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April 24, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Meeting Announcement

The Madison County Transportation Disadvantaged Coordinating Board will meet Monday, May 1, 2017 at 1:00 p.m. or as soon thereafter the public workshop in the meeting room of the Madison County Courthouse Annex located at 112 E. Pinckney Street, Madison, Florida. This is an important meeting of the Board. The Board will review the 2017/18 Madison County Transportation Disadvantaged Service Plan and proposed Fiscal Year 2017/18 Transportation Disadvantaged Program service rates. All Board members are encouraged to attend this meeting.

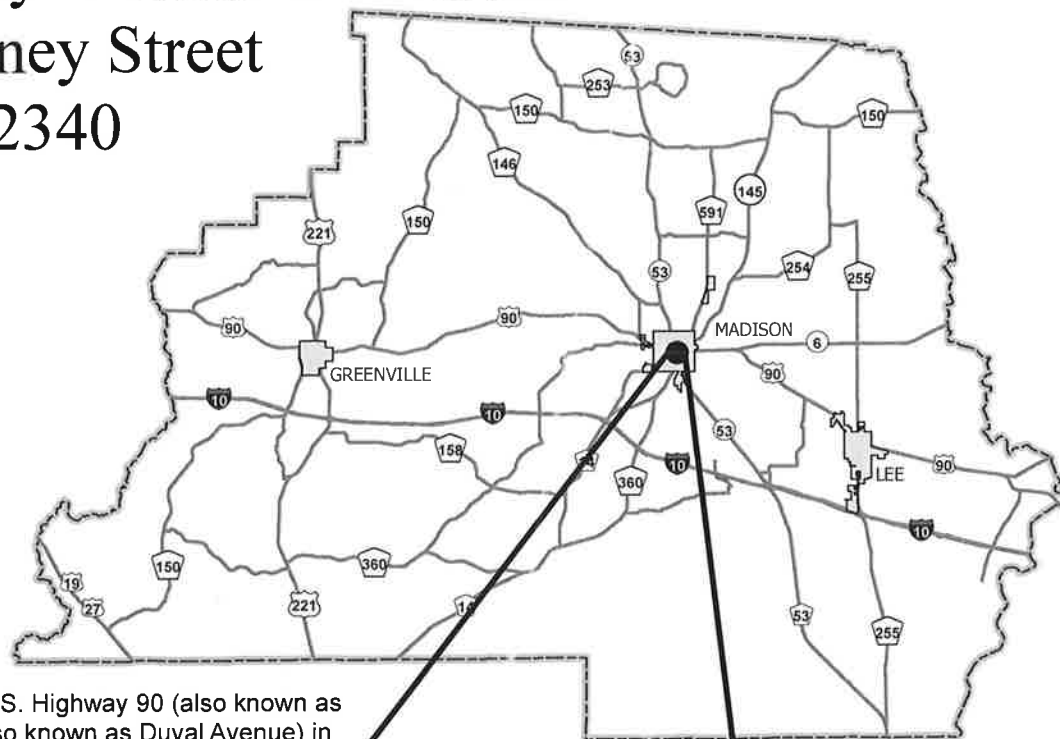
Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

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.

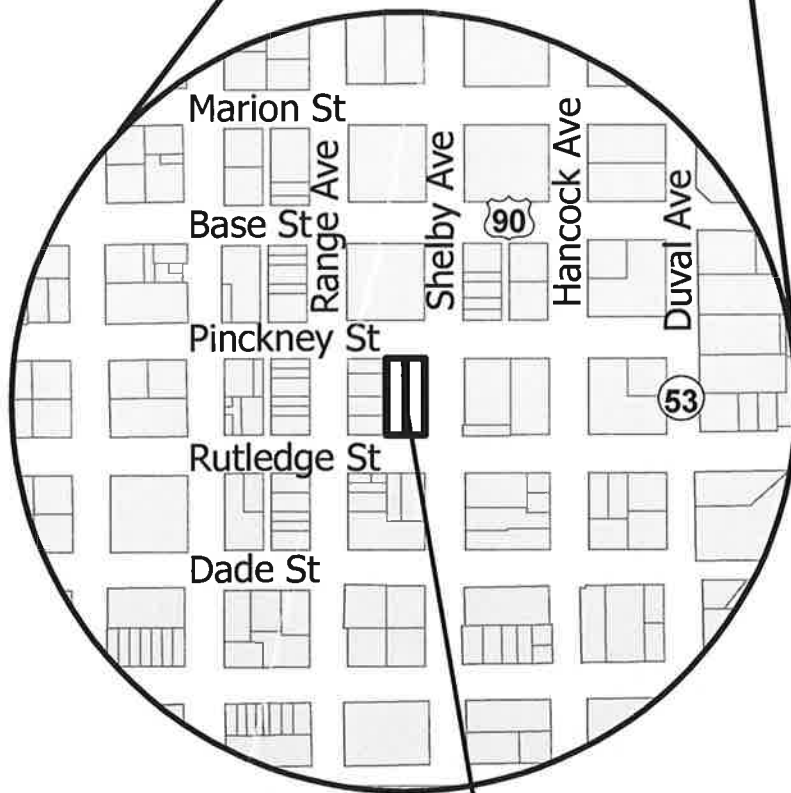
Madison County Courthouse Annex  
112 East Pinckney Street  
Madison, FL 32340



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  
BUSINESS MEETING ANNOUNCEMENT AND AGENDA**

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

Monday  
May 1, 2017  
1:00 p.m. or as soon  
thereafter the public  
workshop

**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 February 6, 2017 Minutes</b> | <b>Page 7</b> | <b>ACTION REQUIRED</b> |

**II. UNFINISHED BUSINESS**

- |           |                                                         |                |                        |
|-----------|---------------------------------------------------------|----------------|------------------------|
| <b>A.</b> | <b>Community Transportation Coordinator Designation</b> | <b>Page 11</b> | <b>ACTION REQUIRED</b> |
|-----------|---------------------------------------------------------|----------------|------------------------|

The Board needs to make a recommendation concerning the Madison County Community Transportation Coordinator designation

**III. NEW BUSINESS**

- |           |                                                                    |                |                           |
|-----------|--------------------------------------------------------------------|----------------|---------------------------|
| <b>A.</b> | <b>Big Bend Transit, Inc. 2015/16 Compliance Monitoring Report</b> | <b>Page 17</b> | <b>NO ACTION REQUIRED</b> |
|-----------|--------------------------------------------------------------------|----------------|---------------------------|

The Board needs to review Big Bend Transit's 2015/16 Compliance Monitoring Report

- |           |                                                                         |                |                        |
|-----------|-------------------------------------------------------------------------|----------------|------------------------|
| <b>B.</b> | <b>2017/18 Madison County Transportation Disadvantaged Service Plan</b> | <b>Page 29</b> | <b>ACTION REQUIRED</b> |
|-----------|-------------------------------------------------------------------------|----------------|------------------------|

The Board needs to review and approve the 2017/18 Madison County Transportation Disadvantaged Service Plan

**C. Big Bend Transit Ridership Report**

**Page 119 NO ACTION REQUIRED**

**D. 2017 Florida Legislative Session**

**Page 127 NO ACTION REQUIRED**

**IV. OTHER BUSINESS**

**A. Comments**

**1. Members**

**2. Citizens**

**V. FUTURE MEETING DATES**

**A. September 11, 2017 at 1:00 p.m.**

**B. November 6, 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.



**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
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	Amanda Bryant 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
Deweece Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Diane Head 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
Lori Newman Public Education Grievance Committee Member	Vacant 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 Grievance Committee Member	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, 2019	Kimberly Allbritton Medical Community Term ending June 30, 2019
Vacant Children at Risk Term ending June 30, 2019	Vacant Children at Risk Term ending June 30, 2019
Vacant Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019

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  
February 6, 2017  
1:00 p.m.

**VOTING MEMBERS PRESENT**

Commissioner Ronnie Moore, Chair  
Paula Arnold, Persons with Disabilities Representative  
Sandra Collins, Florida Department of Transportation Representative  
Matthew Pearson representing Florida Association for Community Action Representative  
Deweece Ogden, Florida Agency for Health Care Administration  
Steve Russell, Florida Department of Children and Families  
Leila Rykard, Medical Community Representative

**VOTING MEMBERS ABSENT**

Oliver Bradley, Veterans Representative  
Diane Head, Workforce Development Board Representative  
Lori Newman, Public Education Representative  
Shanetha Mitchell, Citizen Advocate  
Rosa Richardson, Florida Department of Elder Affairs Representative

**OTHERS PRESENT**

Robert Adams, Big Bend Transit  
Cecile Delmoral, Florida Commission for the Transportation Disadvantaged  
Brian Kauffman, Madison County Coordinator  
Shawn Mitchell, Big Bend Transit  
Sheri Powers, Florida Commission for the Transportation Disadvantaged

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

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

**ACTION:** Deweece Ogden moved to approve the November 14, 2016 minutes. Leila Rykard seconded; motion passed unanimously.

**II. NEW BUSINESS**

**A. Community Transportation Coordinator Designation**

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Big Bend Transit, Inc.'s designation as the Madison County Community Transportation Coordinator will expire June 30, 2017. She said the North Central Florida Regional Planning Council issued a request for proposals for Madison County Community Transportation Coordinator designation on January 12, 2017. She said the Florida Commission for the Transportation Disadvantaged will make the final designation effective July 1, 2017.

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

Ms. Godfrey stated that Big Bend Transit and the ARC of Big Bend applied for U.S.C. Section 5311 and 5339 grant funding. She said these projects have been included in the Madison County Transportation Disadvantaged Service Plan. She said the Board must approve the inclusion of these projects in the Plan in order for Big Bend Transit and the ARC of Big Bend to receive funding.

**ACTION:** Sandra Collins moved to approve the amendments to the Madison County Transportation Disadvantaged Service Plan. Steve Russell seconded; motion passed unanimously.

**C. Big Bend Transit Ridership Report**

Mr. Shawn Mitchell, Big Bend Transit General Manager, presented Big Bend Transit's Ridership Report.

**III. OTHER BUSINESS**

**A. Comments**

**1. Members**

There were no member comments.

**2. Citizens**

Ms. Sheri Powers, Florida Commission for the Transportation Disadvantaged Area 5 Project Manager, stated that the Florida Public Transportation and Transportation Disadvantaged Legislative Day will be held March 15, 2017. She encouraged anyone interested in attending to register by February 28, 2017.

**IV. FUTURE MEETING DATES**

Chairman Moore stated that the next meeting of the Board will be held May 8, 2017 at 1:00 p.m.

**ADJOURNMENT**

The meeting adjourned at 1:30 p.m.

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Coordinating Board Chairperson

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Date

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April 24, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Madison County Community Transportation Coordinator Designation

STAFF RECOMMENDATION:

**Recommend that Big Bend Transit, Inc. be designated as the Madison County Community Transportation Coordinator for a five-year period effective July 1, 2017 .**

BACKGROUND:

The Florida Commission for the Transportation Disadvantaged requires that the designated North Central Florida Regional Planning Council conduct the selection process and recommend a Community Transportation Coordinator for Madison County at the end of each contract period.

