, persons with disabilities, and persons with low income individuals to health care, shopping, education, employment, public services, and recreation; (2) assist in the development, improvement, and use of transportation systems in non-urbanized areas; (3) promote the efficient coordination of services; (4) support intercity bus transportation; and (5) encourage private transportation provider participation. All Community Transportation Coordinators are eligible to apply for this Mobility Enhancement Grant.

The Florida Legislature also directed each Community Transportation Coordinator to develop and implement performance measures which, at a minimum, address timing of advanced scheduling requests; on-time passenger pickup; improved routing to minimize passenger wait times; error rates for passenger pick-up and drop-off; and collection and public posting of passenger satisfaction survey ratings.

By September 30, 2016, each Community Transportation Coordinator must provide information to the Florida Department of Transportation detailing the adopted performance measures and the methods used for evaluating performance. The Florida Department of Transportation shall provide a report to the chairs of the legislative appropriations committees by December 15, 2016 specifying which entities submitted, or failed to submit, the required information as well as an evaluation of the efficacy of the performance measures and recommendations as to best practices that could be implemented on a statewide basis.

FY2016-17 Transportation Disadvantaged Trip and Equipment Grant Allocations

County	Trip & Equipment Grant			Voluntary Dollar			Proviso Funding			2016-17 Total Funds
	2016-17 Allocation	Local Match (10%)	Total Funds	Funding	Local Match (10%)	Total Funds	Funding	Local Match (10%)	Total Funds	
Alachua	\$645,455	\$71,717	\$717,172	\$99	\$11	\$110	\$96,785	\$10,754	\$107,539	\$824,821
Baker	\$207,703	\$23,078	\$230,781	\$13	\$1	\$14	\$27,701	\$3,078	\$30,778	\$261,574
Bay	\$448,087	\$49,787	\$497,874	\$19	\$2	\$21	\$69,995	\$7,777	\$77,772	\$575,667
Bradford	\$123,750	\$13,750	\$137,500	\$4	\$0	\$4	\$17,372	\$1,930	\$19,303	\$156,808
Brevard	\$1,649,325	\$183,258	\$1,832,584	\$199	\$22	\$221	\$0	\$0	\$0	\$1,832,805
Broward	\$3,803,488	\$422,610	\$4,226,098	\$938	\$104	\$1,042	\$0	\$0	\$0	\$4,227,140
Calhoun	\$186,480	\$20,720	\$207,200	\$2	\$0	\$2	\$18,572	\$2,064	\$20,636	\$227,838
Charlotte	\$368,643	\$40,960	\$409,604	\$40	\$4	\$44	\$0	\$0	\$0	\$409,648
Citrus	\$438,503	\$48,723	\$487,226	\$25	\$3	\$28	\$0	\$0	\$0	\$487,253
Clay	\$423,658	\$47,073	\$470,731	\$84	\$9	\$93	\$84,883	\$9,431	\$94,315	\$565,139
Collier	\$824,391	\$91,599	\$915,990	\$73	\$8	\$81	\$0	\$0	\$0	\$916,071
Columbia	\$307,093	\$34,121	\$341,215	\$13	\$1	\$14	\$33,481	\$3,720	\$37,201	\$378,431
DeSoto	\$217,447	\$24,161	\$241,608	\$82	\$9	\$91	\$19,872	\$2,208	\$22,080	\$263,778
Dixie	\$191,638	\$21,293	\$212,931	\$0	\$0	\$0	\$18,247	\$2,027	\$20,275	\$233,206
Duval	\$1,596,367	\$177,374	\$1,773,742	\$563	\$63	\$625	\$0	\$0	\$0	\$1,774,367
Escambia	\$668,815	\$74,091	\$740,906	\$251	\$28	\$279	\$0	\$0	\$0	\$741,184
Flagler	\$297,747	\$33,083	\$330,830	\$31	\$3	\$35	\$56,417	\$6,269	\$62,685	\$393,550
Franklin	\$172,155	\$19,128	\$191,284	\$1	\$1	\$1	\$17,439	\$1,938	\$19,377	\$210,661
Gadsden	\$362,045	\$40,227	\$402,272	\$22	\$2	\$24	\$50,790	\$5,643	\$56,433	\$458,730
Gilchrist	\$109,563	\$12,174	\$121,736	\$1	\$0	\$1	\$10,761	\$1,196	\$11,957	\$133,695
Glades	\$196,454	\$21,828	\$218,282	\$0	\$0	\$0	\$19,319	\$2,147	\$21,465	\$239,747
Gulf	\$181,973	\$20,219	\$202,192	\$0	\$0	\$0	\$22,426	\$2,492	\$24,917	\$227,110
Hamilton	\$141,461	\$15,718	\$157,179	\$0	\$0	\$0	\$12,875	\$1,431	\$14,306	\$171,485
Hardee	\$238,768	\$26,530	\$265,298	\$5	\$1	\$6	\$25,547	\$2,839	\$28,386	\$293,689