Big Bend Transit, Inc. is the designated Community Transportation Coordinator for Madison County. Big Bend Transit, Inc.'s Memorandum of Agreement will expire June 30, 2017.

The Council issued a request for proposals for Madison County Community Transportation Coordinator designation on January 12, 2017. The following firms submitted proposals in response to the request for proposals: Big Bend Transit, Inc. and Transitions Commute Solutions, LLC.

The request for proposals specified that proposals that do not include a current financial statement prepared by a licensed certified public accountant be rejected without further consideration. The Transitions Commute Solutions, LLC proposal did not include a current financial statement prepared by a licensed certified public accountant. Therefore, the North Central Florida Regional Planning Council rejected the Transitions Commute Solutions, LLC proposal as being nonresponsive to the request for proposals.

A Technical Review Committee reviewed Big Bend Transit, Inc.'s proposal and determined that it is responsive to the request for proposals. Therefore, the North Central Florida Regional Planning Council recommended that Big Bend Transit, Inc. be designated the Community Transportation Coordinator for Madison County for a five-year period effective July 1, 2017.

If you have any questions concerning this matter, please do not hesitate to contact me.

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March 30, 2017

Mr. Marion Hart, Chair  
Florida Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450

RE: Madison County Community Transportation Coordinator Designation

Dear Chair Hart:

This letter is in regard to the designation of the Community Transportation Coordinator for Madison County. The North Central Florida Regional Planning Council issued a request for proposals for Madison County Community Transportation Coordinator designation on January 12, 2017. The following firms submitted proposals in response to the request for proposals: Big Bend Transit, Inc. and Transitions Commute Solutions, LLC.

The Request for Proposals specified that proposals that do not include a current financial statement prepared by a licensed certified public accountant be rejected without further consideration. The Transitions Commute Solutions, LLC proposal did not include a current financial statement prepared by a licensed certified public accountant. Thus, the Transitions Commute Solutions, LLC proposal was rejected as being nonresponsive to the Request for Proposals.

The Council authorized the Executive Director to appoint a Technical Review Committee to review and score proposals for the Madison County Community Transportation Coordinator. The Technical Review Committee reviewed Big Bend Transit, Inc.'s proposal and determined that it was responsive to the request for proposals.

At its March 30, 2017 meeting, the Council approved the enclosed resolution recommending that the Florida Commission for the Transportation Disadvantaged designate Big Bend Transit, Inc. as the Madison County Community Transportation Coordinator for a five-year period effective July 1, 2017. Please find enclosed the original proposals submitted by Big Bend Transit, Inc. and Transitions Commute Solutions, LLC.

If you have any questions concerning this matter, please do not hesitate to contact Lynn Godfrey, AICP, Senior Planner, at extension 110.

Sincerely,

Rick Davis  
Chair

Enclosures

xc: James Brown, Chief Operating Officer, Transitions Commute Solutions, LLC  
Shawn Mitchell, General Manager, Big Bend Transit, Inc.

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March 30, 2017

Mr. Shawn Mitchell, General Manager  
Big Bend Transit, Inc.  
P.O. Box 1721  
Tallahassee, FL 32302

RE: Madison County Community Transportation Coordinator Designation

Dear Mr. Mitchell:

This letter is in regard to the Madison County Community Transportation Coordinator designation. At its March 30, 2017 meeting, the North Central Florida Regional Planning Council recommended that the Florida Commission for the Transportation Disadvantaged designate Big Bend Transit, Inc. the Community Transportation Coordinator for Madison County for a five-year period effective July 1, 2017.

The Florida Commission for the Transportation Disadvantaged will make the final designation for Madison County Community Transportation Coordinator at its May 17, 2017 meeting. We look forward to continuing to work with you and your staff to successfully plan and coordinate transportation disadvantaged services in Madison County.

Sincerely,

Rick Davis  
Chair

xc: Steven M. Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged

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March 30, 2017

Mr. James Brown, Chief Operating Officer  
Transitions Commute Solutions, LLC  
P.O. Box 770820  
Winter Garden, FL 34777

RE: Madison County Community Transportation Coordinator Designation

Dear Mr. Brown:

This letter is in regard to the designation of the Community Transportation Coordinator for Madison County. The North Central Florida Regional Planning Council's Request for Proposals No. 2017-01 for Madison County Community Transportation Coordinator specified that proposals must include a current financial statement prepared by a licensed certified public accountant. The Requests for Proposals further specified that proposals without a current financial statement prepared by a licensed certified public accountant would be rejected without further consideration.

Upon review, it was determined that the Transitions Commute Solutions, LLC proposal did not include a current financial statement prepared by a licensed certified public accountant. Thus, the North Central Florida Regional Planning Council rejected the Transitions Commute Solutions, LLC proposal as being nonresponsive to the Request for Proposals.

We appreciate your interest in the Transportation Disadvantaged Program and Florida's Coordinated Transportation System.

Sincerely,  


Rick Davis  
Chair

xc: Steven M. Holmes, Executive Director, Florida Commission for the Transportation Disadvantaged

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**III.A**  
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April 24, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Big Bend Transit, Inc.  
2015/16 Compliance Monitoring Report

RECOMMENDATION

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

BACKGROUND

The Florida Commission for the Transportation Disadvantaged contracted with Thomas Howell Ferguson, P.A. to conduct compliance consulting services of Big Bend Transit, Inc. as the Madison County Community Transportation Coordinator. The review period was July 1, 2015 through June 30, 2016. Attached is the 2015-16 Compliance Monitoring Report.

If you have any questions regarding the attached report, please do not hesitate to contact me.

Attachment

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by coordinating growth management, protecting regional resources,  
promoting economic development and providing technical services to local governments.



**Independent Accountants' Report on  
Compliance Consulting Services**

**Big Bend Transit, Inc.  
Madison County Community Transportation Coordinator**

**2015-16 Compliance Monitoring Report**



**Compliance Consulting Services  
Big Bend Transit, Inc.  
Madison County Community Transportation Coordinator  
2015-16 Compliance Monitoring Report**

**Contents**

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<b>Executive Summary .....</b>	<b>2</b>
<b>Schedule of Findings .....</b>	<b>3</b>
<b>Suggestions Letter .....</b>	<b>5</b>



October 11, 2016

Florida Commission for the Transportation Disadvantaged  
Tallahassee, Florida

Big Bend Transit, Inc.  
Madison County Community Transportation Coordinator  
Tallahassee, Florida

We have performed specific compliance consulting services as enumerated in FCTD's 2015-16 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its programmatic oversight and monitoring responsibilities related to:

- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41.2*
- *Florida Administrative Code Rule 14.90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

These consulting services were conducted in accordance with the Statements on Standards for Consulting Services established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On October 11, 2016, we visited Big Bend Transit, Inc., Madison County Community Transportation Coordinator and performed compliance consulting services as summarized in FCTD's 2015-16 compliance monitoring tool for the period of July 1, 2015 through June 30, 2016. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the CTC's compliance with the statutes, plans, and agreements identified above. Accordingly, we do not express such an opinion.

This report is intended solely for the information and use of FCTD, the CTC governing board and CTC management, and is not intended to be and should not be used by anyone other than these specified parties.



Thomas Howell Ferguson P.A.  
Tallahassee, Florida

**Big Bend Transit, Inc.**  
**Madison County Community Transportation Coordinator**  
**2015-16 Compliance Monitoring Report**

**Executive Summary**

Organization Environment: Rural  
Organization Type: Private Nonprofit  
Network Type: Sole provider

**Findings**

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD's 2015-16 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

<b>Monitoring Results/Issues</b>	<b>Prior Year Findings - Resolved</b>	<b>Prior Year Findings - Unresolved</b>	<b>Current Year Findings</b>
General Information	-	-	1
Florida Statutes Chapter 427	-	-	-
Florida Administrative Code Rule 41-2	-	-	-
Florida Administrative Code Rule 14-90	-	-	-
Internal Control Survey	-	-	-
Financial Activity Analysis	-	-	-
TD Rate Calculation	-	-	-
Rider, Contractor, and Purchasing Agent Surveys	-	-	-
<b>TOTAL</b>	-	-	1

Detailed information about these findings is provided in the following Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan response to FCTD within 30 days of receipt of this report. If you have questions about the Corrective Action Plan process, please contact your FCTD Regional Area Program Manager.

**Suggestions**

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestions is provided in the Suggestions Letter. The suggestions resulting from our site visit are summarized as follows:

- Suggestion #1 - Update written procedures for the AOR and Rate Model Spreadsheet**
- Suggestion #2 – Consider Requiring Signed Conflict of Interest Forms**

This correspondence is intended solely for the information and use of the FCTD, CTC management, and the CTC's governing board and is not intended to be and should not be used by anyone other than these specified parties.

**Big Bend Transit, Inc.**  
**Madison County Community Transportation Coordinator**  
**2015-16 Compliance Monitoring Report**

**Schedule of Findings**

**Findings**

We performed specific compliance consulting services based on the detailed testing tasks list in FCTD's 2015-16 monitoring tool which is available on the Commission's website. The monitoring procedures performed included sufficient tests of details of transactions, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support the current year findings and recommendations. Detailed information for these items is disclosed in the following section of this report.

**Prior Year Findings**

The most recent monitoring visit prior to this was completed in 2010. Therefore, with respect to this report, any prior year findings were not included in the summary findings table on page 2.

**Current Year Findings – Monitoring Period = July 1, 2015 through June 30, 2016**

**Finding # Madison CTC 2015-16-001**

General Information (Eligibility)

**Finding:** It was noted during testing of the eligibility of riders that the detail recorded on the eligibility forms did not correspond directly to the eligibility standards outlined in the TDSP.

During our tests of rider eligibility, it was noted that two of 20 sampled riders did not meet the requirements of either being a person who has a disability, are elderly, children at risk, and/or low income (Potential Transportation Disadvantaged Population (Category I)). Upon further inquiry of the CTC General Manager, these two riders were determined to be eligible because they live in a Rural Economic Development Initiative area.

Our tests of rider eligibility also noted that for one of 20 rider applications tested, the rider indicated on the application that they either had someone in their family that owned a car or could afford transportation. Such access to transportation would typically make the rider ineligible. Through further inquiry of the CTC General Manager, it was determined that although some riders may have access to a vehicle, they sometimes do not have consistent access to that vehicle and will need the assistance of the TD fund for transportation. Additionally, some riders' disability hinders their ability to use the vehicle that is available.

**Criteria:** The CTC's Transportation Disadvantaged Service Plan (TDSP) Service Analysis Section and Exhibit A of the FCTD Trip and Equipment Grant, Contract Number G0171.

**Cause:** There is a lack of documentation surrounding eligibility. This has led to an inconsistency between those that are accepted into the program and those that are eligible per the guidelines found in the TDSP.

**Recommendation(s):** THF recommends that the TDSP be updated in the next contract acceptance period to include specific language as it relates to exceptions to the qualifications of Transportation Disadvantaged Population. We also recommend that the documentation regarding eligibility include explanation of any exceptions to eligibility criteria for specific riders.

**Big Bend Transit, Inc.**  
**Madison County Community Transportation Coordinator**  
**2015-16 Compliance Monitoring Report**

**Schedule of Findings (continued)**

**Other Testing Categories:**

Florida Statutes Chapter 427 – No findings were noted during the current monitoring period.

Florida Administrative Code Rule 41.2 – No findings were noted during the current monitoring period.

Florida Administrative Code Rule 14-90 – No findings were noted during the current monitoring period.

Internal Control Survey – No findings were noted during the current monitoring period.

Financial Activity Analysis – No findings were noted during the current monitoring period.

TD Rate Calculation – No findings were noted during the current monitoring period.

Rider, Contractor, and Purchasing Agent Surveys – No findings were noted during the current monitoring period.

## Suggestions Letter

October 11, 2016

Florida Commission for the Transportation Disadvantaged  
Tallahassee, Florida

Big Bend Transit, Inc.  
Madison County Community Transportation Coordinator  
Tallahassee, Florida

In planning and performing the specific compliance consulting services for Big Bend Transit, Inc., Madison County Community Transportation Coordinator, (CTC) for the period July 1, 2015 through June 30, 2016, we considered the CTC's program activities, its operating model, and disclosed internal controls in order to complete the tasks identified in FCTD's monitoring tool and not to provide assurance on the entity's internal control.

However, during this monitoring engagement, we became aware of certain matters that are opportunities for strengthening internal control and/or operating efficiency. In our report dated October 11, 2016, we reported on Big Bend Transit, Inc., Madison County Community Transportation Coordinator's instances of noncompliance with the types of compliance requirements that could have a significant effect on the state programs monitored by FCTD. This letter does not affect that report.

We recommend FCTD review the status of these comments during the next monitoring cycle. We have discussed these comments and suggestions with the CTC's Executive Director, Shawn Mitchell. We would be pleased to discuss these comments, which are described below, in further detail at your convenience, to perform any additional study of these matters, or to assist you with implementation of the recommendations.

### **Suggestions from 2015-16 Onsite Monitoring Visit**

#### **Suggestion #1 - Update written procedures for the Rate Calculation Spreadsheet**

The AOR and Rate model preparation procedures does not include certain components of the process that we believe would strengthen the overall preparation, review, and submission process. The CTC should consider updating the written procedures to include what position is responsible for preparing the forms and reviewing the completed forms prior to submission. The written procedures should also specify what documentation will be maintained to support the amounts reported. This is particularly important for the "upcoming year's proposed budget" column on the Comprehensive Budget Worksheet and for the projected trips and miles on the Worksheet for Program-wide Rates.

Suggestions Letter  
Page Two

**Suggestions from 2015-16 Onsite Monitoring Visit (continued)**

**Suggestion #2 – Consider Requiring Signed Conflict of Interest Forms**

Our monitoring procedures include inquiries and observations regarding best practices of the CTC's internal control and internal control environment. We specifically inquired as to the CTC's practice for identifying and documenting conflict of interest. We noted that members of the Board and upper-level management are not required to annually sign a conflict of interest form and do not currently have a signed conflict of interest form on file. A conflict of interest form is used to allow each Board and upper management member to affirmatively state that they do not have any known conflicts of interest or to list out the nature of conflicts that they believe potentially exist. In the event that a conflict does exist, the person in conflict would abstain from any discussion and vote regarding that contract or vendor. We recommend that the CTC adopt a policy to require Board and upper management to annual prepare and sign a conflict of interest form.



Thomas Howell Ferguson P.A.  
Tallahassee, Florida



TO: Jeff Barbacci, CPA Thomas Howell Ferguson P.A

FROM: Shawn Mitchell, General Manager, Big Bend Transit, Inc.

DATE: March 20, 2017

RE: Gadsden, Jefferson, Madison and Taylor CTC Review

As of October 1, 2016, Big Bend Transit, Inc. has adopted new eligibility requirements for qualifying applicants under the Transportation Disadvantaged Trust Fund Program in Gadsden, Jefferson, Madison and Taylor Counties. A newly formatted application with additional documentation is required. These measures have been streamlined in accordance with Florida Statutes, Chapter 427.

The former color coded applications are no longer valid. Our updated applications can be downloaded directly from our company website, [www.bigbendtransit.org](http://www.bigbendtransit.org). Scroll down to the section, "Who are the Transportation Disadvantaged?" If there are any further questions or concerns, please feel free to me.

Sincerely,

Shawn Mitchell, General Manager







April 24, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board  
FROM: Lynn Godfrey, AICP, Senior Planner  
SUBJECT: 2017/18 Madison County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

**Approve the 2017/18 Madison County Transportation Disadvantaged Service Plan.**

BACKGROUND

Chapter 427, Florida Statutes requires Big Bend Transit, Inc. 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 2017/18 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

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# Madison County Transportation Disadvantaged Service Plan

July 1, 2017 - June 30, 2018

Madison County Transportation Disadvantaged  
Coordinating Board





# 2017/18 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 8, 2017

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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

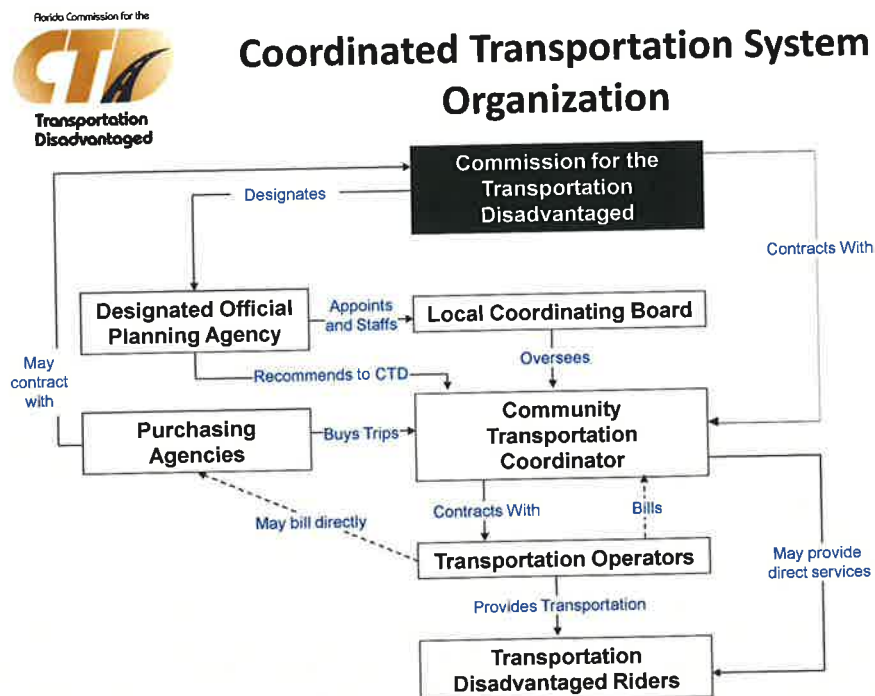
The Florida Commission for the Transportation Disadvantaged first approved Big Bend Transit's designation as the Community Transportation Coordinator for Madison County in October 1990. In 2012, the North Central Florida Regional Planning Council issued a request for proposals for Madison County Community 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: 3/30/17  
Rick Davis, 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	6/30/2019
Children at Risk	Vacant	Vacant	6/30/2017
Florida Association for Community Action	Matthew Pearson	Vacant	No Term
Public Education	Lori Newman	Vacant	No Term
Florida Department of Transportation	Sandra Collins	Janell Damato	No Term
Florida Department of Children and Families	Steve Russell	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	Dewece Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Diane Head	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**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
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	Amanda Bryant 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
Deweese Ogden Florida Agency for Health Care Administration	Pamela Hagley Florida Agency for Health Care Administration
Diane Head 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
Lori Newman Public Education Grievance Committee Member	Vacant 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 Grievance Committee Member	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, 2019	Kimberly Allbritton Medical Community Term ending June 30, 2019
Vacant Children at Risk Term ending June 30, 2019	Vacant Children at Risk Term ending June 30, 2019
Vacant Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019



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

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

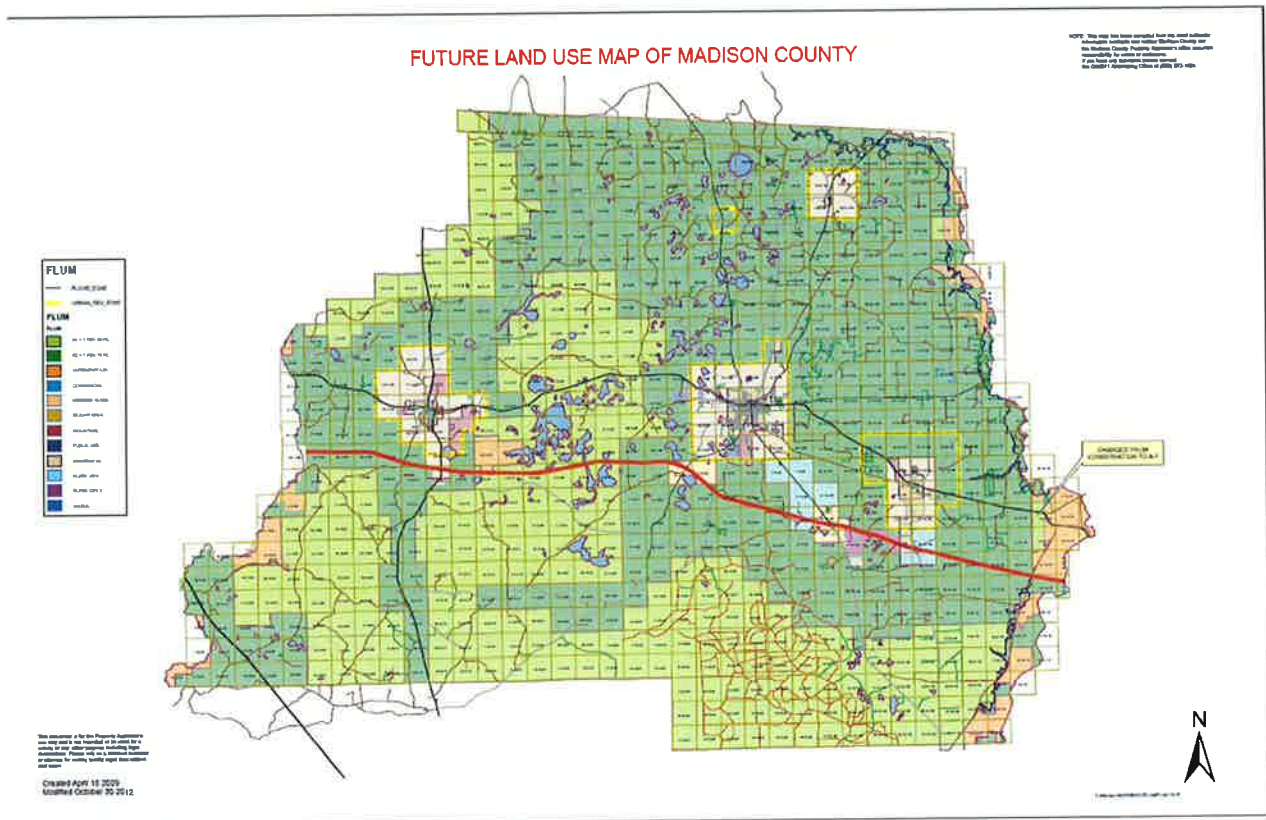
Madison County has a land area of approximately 692 square miles. The County is located along the northern border of the State of Florida, on the south boundary of the State of Georgia. The County is bounded on the east by Hamilton and Suwannee Counties, on the south by Lafayette and Taylor Counties 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 19,238. The Bureau of Economic and Business Research also estimates the population of the City of Madison as 3,044 the Town of Greenville as 803, the Town of Lee as 318 and the unincorporated area as 15,073.