Hendry	\$330,679	\$36,742	\$367,421	\$23	\$3	\$26	\$33,579	\$3,731	\$37,310	\$404,756
Hernando	\$333,687	\$37,076	\$370,763	\$41	\$5	\$46	\$61,947	\$6,883	\$68,830	\$439,639
Highlands	\$454,538	\$50,504	\$505,042	\$4	\$0	\$4	\$65,262	\$7,251	\$72,513	\$577,560
Hillsborough	\$1,913,361	\$212,596	\$2,125,956	\$263	\$29	\$292	\$389,932	\$43,326	\$433,258	\$2,559,506
Holmes	\$196,010	\$21,779	\$217,789	\$0	\$0	\$0	\$25,206	\$2,801	\$28,006	\$245,795
Indian River	\$320,605	\$35,623	\$356,228	\$37	\$4	\$41	\$47,435	\$5,271	\$52,706	\$408,975
Jackson	\$424,614	\$47,179	\$471,794	\$34	\$4	\$38	\$46,527	\$5,170	\$51,697	\$523,529
Jefferson	\$176,278	\$19,586	\$195,864	\$1	\$0	\$1	\$19,387	\$2,154	\$21,541	\$217,407
Lafayette	\$144,401	\$16,045	\$160,445	\$0	\$0	\$0	\$13,247	\$1,472	\$14,719	\$175,164
Lake	\$731,924	\$81,325	\$813,249	\$131	\$15	\$146	\$0	\$0	\$0	\$813,395
Lee	\$780,132	\$86,681	\$866,813	\$687	\$76	\$764	\$132,435	\$14,715	\$147,150	\$1,014,726
Leon	\$548,095	\$60,899	\$608,994	\$125	\$14	\$139	\$0	\$0	\$0	\$609,133
Levy	\$377,234	\$41,915	\$419,149	\$13	\$1	\$14	\$49,365	\$5,485	\$54,849	\$474,013
Liberty	\$254,253	\$28,250	\$282,504	\$0	\$0	\$0	\$30,196	\$3,355	\$33,551	\$316,055
Madison	\$221,318	\$24,591	\$245,909	\$0	\$0	\$0	\$25,759	\$2,862	\$28,622	\$274,531
Manatee	\$641,686	\$71,298	\$712,985	\$105	\$12	\$117	\$0	\$0	\$0	\$713,102
Marion	\$816,142	\$90,682	\$906,824	\$150	\$17	\$167	\$117,718	\$13,080	\$130,798	\$1,037,789
Martin	\$322,839	\$35,871	\$358,710	\$75	\$8	\$83	\$56,515	\$6,279	\$62,794	\$421,587
Miami-Dade	\$5,880,968	\$653,441	\$6,534,409	\$1,751	\$195	\$1,945	\$0	\$0	\$0	\$6,536,354
Monroe	\$370,001	\$41,111	\$411,112	\$39	\$4	\$43	\$56,164	\$6,240	\$62,404	\$473,560
Nassau	\$294,880	\$32,764	\$327,644	\$33	\$4	\$37	\$39,919	\$4,435	\$44,355	\$372,035
Okaloosa	\$508,984	\$56,554	\$565,538	\$46	\$5	\$51	\$0	\$0	\$0	\$565,589
Okeechobee	\$228,062	\$25,340	\$253,402	\$1	\$0	\$1	\$24,584	\$2,732	\$27,316	\$280,719
Orange	\$2,430,586	\$270,065	\$2,700,651	\$746	\$83	\$829	\$0	\$0	\$0	\$2,701,480
Osceola	\$1,065,436	\$118,382	\$1,183,818	\$20	\$2	\$22	\$0	\$0	\$0	\$1,183,840
Palm Beach	\$2,940,922	\$326,769	\$3,267,691	\$1,122	\$125	\$1,247	\$0	\$0	\$0	\$3,268,938
Pasco	\$682,933	\$75,881	\$758,815	\$158	\$18	\$176	\$0	\$0	\$0	\$758,991
Pinellas	\$2,860,807	\$317,867	\$3,178,674	\$554	\$62	\$615	\$0	\$0	\$0	\$3,179,289
Polk	\$1,240,365	\$137,818	\$1,378,183	\$189	\$21	\$210	\$0	\$0	\$0	\$1,378,393
Putnam	\$408,024	\$45,336	\$453,360	\$10	\$1	\$11	\$69,020	\$7,669	\$76,689	\$530,060
Saint Johns	\$508,428	\$56,492	\$564,920	\$143	\$16	\$159	\$125,493	\$13,944	\$139,437	\$704,516
Saint Lucie	\$546,475	\$60,719	\$607,194	\$109	\$12	\$121	\$0	\$0	\$0	\$607,316
Santa Rosa	\$395,107	\$43,901	\$439,008	\$24	\$3	\$27	\$48,026	\$5,336	\$53,362	\$492,396
Sarasota	\$1,040,583	\$115,620	\$1,156,203	\$311	\$35	\$346	\$0	\$0	\$0	\$1,156,549
Seminole	\$767,011	\$85,223	\$852,235	\$170	\$19	\$189	\$0	\$0	\$0	\$852,424
Sumter	\$291,815	\$32,424	\$324,239	\$9	\$1	\$10	\$51,334	\$5,704	\$57,038	\$381,286
Suwannee	\$239,734	\$26,637	\$266,371	\$3	\$0	\$3	\$27,506	\$3,056	\$30,562	\$296,936
Taylor	\$295,709	\$32,857	\$328,566	\$3	\$0	\$3	\$31,046	\$3,450	\$34,496	\$363,065
Union	\$94,211	\$10,468	\$104,678	\$1	\$0	\$1	\$11,030	\$1,226	\$12,256	\$116,936
Volusia	\$1,190,144	\$132,238	\$1,322,382	\$109	\$12	\$121	\$0	\$0	\$0	\$1,322,503
Wakulla	\$196,662	\$21,851	\$218,513	\$5	\$1	\$6	\$23,433	\$2,604	\$26,036	\$244,555
Walton	\$389,950	\$43,328	\$433,278	\$6	\$1	\$7	\$49,376	\$5,486	\$54,862	\$488,147
Washington	\$222,770	\$24,752	\$247,522	\$0	\$0	\$0	\$26,076	\$2,897	\$28,973	\$276,496
<b>TOTALS</b>	<b>\$47,877,371</b>	<b>\$5,319,708</b>	<b>\$53,197,079</b>	<b>\$9,716</b>	<b>\$1,080</b>	<b>\$10,796</b>	<b>\$2,300,000</b>	<b>\$255,556</b>	<b>\$2,555,556</b>	<b>\$55,763,430</b>