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

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2016
Madison County	19,224	19,238
Town of Greenville	843	803
Town of Lee	352	318
City of Madison	3,049	3,044
Unincorporated Area	14,980	15,073

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

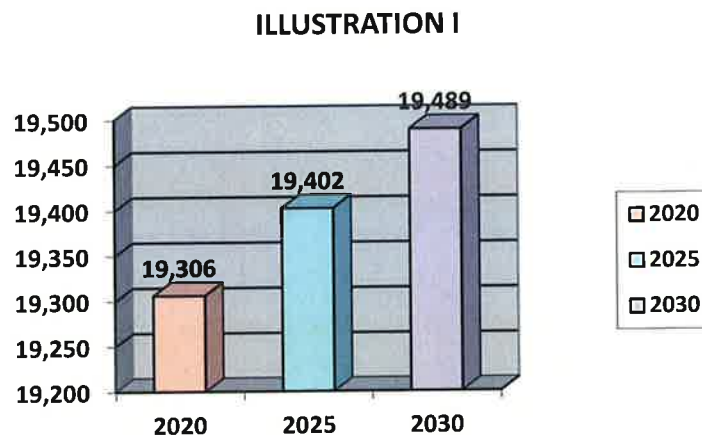
According to Bureau of Economic and Business Research, 1,525 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general 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 19,402 in the year 2025. Illustration I shows population projections for 2020, 2025 and 2030.



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, 2015**

AGE GROUP	POPULATION ESTIMATE
0-4	1,168
5-17	2,938
18-24	1,673
25-54	7,261
55-64	2,694
65-79	2,658
80+	808

Source: Bureau of Economic and Business Research

#### f. Disability and Self Care Limitations

According to the 2011-2015 American Community Survey 5-Year Estimates, Madison County had a disabled population of 3,797. The estimated population under 18 years of age with a disability was 153. The estimated population 18 to 64 years of age with a disability was 2,299. The estimated population 65 years and over with a disability was 1,354.

#### 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 2016 was 7,391 with 7,017 people employed and 374 unemployed. The unemployment rate for Madison County in 2016 was 5.1 percent.

#### h. Income

According to the 2010 Census, the median household income for Madison County in 2015 was \$32,164. 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 2015	MEDIAN HOUSEHOLD INCOME 2015
\$16,274	\$32,164

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

**TABLE 5**

**2017 Poverty Guidelines For The 48 Contiguous States  
And The District of Columbia**

<b>Persons In Family/Household</b>	<b>2017 Poverty Guideline</b>
1	\$12,060
2	\$16,240
3	\$20,420
4	\$24,600
5	\$28,780
6	\$32,960
7	\$36,140
8	\$41,320

\* For families/households with more than 8 persons, add \$5,230 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 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**

<b>MEDIAN HOUSEHOLD INCOME 2015</b>	<b>PERCENTAGE OF PERSONS BELOW POVERTY LEVEL 2015</b>
\$332,164	27%

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, 2015**

<b>TYPE OF ASSISTANCE</b>	<b>AVERAGE MONTHLY CASES</b>
Aged Assistance	65
Blind and Disabled	860

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

## i. Housing

The 2010 Census estimates that, in 2015, the total number of households in Madison County was 6,614 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 2015</b>	<b>HOUSEHOLDS 2015</b>	<b>PERSONS PER HOUSEHOLD</b>
8,421	6,614	2.52

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, in 2015 there were 2 licensed doctors of medicine and 272 advanced registered, registered and practical nurses.

## k. Transportation

According to the 2011-2015 American Community Survey, there were 656 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.

# 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

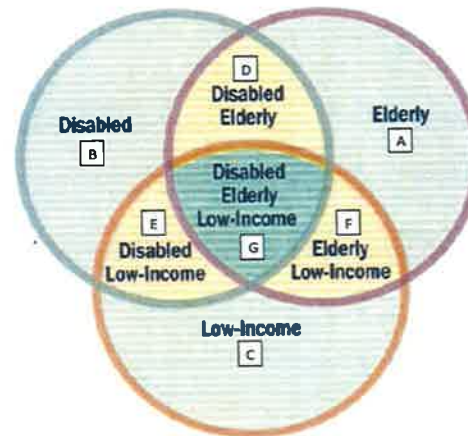
Madison County

Census Data from: 2015

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	3,800	20.3%	1,212	6.5%	315	8.3%	137	3.60%
18-64	11,678	62.4%	2,573	13.7%	2,277	19.5%	561	4.80%
<b>Total Non Elderly</b>	<b>15,478</b>	<b>82.6%</b>	<b>3,785</b>	<b>20.2%</b>	<b>2,593</b>	<b>16.8%</b>	<b>697</b>	<b>4.51%</b>
65+	3,251	17.4%	484	2.6%	1,505	46.3%	257	7.90%
<b>Total Elderly</b>	<b>3,251</b>	<b>17.4%</b>	<b>484</b>	<b>2.6%</b>	<b>1,505</b>	<b>46.3%</b>	<b>257</b>	<b>7.90%</b>
<b>Total</b>	<b>18,729</b>	<b>100%</b>	<b>4,269</b>	<b>22.8%</b>	<b>4,098</b>	<b>21.9%</b>	<b>954</b>	<b>5.09%</b>

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	697
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,895
G - Estimate elderly/disabled/low income	From Base Data (I11)	257
D- Estimate elderly/ disabled/not low income	Subtract I11 from G11	1,248
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	227
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	1,519
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	3,088
<b>Total - Non-Duplicated</b>		<b>8,931</b>

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	8,931	47.7%



# CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

## Madison County

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	315	8.30%	137	3.60%
18-64	2,277	19.50%	561	4.80%
<b>Total Non Elderly</b>	<b>2,593</b>	<b>16.75%</b>	<b>697</b>	<b>4.51%</b>
65+	1,505	46.30%	257	7.90%
<b>Total Elderly</b>	<b>1,505</b>	<b>46.30%</b>	<b>257</b>	<b>7.90%</b>
<b>Total</b>	<b>4,098</b>	<b>21.88%</b>	<b>954</b>	<b>5.09%</b>

Census Data from: 2015

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	199
11.70%	30
	229

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	498	199	697
Elderly	227	30	257
<b>TOTAL</b>	<b>725</b>	<b>229</b>	<b>954</b>

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

Low Income & Not Disabled = C + F			
Assumes	3,315		
27.2%	xx % without auto access	902	
100%	xx % without transit access	902	
<b>Calculation of Daily Trips</b>			
Total Actual Critical TD Population		Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	954	0.049	47
Low Income ND	902	1.899	1,712
<b>Totals</b>	<b>1,856</b>		<b>1,759</b>

## CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION

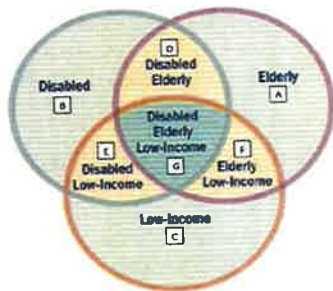


## 2. Paratransit Service Demand Estimation

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

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Madison County											
General TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	697	633	574	521	473	429	389	353	320	291	264
B - Estimate non-elderly/ disabled/not low income	1,895	1,720	1,560	1,416	1,285	1,166	1,058	960	871	790	717
G - Estimate elderly/disabled/low income	257	233	211	192	174	158	143	130	118	107	97
D - Estimate elderly/ disabled/not low income	1,248	1,133	1,028	933	846	768	697	632	574	520	472
F - Estimate elderly/non-disabled/low income	227	206	187	170	154	140	127	115	104	95	86
A - Estimate elderly/non-disabled/not low income	1,519	1,378	1,250	1,134	1,029	934	847	769	698	633	574
C - Estimate low income/not elderly/not disabled	3,088	2,802	2,542	2,307	2,093	1,899	1,723	1,563	1,419	1,287	1,168
<b>TOTAL GENERAL TD POPULATION</b>	<b>8,931</b>	<b>8,104</b>	<b>7,353</b>	<b>6,672</b>	<b>6,054</b>	<b>5,493</b>	<b>4,984</b>	<b>4,522</b>	<b>4,103</b>	<b>3,723</b>	<b>3,378</b>
<b>TOTAL POPULATION</b>	<b>18,729</b>	<b>16,994</b>	<b>15,419</b>	<b>13,991</b>	<b>12,895</b>	<b>11,519</b>	<b>10,451</b>	<b>9,483</b>	<b>8,605</b>	<b>7,807</b>	<b>7,084</b>



Madison County											
Critical Need TD Population Forecast	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Total Critical TD Population</b>											
Disabled	954	866	786	713	647	587	532	483	438	398	361
Low Income Not Disabled No Auto/Transit	902	818	742	674	611	555	503	457	414	376	341
<b>Total Critical Need TD Population</b>	<b>1,856</b>	<b>1,684</b>	<b>1,528</b>	<b>1,386</b>	<b>1,258</b>	<b>1,141</b>	<b>1,036</b>	<b>940</b>	<b>853</b>	<b>774</b>	<b>702</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	47	42	38	35	32	29	26	24	21	19	18
Low Income - Not Disabled - No Access	1,712	1,554	1,410	1,279	1,161	1,053	955	867	787	714	648
<b>Total Daily Trips Critical Need TD Population</b>	<b>1,759</b>	<b>1,789</b>	<b>1,819</b>	<b>1,850</b>	<b>1,881</b>	<b>1,914</b>	<b>1,948</b>	<b>1,983</b>	<b>2,018</b>	<b>2,053</b>	<b>2,086</b>
<b>Annual Trips</b>	<b>457,328</b>	<b>465,057</b>	<b>472,917</b>	<b>480,909</b>	<b>489,036</b>	<b>497,692</b>	<b>506,501</b>	<b>515,467</b>	<b>524,590</b>	<b>533,876</b>	<b>542,257</b>

### 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 two vehicles with cameras	2017/18	Madison County	\$127,121.60	United States Code Section 5310
			\$15,890.20	Florida Department of Transportation
			\$15,890.20	Big Bend Transit
Purchase one replacement vehicle to provide transportation to individuals with disabilities for employment and to the Life Skills Development Center.	2017/18	Madison County	\$34,413.60	United States Code Section 5310
			\$4,301.70	Florida Department of Transportation
			\$4,301.70	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.	2017/18	Madison County	\$232,430	United States Code Section 5311
			\$232,430	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 transportation disadvantaged individuals.	2016/17	Madison County	\$247,077	Transportation Disadvantaged Trust Fund
			\$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 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) 2017 (4) 2017
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing

Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.	2017
(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 6:00 p.m.
<b>Madison In-Town Shuttle</b>	Within the City of Madison	Curb to Curb	Ambulatory Wheelchair	Fixed schedule service	Monday, Wednesday and Friday 7:30 a.m. to 2:30 p.m.
<b>Evacuation</b>	Within Madison County	Door to Door	Ambulatory Wheelchair	Service provided according to agreement.	Service provided according to agreement.

##### 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 to be transported.

##### b. Hours and Days of Service

**Transportation Disadvantaged Program:** Monday through Saturday, 6:00 a.m. to 6:00 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

### a. Office Hours

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

### b. Phone Number

**Transportation Disadvantaged Program:** 850.973.4418.

### c. 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.

### d. 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.

### e. No-Show Policies

**Transportation Disadvantaged Program** - A no-show occurs when a passenger fails to board the Big Bend Transit vehicle within five minutes after it arrives within the pick-up window or if a passenger violates Big Bend Transit policies and as a result the passenger is not transported.

Trips that are not canceled at least two hours before the passenger's scheduled pick-up time will be considered a no-show. If a passenger's trip of origin is a no-show, the return trip will automatically be canceled unless the passenger requests to keep the return trip.

When a passenger accumulates a total of four no-shows within a 30-day period, they will receive a written notice of service suspension, and a 30-day service suspension will be imposed. A second suspension (four more no-shows) within a six-month period may result in an additional service suspension of 60 days. If more than two suspensions occur in a six-month period, service will be cancelled for up to one year.

**f. After Hours Service**

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

**g. Passenger Fares**

**Transportation Disadvantaged Program** - Big Bend Transit charges \$2.00 per one-way trip for service sponsored by Florida's Transportation Disadvantaged Program.

**Transportation Service Information:**

- The driver will assist you in boarding the van, if necessary.
- Drivers will wait five minutes for you.
- You must use the seatbelt provided.
- Child car seats will not be provided.
- You must have the ability to carry your own personal items. Personal items are to be limited to (2) bags or what you alone can carry.
- Return trips will be made within an hour and a half of the requested time.
- No smoking, eating or drinking on the vehicle.
- Advanced purchase of coupons/tokens is available.
- Accessible formats are available upon requests.

Go to our website to learn what else Big Bend Transit offers in your county:

[www.bigbendtransit.org](http://www.bigbendtransit.org)



Florida Law and Title VI of the Civil Rights Act of 1964 prohibits discrimination in public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging)

A white van with "BIG BEND TRANSIT" written on its side, parked in front of a brick building. The van's side door is open, and a yellow wheelchair ramp is extended from the side. Text overlays on the image provide contact information and website links.

**BIG BEND TRANSIT, INC.**  
Community Transportation  
Coordinator of Madison County

**BIG BEND TRANSIT**

Big Bend Transit, Inc.  
Post Office Box 1721  
Tallahassee, Florida 32302

Go to our website to learn about our other Madison County transit services:

[www.bigbendtransit.org](http://www.bigbendtransit.org)

For Information Call:  
(850) 973-4418 or  
1-800-955-8711 for  
TDD access

[www.bigbendtransit.org](http://www.bigbendtransit.org)

## **Courteous and Personalized Service...**



### **Where is the Transportation Service Available?**

Generally, you can ride to and from any location within Madison County. The service is designed to get transportation disadvantaged individuals and the general public to their destinations.

### **What Transportation Will be Provided?**

Generally, curb-to-curb transportation service will be available Monday through Saturday, 6:00 AM to 6:00 PM.

### **How Can I Access the Transportation Service?**

Transportation requests must be made at least 1 day in advance of your travel needs. Call Big Bend Transit at (850) 973-4418 by 2:00 PM, Monday through Friday (call on Friday for a Saturday or Monday ride). You will be asked for your name, phone number, pickup address, where you are going and what time you need to arrive, if a return trip is wanted and if assistance for a disability (wheelchair, sight impaired, etc.) is required. You will be told the fare and what time to be ready for your pickup.

### **What is the Cost of the Transportation Service?**

The one-way fare for the transportation service is based on the trip origin and

destination. A one-way trip for a TD eligible person anywhere in Madison County, Monday through Saturday, between 6:00 AM and 6:00 PM is \$2.00. A one-way trip for a General Public person anywhere in Madison County, Monday through Saturday, between 6:00 AM and 6:00 PM is \$5.00. If you require that an escort accompany you on your ride, he/she would pay the same fare. This request should be made at the time of scheduling.

The one-way fare is paid each time you board the vehicle. The fare may be paid by cash, check, money order, or bus passes may be purchased. Exact fare is required. The driver carries no change. The driver cannot give a receipt.

### **If I Need to Change Plans or Cancel My Ride, What Do I Do?**

Should you need to change your plans or cancel your ride, call (850) 973-4418 immediately. For a change of plans, please give advance notice within business hours the previous day. Failure to cancel your ride within 2 hours of your time of travel will result in a charge for the trip.

### **What is the Phone Number for the Transportation System in Madison County?**

(850) 973-4418 - Available from 8:00 AM to 5:00 PM, Monday through Friday or 1-800-955-8711 for TDD accessibility.



**Reliable & inexpensive transportation for Madison residents.**



The Madison Shuttle operates Monday, Wednesday, and Friday from 7:30 a.m. to 2:30 p.m. The Shuttle serves most of Madison with stops at key locations throughout the city.

Inside this brochure, you'll find a detailed schedule and route map for planning your trip.

The Madison Shuttle is affordable, too, at just **\$1 per trip**. Save even more with a 20-ride pass for \$18 or a 40-ride pass for \$35.

Visit [www.bigbendtransit.org](http://www.bigbendtransit.org) to see an interactive map with real-time bus routing & scheduling information. You can also **download our app to your smartphone**.

For more information about the Madison Shuttle and other Madison County services, visit our website or call us at 850.973.4418.

**Madison Shuttle**

route & schedule information



**Madison Shuttle**

is powered by

**Madison County & the City of Madison**

In partnership with



Florida law and Title VI of the Civil Rights Act of 1964 prohibit discrimination in public accommodations on the basis of race, color, sex, age, or disability. Big Bend Transit, a Madison County service, is not bound by or is not making any statement on these conditions. Big Bend Transit is not responsible for any conditions or circumstances that may arise from the use of this information. Please call 850.973.4418 or go to [www.bigbendtransit.org](http://www.bigbendtransit.org) for more information.

**Madison Shuttle**


The Madison Shuttle fare is \$1/trip. Discounted multi-trip passes are also available.

The service operates on **Monday, Wednesday, and Friday only**.

To plan your trip, choose the stop nearest your home on the map. Match that number to the arrival & departure times on the chart to the right.

For assistance, please call Big Bend Transit at **850.973.4418** or visit [www.bigbendtransit.org](http://www.bigbendtransit.org)

There's an app for that... To track where the bus is at any given time during normal operating hours, download the **RideBBT** app to your iPhone® or Android device.



**\$1/trip**  
20 ride pass = \$18  
40 ride pass = \$35

**Service resumes at 7:30 a.m.**

Stop	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Northern Village	7:30 am	8:30 am	9:30 am	10:30 am	11:30 am	12:30 pm	1:30 pm	2:30 pm									
Calhoun Apartments	7:32 am	8:32 am	9:32 am	10:32 am	11:32 am	12:32 pm	1:32 pm										
Cardinals Water	7:34 am	8:34 am	9:34 am	10:34 am	11:34 am	12:34 pm	1:34 pm										
Wilcox Apartments	7:36 am	8:36 am	9:36 am	10:36 am	11:36 am	12:36 pm	1:36 pm										
Health Department	7:40 am	8:40 am	9:40 am	10:40 am	11:40 am	12:40 pm	1:40 pm										
Madison Heights	7:44 am	8:44 am	9:44 am	10:44 am	11:44 am	12:44 pm	1:44 pm										
St. John of Children & Families	7:48 am	8:48 am	9:48 am	10:48 am	11:48 am	12:48 pm	1:48 pm										
Madison Street Clinic	7:54 am	8:54 am	9:54 am	10:54 am	11:54 am	12:54 pm	1:54 pm										
Madison County Public Center	8:04 am	9:04 am	10:04 am	11:04 am	12:04 pm	1:04 pm	2:04 pm										
City of Madison	8:07 am	9:07 am	10:07 am	11:07 am	12:07 pm	1:07 pm	2:07 pm										
Madison County	8:09 am	9:09 am	10:09 am	11:09 am	12:09 pm	1:09 pm	2:09 pm										
County Courthouse	8:11 am	9:11 am	10:11 am	11:11 am	12:11 pm	1:11 pm	2:11 pm										
Madison County Public Center	8:13 am	9:13 am	10:13 am	11:13 am	12:13 pm	1:13 pm	2:13 pm										
Madison County Public Center	8:15 am	9:15 am	10:15 am	11:15 am	12:15 pm	1:15 pm	2:15 pm										
Madison County Public Center	8:17 am	9:17 am	10:17 am	11:17 am	12:17 pm	1:17 pm	2:17 pm										
Madison County Public Center	8:19 am	9:19 am	10:19 am	11:19 am	12:19 pm	1:19 pm	2:19 pm										
Madison County Public Center	8:21 am	9:21 am	10:21 am	11:21 am	12:21 pm	1:21 pm	2:21 pm										
Madison County Public Center	8:23 am	9:23 am	10:23 am	11:23 am	12:23 pm	1:23 pm	2:23 pm										
Madison County Public Center	8:25 am	9:25 am	10:25 am	11:25 am	12:25 pm	1:25 pm	2:25 pm										
Madison County Public Center	8:27 am	9:27 am	10:27 am	11:27 am	12:27 pm	1:27 pm	2:27 pm										



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## COORDINATED TRANSPORTATION SYSTEM OF MADISON COUNTY

Specialized Transportation Services for Transportation Disadvantaged Persons is sponsored by the Florida Commission for the Transportation Disadvantaged and the Madison County Transportation Disadvantaged Coordinating Board and coordinated by Big Bend Transit.



[Download the Madison Shuttle Brochure](#)

To view an interactive map with real-time estimates of the Madison Shuttle, click on the "find the bus" icon below:



To download the Ride BBT mobile app to your smart phone, visit iTunes or Google Play. Or, you may download the flyer and [scan the QR code](#).

For information call: (850) 973-4418 or Florida Relay Service at 1-800-243-4160 for TDD access.

Big Bend Transit, Inc. (BBT) is seeking residents of Madison County who are interested in forming a Vanpool. **Vanpooling** will save you wear-and-tear on your vehicle, fuel, and is good for the environment. [Download the Flyer.](#)

### **TRANSPORTATION SERVICE INFORMATION**

- The driver will assist you in boarding the vehicle, if necessary.
- The driver will wait five minutes for you.
- You must use the seatbelt provided.
- You must have the ability to carry your own personal items.
- Return trips will be made within an hour of the requested time.
- No smoking, eating or drinking on the vehicle.
- Accessible formats are available upon requests.
- Advanced purchase of coupons/tickets is available.



### **TRANSPORTATION SERVICE FREQUENTLY ASKED QUESTIONS**

#### **Who are the Transportation Disadvantaged?**

Transportation Disadvantaged (TD) means "those persons who because of physical or mental disability, income status, or age, or for other reasons 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 as defined in Chapter 411.202, F.S.". You may download the Madison County Transportation Disadvantaged brochure [here](#) for more details.

**Where is the Transportation Service Available?**

Generally, you can ride to and from any location within Madison county. The service is designed to get transportation disadvantaged individuals and the general public to their destinations.