Rev. 04/08/2016

**ATTENDANCE RECORD**

**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

<b>MEMBER/ORGANIZATION</b>	<b>NAME</b>	<b>6/1/15</b>	<b>9/14/15</b>	<b>11/2/15</b>	<b>2/8/16</b>
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation	Sandra Collins	A	A	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Steve Russell				
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Deweese Ogden		A	A	A
Alternate Member	Pamela Hagley		P	P	A
Florida Department of Education	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Gladney Cherry	P	P	P	P
Alternate Member	Lori Newman				
Citizen Advocate	Shanetha Mitchell	P	A	A	P
Alternate Member	Pamela Robinson	A	A	A	A
Citizen Advocate-User	(Vacant)				
Alternate Member	Cindy Hutto	A	A	A	A
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	(Vacant)				
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Member	(Vacant)				
Florida Association for Community Action	Matthew Pearson	P	P	P	P
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Rosa Richardson	A	A	A	A
Alternate Member	Margaret Minter	P	P	P	A
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	Leila C. Rykard	A	A	P	P
Alternate Member	Kimberly Allbritton				P
Regional Workforce Board	Sheryl Rehberg	A	A	P	P
Alternate Member	Anthony Jennings	A	P	A	A

ATTENDANCE POLICY: According to Article III, Section 5 of the Coordinating Board bylaws: "The North Central Florida Regional Planning Council shall review and consider rescinding the appointment of any voting member of the Board who fails to attend three consecutive meetings."