**What is the Cost of Transportation Service?**

The one-way fare for the transportation service is based on the trip origin and destination. A one-way trip for a TD eligible person anywhere in Madison County, Monday through Saturday, between 6:00 AM and 6:00 PM is \$2.00. A one-way trip for a General Public person anywhere in Madison County, Monday through Saturday, between 6:00 AM and 6:00 PM is \$5.00. If you require that an escort accompany you on your ride, he/she would pay the same fare.

The fares for trips to other counties for General Public ambulatory persons are calculated at \$7.50 per pickup plus \$0.70 per mile traveled and for General Public wheelchair persons are calculated at \$9.00 per pickup plus \$0.70 per mile traveled. For example, the fare for a trip from Madison to Tallahassee for a General Public ambulatory person would be \$46.00 and for a General Public wheelchair person would be \$47.50.

The one-way fare is paid each time you board the vehicle. The fare may be paid by cash, check or money order. Exact fare is required. The driver carries no change. The driver cannot give a receipt. If necessary, a receipt can be obtained from the Tallahassee office.

**What Transportation Will be Provided?**

Generally, curb-to-curb transportation service will be available Monday through Saturday, 6:00 AM to 6:00 PM.

**How Can I Access the Transportation Service?**

Transportation requests must be made at least 1 day in advance of your travel needs. Call Big Bend Transit at (850) 973-4418 by 2:00 PM, Monday through Friday (call on Friday for a Saturday or Monday ride). You will be asked for your name, phone number, pickup address, where you are going and what time you need to arrive, if a return trip is wanted and if assistance for a disability (wheelchair, sight impaired, etc.) is required. You will be told the fare and what time to be ready for your pickup.

**If I Need to Change Plans or Cancel My Ride, What Do I Do?**



Should you need to change your plans or cancel your ride, call (850) 973-4418 as soon as possible. Failure to cancel your ride within 2 hours of your time of travel will cause a **"NO-SHOW"** charge and/or cancellation of transportation privileges.

**What is the Phone Number for the Coordinated Transportation System?**

(850) 973-4418 - Information is available from 8:00 AM to 5:00 PM, Monday through Friday. Florida Relay Service at 1-800-955-8711 provides TDD accessibility.

**Who Would I Contact for Comments or Concerns With the Service Provided?**

In the event you have difficulties with your travel and feel these issues need to be addressed, contact the Transportation Manager at (850) 973-4418. Let the Transportation Manager know that you wish to make a comment about the transportation company, a driver, or any other aspect of the service.

If at any time you are not satisfied with the local transportation service, you may call the Commission for the Transportation Disadvantaged Hotline at 1-800-983-2435.

**BIG BEND TRANSIT**

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No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination or retaliation, under any Federally or non-federally funded activity or program administered by a recipient of Federal financial assistance.

## **h. 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.



MADISON  
COUNTY

Transportation Disadvantaged Application

Section I: General Information

Full Name: \_\_\_\_\_  
Last First M.I.

Address: \_\_\_\_\_  
Street Address Apartment/Lot #  
\_\_\_\_\_  
City State ZIP Code

Check one: ☐ House ☐ Apartment ☐ Mobile home ☐ Nursing home  
☐ Group home

Is this address within the city limits? Check one: ☐ Yes ☐ No

For what type of travel do you intend to use this service? \_\_\_\_\_

How often do you plan to travel? ☐ Daily ☐ Weekly ☐ Monthly

Mailing Address: \_\_\_\_\_  
Street Address Apartment/Lot #  
\_\_\_\_\_  
City State ZIP Code

Home Phone#: \_\_\_\_\_ Alternate Phone#: \_\_\_\_\_

Email: \_\_\_\_\_

SSN#: \_\_\_\_\_

Gender: \_\_\_\_\_ Birth Date: \_\_\_\_\_

Emergency  
Contact

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Emergency Contact Phone#: \_\_\_\_\_

**Section II: Mobility & Functionality Status**

Check all Mobility Aids and/or Impairments that apply:

- ☐ Wheel Chair   ☐ Walker   ☐ Cane   ☐ Crutches   ☐ Leg Brace  
☐ Portable Oxygen   ☐ Totally Blind   ☐ Legally Blind   ☐ Deaf  
☐ Hearing Impaired   ☐ Mentally Impaired   ☐ Speech Impairment

If you checked "Mentally Impaired", please indicate the type of mental disability:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I require an escort to travel. (Check one) ☐ Yes   ☐ No

In case of mental or physical impairment, please answer the following questions:

1. Are you unable to drive yourself due to your disability? ☐ Yes   ☐ No  
If "yes", explain why. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. How do you currently travel to your destinations? \_\_\_\_\_
3. Are you able to grip handles or railings? ☐ Yes ☐ No
4. Are you able to understand and follow directions/requests? ☐ Yes ☐ No  
(IF NO, A PERSONAL ESCORT IS REQUIRED WHEN TRAVELLING.)
5. Can you deal with unexpected situations or changes in routine? ☐ Yes  
☐ No (IF NO, A PERSONAL ESCORT IS REQUIRED WHEN TRAVELLING.)

**Section III: Income Status**

1. Are you currently receiving Medicaid? ☐ Yes   ☐ No  
If yes, include Medicaid#: \_\_\_\_\_
2. Check current assistance: ☐ Food Assistance (EBT)   ☐ AFDC   ☐ SSI  
(Must attach most current supporting documentation if applicable.)

3. What is your annual household income? \_\_\_\_\_

(Must attach most current supporting documentation.)

4. Do you or anyone in your household have a car? ☐ Yes ☐ No

5. Do you have friends or relatives who can transport you? ☐ Yes ☐ No

Would you be interested in a free **Madison Shuttle** bus pass for travel within your county?

☐ Yes ☐ No

#### Section IV: Applicant Release

Applicant acknowledges that the information provided is true and correct to the best of their ability and will only be used to assess eligibility. *I hereby authorize my medical representative to release information regarding my level of functionality and need for transportation with BBT.* Any false information submitted will be found cause for immediate disqualification or revocation of eligibility.

\_\_\_\_\_  
*Applicant Signature*

\_\_\_\_\_  
*Date*

If you are signing on the applicant's behalf, please indicate relationship to applicant (i.e. legal guardian, parent, personal care attendant, etc.)

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

#### Section V:

If you have indicated that you are mentally or physically impaired, please have a Medical Professional (such as a licensed physician, nurse practitioner, physical therapist, social worker, etc.) review this application and complete the following—

1. Do the disabilities of the applicant require that he/she bring a personal care attendant or escort on each trip?(Check one) ☐ Yes ☐ No (If "yes" the applicant **must** travel with an escort for **each** trip.)
2. Indicate which type of transportation is required by the applicant based upon his/her functionality (Check one) ☐ Ambulatory Vehicle ☐ Wheelchair Accessible Vehicle

Please initial the following:

\_\_\_\_ I hereby certify that I have treated the above mentioned applicant and I am familiar with his/her disability and health condition.

\_\_\_\_ I hereby certify that I have read and agree with the information submitted in this application.

**Please attach pertinent medical documentation (such as evaluations, test results, or reports) that would explain the diagnosis or limitations of the applicant. Failure to do so will delay eligibility determination.**

I understand that by signing, I am acknowledging that the information in this evaluation is true and correct to the best of my knowledge. I certify that providing false or misleading information could result in the re-examination of eligibility status of the applicant and may be reported to the license/certification jurisdiction of the State of Florida.

\_\_\_\_\_  
*Print or type name of medical professional* *License Number*

Office Address: \_\_\_\_\_  
*Building/Suite #*

*Street Address*

\_\_\_\_\_  
*City*

\_\_\_\_\_  
*State*

\_\_\_\_\_  
*ZIP Code*

Office  
Phone#: \_\_\_\_\_

Extension: \_\_\_\_\_

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

**\*\*IF ANY SECTION IS LEFT BLANK, OR ANY REQUIRED DOCUMENTATION IS NOT SUBMITTED, THIS FORM WILL BE RETURNED AND ELIGIBILITY CONSIDERATION WILL BE DELAYED\*\***

Return this application along with supporting documentation to the following address:

Big Bend Transit, Inc.

PO Box 1721

Tallahassee, FL 32302

Visit our website [www.bigbendtransit.org](http://www.bigbendtransit.org) for more information about the services that Big Bend Transit, Inc. offers in your community.

\*\*\*\*\*

**Office Use Only:**

Received date-- \_\_\_\_\_ Approved date-- \_\_\_\_\_ Denied date-- \_\_\_\_\_

## **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 Appendix 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. Passengers must be able to independently carry all items brought on 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 seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

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 push to talk 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

Riders are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the operator:

- No loud conversations on cell phones
- No eating, drinking or smoking on board
- No riding under the influence of alcohol or illegal drugs
- No abusive, threatening or obscene language or actions
- No discharge of bodily fluids or open wounds
- No deliberate fare evasion
- No physical abuse of another rider, or the operator
- No operating or tampering with any equipment while onboard a BBT vehicle
- No radios, MP3 players, compact disc players or other sound generating equipment are to be played aboard the vehicles WITHOUT EAR PLUGS
- For safety reasons, please limit unnecessary conversation with operators when the vehicle is in motion

Riders who violate the rules of conduct are subject to penalties, up to and including suspension of service.

Note: Riders who engage in physical abuse or cause physical injury to another rider or operator may be subject to immediate and permanent suspension, as well as possible criminal prosecution.

#### **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.



## **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 12, 2016

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

---

**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 12, 2016

Madison County Transportation Disadvantaged Coordinating Board  
Grievance Procedures

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

**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 suspended rider 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 decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the suspended rider requesting the reconsideration.

## **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**

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## **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 12th day of September 2016.

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Ronnie Moore, Chair  
Madison County Transportation Disadvantaged Coordinating Board

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Grievance Procedures

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



## Transportation Disadvantaged Trust Fund Service Rates Form

<b>Community Transportation Coordinator (CTC)</b>	Big Bend Transit, Inc.
<b>Service Rate Effective Date</b>	7/1/2017

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$39.61
* Wheel Chair	Trip	\$67.90
* Stretcher	Select Unit of Measure	Enter \$ Per Unit
Bus Pass – Daily	Pass	Enter \$ Per Unit
Bus Pass – Weekly	Pass	Enter \$ Per Unit
Bus Pass – Monthly	Pass	\$35.00
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
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Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit
Additional Service Transportation Mode	Enter Unit of Measure	Enter \$ Per Unit

**\* Ambulatory, Wheel Chair and Stretcher must all use the same Unit of Measure either Trip or Passenger Mile;  
Cannot mix, all must be the same regardless of Transportation Mode.**

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Big Bend Transit, Inc.  
County: Taylor

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	\$ 25,369	\$ 22,006	\$ 32,331	-13.3%	46.9%	
Medicaid Co-Pay Received						
Donations/Contributions						
In-Kind, Contributed Services						
Other	\$ 8,552	\$ 1,200	\$ 4,700	-81.7%	291.7%	
Bus Pass Program Revenue						

**Local Government**

District School Board						County Cash Does not include Revenues received for DFR for Current & Projected Years
Compt. ADA Services						
County Cash	\$ 49,165	\$ 2,034	\$ 942	-95.9%	-53.7%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

**CTD**

Non-Spons. Trip Program	\$ 234,487	\$ 266,590	\$ 315,758	13.7%	18.4%	
Non-Spons. Capital Equipment	\$ 22,851	\$ 8,000	\$ 6,000	-73.7%	0.0%	
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue			\$ 5,000			

**USDOT & FDOT**

49 USC 5307		\$ 31,000			-100.0%	
49 USC 5310						
49 USC 5311 (Operating)	\$ 91,871	\$ 122,173	\$ 115,392	33.0%	-5.6%	
49 USC 5311 (Capital)						
Block Grant						
Service Development	\$ 24,384				-100.0%	
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

**AHCA**

Medicaid	\$ 184,942	\$ 185,261	\$ 170,684	-5.0%	-7.9%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

**DCF**

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

**DOH**

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

**DOE (State)**

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

**AWA**

WAGES/Workforce Board						
Other AWA (specify in explanation)						
Bus Pass Program Revenue						

**DOEA**

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

**DCA**

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						



### Comprehensive Budget Worksheet

Version 1.4

CTC: Big Bend Transit, Inc.  
County: Taylor

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  
Developmental Services  
Other APD (specify in explanation)  
Bus Pass Program Revenue

#### DJI

(specify in explanation)  
Bus Pass Program Revenue

#### Other Fee or State

XXX  
XXX  
XXX  
Bus Pass Program Revenue

#### Other Revenues

Interest Earnings  
XXXX  
XXXX  
Bus Pass Program Revenue

#### Granting Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve

Balancing Revenue is Short By =

None

None

Total Revenues =	\$649,601	\$636,264	\$650,807	-2.1%	2.3%
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#### EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors')

##### Operating Expenditures

Labor	\$ 217,779	\$ 252,848	\$ 280,798	16.1%	11.1%
Fringe Benefits	\$ 112,624	\$ 136,663	\$ 148,072	21.3%	8.3%
Services	\$ 10,495	\$ 10,810	\$ 11,134	3.0%	3.0%
Materials and Supplies	\$ 112,714	\$ 99,262	\$ 100,746	-11.9%	1.5%
Utilities	\$ 6,903	\$ 7,008	\$ 7,218	3.0%	3.0%
Casualty and Liability	\$ 27,649	\$ 28,479	\$ 29,334	3.0%	3.0%
Taxes	\$ 156	\$ 161	\$ 166	3.2%	3.1%

##### Purchased Transportation:

Purchased Bus Pass Expenses			\$ 5,000		
School Bus Utilization Expenses					
Contracted Transportation Services					
Other	\$ 279			-100.0%	
Miscellaneous	\$ 4,274	\$ 4,402	\$ 4,534	3.0%	3.0%
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 5,518	\$ 5,683	\$ 5,854	3.0%	3.0%
Contrib. to Capital Equip. Replacement Fund	\$ 54,624	\$ 56,263	\$ 57,951	3.0%	3.0%
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

##### Capital Expenditures

Equip. Purchases with Grant Funds		\$ 31,000		-100.0%	
Equip. Purchases with Local Revenue		\$ 3,685		-100.0%	
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR GAIN

Total Expenditures =	\$552,915	\$636,264	\$650,807	15.1%	2.3%
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See NOTES Below.

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



County: Taylor

## Worksheet for Program-wide Rates

CTC: Big Bend Transit, I Version 1.4  
County: Taylor

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 operator!
- 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 =	152,720
Rate Per Passenger Mile = \$	3.43
Total Projected Passenger Trips =	11,408
Rate Per Passenger Trip = \$	45.97

Fiscal Year  
2016 - 2017

Avg. Passenger Trip Length = 13.4 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$	4.23
Rate Per Passenger Trip = \$	56.61

**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 Transi Version 1.4  
County: Taylor

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

#### SECTION I: Services Provided

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

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

#### SECTION II: Contracted Services

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

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

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

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

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

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

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

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

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

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



### Worksheet for Multiple Service Rates

CTC: Big Bend Transit Version 1.4  
County: Taylor

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		
		Leave Blank	Leave Blank	0	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = <input type="text"/>					
Rate per Passenger Mile = <input type="text"/>					
		Leave Blank	Leave Blank	0	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 11,406					
Rate per Passenger Trip = <input type="text"/>					
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ...					
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = <input type="text"/>					
Rate per Passenger Mile for Balance = <input type="text"/>					

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!
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$44.76	\$83.61	\$0.00	\$0.00	\$0.00
			per passenger	per group

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# Appendix C: Vehicle Inventory

**FORM C-4: CURRENT VEHICLE AND TRANSPORTATION EQUIPMENT INVENTORY (a)**

Name of Applicant: B.B.T. MADISON

Date of Inventory: 11/22/2016

Model Yr. (b)	Make/size/type (C)	FDOT control # and VIN (d)	Ramp or lift (specify) (y)	Seats & W/C positions (i.e. 12+2)	Avg. miles/ Yr.	Current Mileage	Vehicle Status (Active/Spare/ Other)	Expected retirement date	Other equipment (e)	Funding source (f)
2006	Ford 21*	5HB19235	Lift	8+2	19,500	194,195	Active	12/02/2015		5310
2007	Chev. 21*	TDTF	Lift	8+2	28,000	254,794	Active	3/23/2016		
2008*	Chev. 23*	90246	Lift	12+2	23,500	188,966	Active	2/10/2017		5310
2008	Chev. 21*	TDTF	Lift	8+2	32,500	260,958	Active	2/18/2016		
2009	Ford Pass.	80207	N/A	11 AMB	7,500	53,930	Active	8/26/2018		5310
2010	Chev. 23*	80234	Lift	12+2	38,000	230,364	Active	12/3/2015		5310
2010	Chev. 23*	90266	Lift	12+2	41,500	251,130	Active	12/3/2016		5310
2010*	Chev. 23*	90267	Lift	12+2	33,000	198,634	Active	12/3/2016		5310
2010	Chev. 23*	80233	Lift	12+2	39,300	237,770	Active	12/3/2015		5310
2011	Ford 23*	90292	Lift	12+2	29,500	147,986	Active	11/27/2016		5310
2013	Ford 23*	91218	Lift	12+2	46,500	139,794	Active	8/12/2018		5310
2014	Ford 23*	91235	Lift	12+2	33,500	67,899	Active	4/28/2020		5310
1503	Ford 23*	91240	Lift	12+2	53,000	53,191	Active	11/18/2020		5310
1505	Ford 23*	91256	Lift	12+2	23,500	23,490	Active	1/1/2020		5310
1604	Dodge Mini	GR358438	Ramp	3+1	27,000	1,253	Active	9/8/2021		5310
1605	Ford 23*	91267	Lift	12+2	22,000	1,664	Active	10/10/2021		5310

(a) Applicants must use this form.

(b) Identify vehicles to be replaced with this or other grant by placing an asterisk (\*) next to the model year. In Exhibit D of the application, provide the name of the lessee or contractor, if applicable.

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## **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: \_\_\_\_\_

(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:**

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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## Madison County Transportation Disadvantaged Coordinating Board

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

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



April 24, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Big Bend Transit, Inc. 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

t:\lynn\td2017\madison\memos\statapr.docx





# **MADISON COUNTY RIDERSHIP REPORT**

**QUARTERLY REPORT**

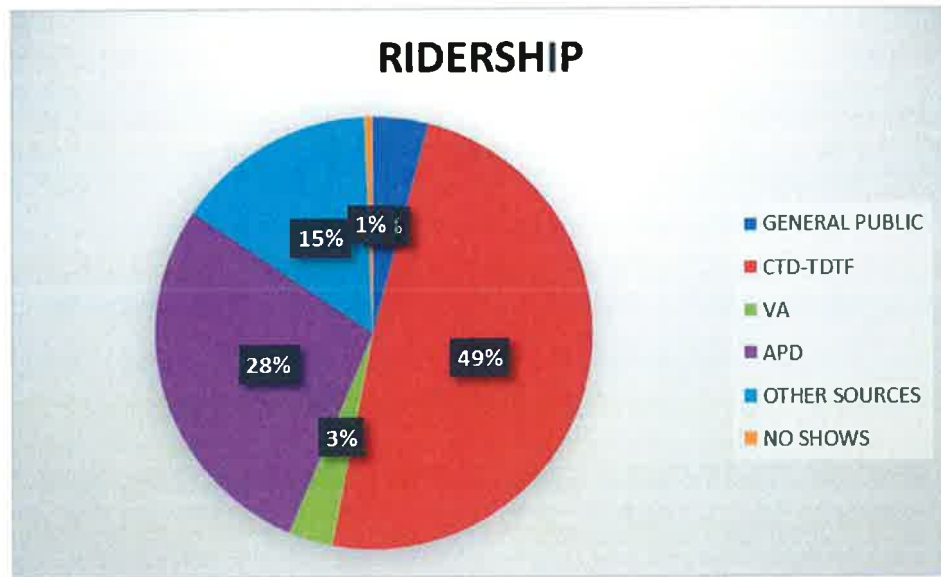
**JANUARY 2017 – MARCH 2017**

**COMMUNITY TRANSPORTATION QUARTERLY REPORT**  
**(JANUARY 2017 – MARCH 2017)**

**Number of Trips Provided From All Funding Sources**

During this reporting period BBT provided a total of 4,136 trips. Approximately 49 percent of the trips provided were CTD-TDTF funded trips, 4 percent of the trips were GENERAL PUBLIC, 28 percent APD passengers, 15 percent other sources, 3 percent VA trips and 1 percent of the total scheduled trips were NO SHOWS.

SOURCES	JANUARY	FEBRUARY	MARCH	TOTAL
GENERAL PUBLIC	52	55	64	171
CTD-TDTF	680	619	725	2024
VA	47	41	48	136
APD	391	356	416	1,163
OTHER SOURCES	201	194	223	618
NO SHOWS	5	12	7	24
TOTAL	1376	1277	1483	4136

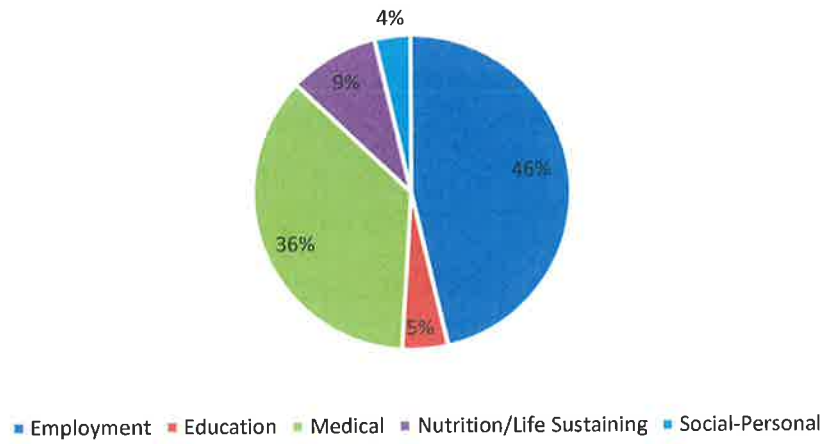


### TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 46 percent where for employment; 36 percent for medical appointments, 5 percent for education, 9 percent for nutritional and life sustaining activities, and 4 percent for Social/Recreational.

TDTF TRIP PURPOSE				
	JANUARY	FEBRUARY	MARCH	TOTAL
Employment	313	285	340	938
Education	25	30	39	94
Medical	249	226	256	731
Nutrition/Life Sustaining	68	57	62	187
Social-Personal	25	21	28	74
Total	680	619	725	2024

### TDTF TRIP PURPOSE

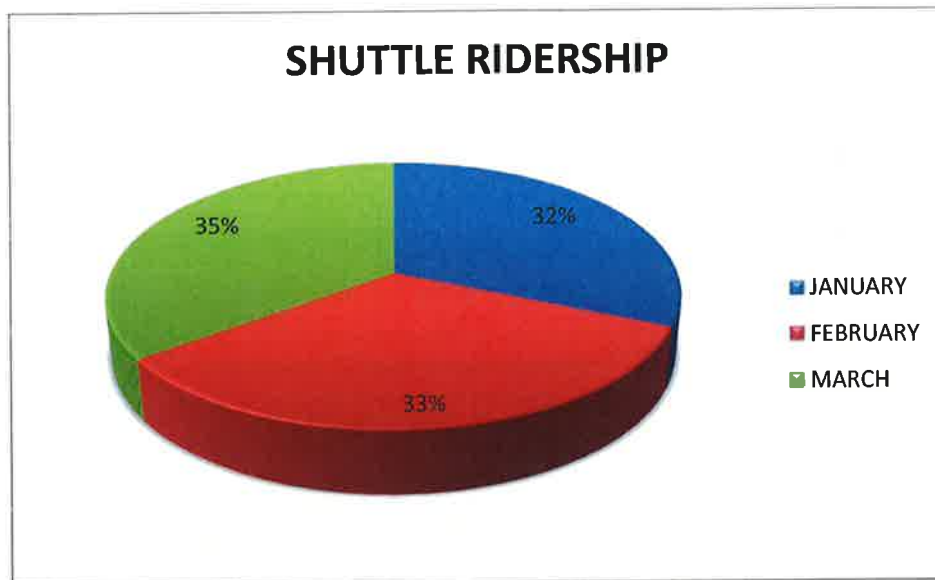


*NUMBER OF COMPLAINTS RECEIVED (0)*



## "IN TOWN SHUTTLE REPORT"

JANUARY	FEBRUARY	MARCH	TOTAL
93	98	103	294



**MADISON COUNTY  
UNMET TRANSPORTATION NEEDS  
JANUARY 2017- MARCH 2017**

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





**III.D**

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Levy • Madison

Marion • Suwannee • Taylor • Union Counties

---

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

April 24, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2017 Florida Legislative Session

RECOMMENDATION

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

BACKGROUND

Attached is information regarding the 2017 Florida legislative session and Florida's Transportation Disadvantaged Program. If you have any questions concerning the attached information, please contact me at extension 110.

Attachment

t:\lynn\td2017\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 budget process in Tallahassee is underway.

The Governor's recommendations for the TD Program includes an additional \$1,572,964 in new revenues to increase funding for the Trip and Equipment Grant Program, \$1,750,000 of unreserved funds from the TD Trust Fund to fund the second year of the Mobility Enhancement Program, and \$930,909 to build and maintain a new AOR system. The Governor recommendations for additional TD funding totals \$4.25M.

The Chairs of the Senate's Appropriations Subcommittee on Transportation, Tourism and Economic Development and the House's Transportation and Tourism Appropriations Subcommittee released their budget recommendations for Fiscal Year 2017-18. The Senate picked up the \$4.25M of additional funding in the Governor recommended budget for the TD Program. The House picked up \$0, which means no additional funding for the Trip and Equipment Grant Program and no funding for the second year of the Mobility Enhancement Grant Program.

At some point in the process the Senate and House will agree on a budget for TD. The Senate agrees with the Governor's budget. It would be nice if the House also agreed with the Governor's and Senate's budgets.

The attachment contains:

- the total amount of TD funding, minus match, for the current year for each county;
- the total amount of TD funding, minus match, each county would receive next year under the House's budget; and
- the difference between funding for this year and funding for next year.

If you have concerns about your level of Trip and Equipment Grant funding for next fiscal year and / or worries about eliminating the second year of the Mobility Enhancement Grant Program, you may want to consider contacting your representative to let him/her know your concerns. It is important for your representatives to understand the impact this funding may have on the level of services you provide in your service area. The Members of the House Transportation and Tourism Appropriations Subcommittee are:

Ingram, Clay [R], Chair  
Drake, Brad [R], Vice Chair  
Jenne, Evan [D], Democratic Ranking Member  
Beshears, Halsey [R]  
Cortes, Robert "Bob" [R]  
Fant, Jay [R]  
Geller, Joseph [D]  
Grant, Michael [R]  
Jacquet, Al [D]  
Killebrew, Sam H. [R]  
La Rosa, Mike [R]  
McGhee, Kionne L. [D]  
Santiago, David [R]  
Trumbull, Jay [R]  
Watson, Barbara [D]

Steve Holmes  
Executive Director  
Florida Commission for the Transportation Disadvantaged

HOUSE TRANSPORTATION AND TOURISM APPROPRIATIONS SUBCOMMITTEE  
CHAIRMAN'S BUDGET RECOMMENDATIONS

County	2016-17 Total CTD Funding (Minus Match)	Chairman's Recommendations	Difference
Alachua	\$742,339	\$622,605	(\$119,734)
Baker	\$235,417	\$200,987	(\$34,430)
Bay	\$518,101	\$432,859	(\$85,242)
Bradford	\$141,126	\$120,663	(\$20,463)
Brevard	\$1,649,524	\$1,538,832	(\$110,692)
Broward	\$3,804,426	\$3,885,355	\$80,929
Calhoun	\$205,054	\$187,361	(\$17,693)
Charlotte	\$368,683	\$370,237	\$1,554
Citrus	\$438,528	\$409,827	(\$28,701)
Clay	\$508,625	\$402,558	(\$106,067)
Collier	\$824,464	\$823,272	(\$1,192)
Columbia	\$340,587	\$304,108	(\$36,479)
DeSoto	\$237,401	\$217,333	(\$20,068)
Dixie	\$209,885	\$188,332	(\$21,553)
Duval	\$1,596,930	\$1,550,412	(\$46,518)
Escambia	\$667,066	\$633,832	(\$33,234)
Flagler	\$354,195	\$284,524	(\$69,671)
Franklin	\$189,595	\$160,483	(\$29,112)
Gadsden	\$412,857	\$362,524	(\$50,333)
Gilchrist	\$120,325	\$107,974	(\$12,351)
Glades	\$215,773	\$199,527	(\$16,246)
Gulf	\$204,399	\$180,134	(\$24,265)
Hamilton	\$154,336	\$140,086	(\$14,250)
Hardee	\$264,320	\$236,535	(\$27,785)
Hendry	\$364,281	\$329,856	(\$34,425)
Hernando	\$395,675	\$318,287	(\$77,388)
Highlands	\$519,804	\$475,268	(\$44,536)
Hillsborough	\$2,303,556	\$1,868,823	(\$434,733)
Holmes	\$221,216	\$195,844	(\$25,372)
Indian River	\$368,077	\$320,680	(\$47,397)
Jackson	\$471,175	\$418,370	(\$52,805)
Jefferson	\$195,666	\$180,075	(\$15,591)
Lafayette	\$157,648	\$141,779	(\$15,869)
Lake	\$732,055	\$699,562	(\$32,493)
Lee	\$913,254	\$875,012	(\$38,242)
Leon	\$548,220	\$529,983	(\$18,237)
Levy	\$426,612	\$363,966	(\$62,646)
Liberty	\$284,449	\$249,104	(\$35,345)
Madison	\$247,077	\$211,540	(\$35,537)
Manatee	\$641,791	\$617,962	(\$23,829)
Marion	\$934,010	\$796,708	(\$137,302)
Martin	\$379,429	\$293,541	(\$85,888)
Miami-Dade	\$5,882,719	\$6,341,831	\$459,112
Monroe	\$426,204	\$347,710	(\$78,494)
Nassau	\$334,832	\$290,725	(\$44,107)
Okaloosa	\$509,030	\$492,270	(\$16,760)
Okeechobee	\$252,647	\$233,935	(\$18,712)
Orange	\$2,431,332	\$2,356,854	(\$74,478)
Osceola	\$1,065,456	\$1,001,994	(\$63,462)
Palm Beach	\$2,942,044	\$2,929,638	(\$12,406)
Pasco	\$683,091	\$665,175	(\$17,916)
Pinellas	\$2,861,360	\$3,094,397	\$233,037
Polk	\$1,240,554	\$1,186,980	(\$53,574)
Putnam	\$477,054	\$376,222	(\$100,832)
Saint Johns	\$634,064	\$476,345	(\$157,719)
Saint Lucie	\$546,584	\$525,341	(\$21,243)
Santa Rosa	\$443,157	\$394,810	(\$48,347)
Sarasota	\$1,040,894	\$942,118	(\$98,776)
Seminole	\$767,181	\$774,476	\$7,295
Sumter	\$343,158	\$279,528	(\$63,630)
Suwannee	\$267,243	\$234,562	(\$32,681)
Taylor	\$326,758	\$290,325	(\$36,433)
Union	\$105,242	\$92,050	(\$13,192)
Volusia	\$1,190,253	\$1,148,054	(\$42,199)
Wakulla	\$220,100	\$192,666	(\$27,434)
Walton	\$439,332	\$377,658	(\$61,674)
Washington	\$248,846	\$217,292	(\$31,554)
<b>TOTALS</b>	<b>\$50,187,086</b>	<b>\$47,709,675</b>	<b>(\$2,477,411)</b>

3/29/2017

# ATTENDANCE RECORD

## MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	5/9/16	9/12/16	11/14/16	2/6/16
Chair	Commissioner Ronnie Moore	P	A	P	P
Florida Department of Transportation	Sandra Collins	A	P	A	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Steve Russell	P	P	P	P
Alternate Member	Amanda Bryant				
Florida Agency for Health Care Administration	Deweece Ogden	P	A	A	P
Alternate Member	Pamela Hagley	A	A	A	A
Florida Department of Education	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Lori Newman		A	A	A
Alternate Member	(Vacant)				
Citizen Advocate	Shanetha Mitchell	A	A	P	A
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	Oliver Bradley	A	A	A	A
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	A	P	A	A
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	Leila C. Rykard	A	A	P	P
Alternate Member	Kimberly Allbritton	P	P	A	A
Regional Workforce Board	Diane Head				A
Alternate Member	Anthony Jennings	A	A	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."





# Are You Interested in Public Transportation Services in Madison County?



Volunteer positions are available to serve as members of the  
**Madison County  
Transportation Disadvantaged Coordinating Board**

**Applicants must be residents of  
Madison County.**

For more information please contact:

Ms. Lynn Godfrey, Senior Planner

North Central Florida Regional Planning Council

352.955.2200, extension 110

[godfrey@ncfrpc.org](mailto:godfrey@ncfrpc.org)

<http://www.ncfrpc.org/>



