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September 25, 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, October 2, 2017 at 1:00 p.m. in the meeting room of the Madison County Courthouse Annex located at 112 E. Pinckney Street, Madison, Florida. All Board members are encouraged to attend this meeting.

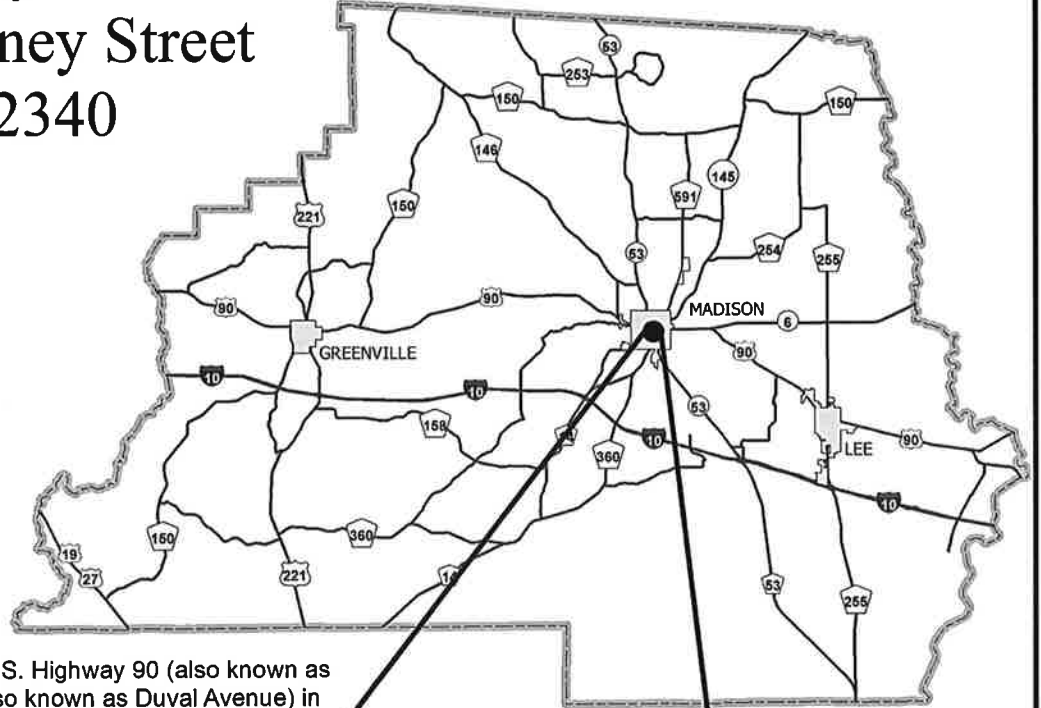
Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachments

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Madison County Courthouse Annex

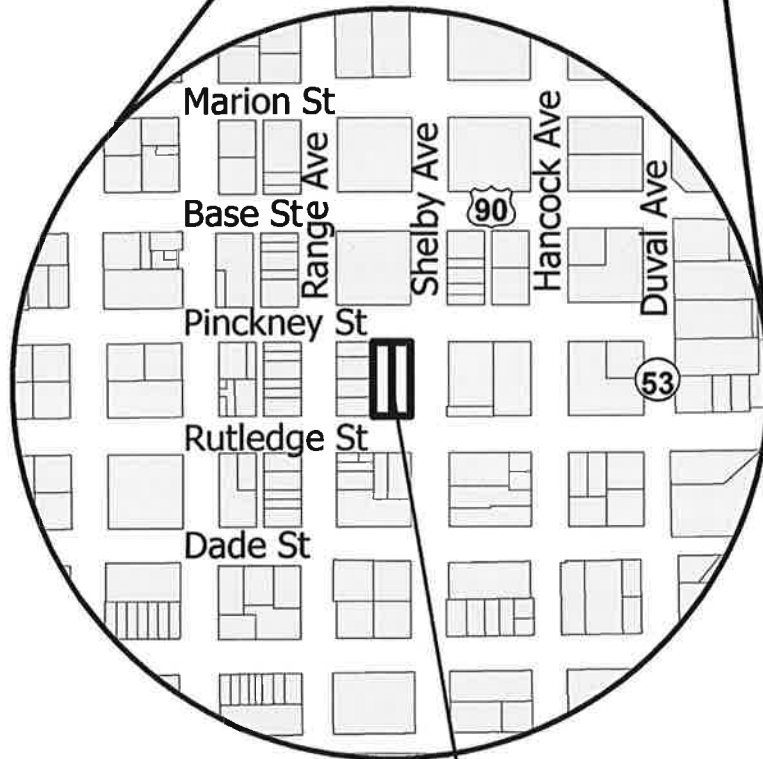
112 East Pinckney Street
Madison, FL 32340



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
October 2, 2017
1:00 p.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the August 7, 2017
Minutes**

Page 7

ACTION REQUIRED

II. NEW BUSINESS

A. Annual Performance Evaluation

Page 11

ACTION REQUIRED

The Board needs to review and approve Big Bend Transit, Inc.'s annual performance evaluation

B. 2016/17 Annual Operations Report

Page 55

NO ACTION REQUIRED

The Board needs to review the 2016/17 Annual Operations Report

III. OTHER BUSINESS

A. Comments

IV. FUTURE MEETING DATES

- A. February 5, 2018 at 1:00 p.m.**
- B. May 7, 2018 at 1:00 p.m.**
- C. August 6, 2018 at 1:00 p.m.**
- D. October 1, 2018 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**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Steve Russell Florida Department of Children and Families	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, 2020	Vacant Florida Association for Community Action Term ending June 30, 2020
Lori Newman Public Education Grievance Committee Member	Vacant Public Education
Oliver Bradley Veterans Term ending June 30, 2020	Vacant Veterans Term ending June 30, 2020
Shanetha Mitchell Citizen Advocate Term ending June 30, 2018 Grievance Committee Member	Carl A. Sims, Jr. 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
Paula Arnold Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
Vacant Elderly Term ending June 30, 2020	Vacant Elderly Term ending June 30, 2020
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
August 7, 2017
1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Ronnie Moore, Chair
Oliver Bradley, Veterans Representative
Anthony Jennings representing Diane Head, Workforce Development Board Representative
Margaret Minter representing Rosa Richardson, Florida Department of Elder Affairs Representative
Matthew Pearson representing Florida Association for Community Action Representative
Leila Rykard, Medical Community Representative
Carl Sims, Jr. representing Shanetha Mitchell, Citizen Advocate

VOTING MEMBERS ABSENT

Paula Arnold, Persons with Disabilities Representative
Sandra Collins, Florida Department of Transportation Representative
Lori Newman, Public Education Representative
Dewece Ogden, Florida Agency for Health Care Administration
Steve Russell, Florida Department of Children and Families

OTHERS PRESENT

Shawn Mitchell, Big Bend Transit

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

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

A. Introductions

Chairman Moore asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

ACTION: Matthew Pearson moved to approve the meeting agenda. Leila Rykard seconded; motion passed unanimously.

C. Approval of the May 1, 2017 Minutes

ACTION: Matthew Pearson moved to approve the May 1, 2017 minutes. Leila Rykard seconded; motion passed unanimously.

II. NEW BUSINESS

A. Bylaws

Ms. Godfrey stated that the Board needs to review and approve the Bylaws annually. She said staff is not recommending any changes to the Bylaws.

ACTION: Matthew Pearson moved to approve the Board's Bylaws. Anthony Jennings seconded; motion passed unanimously.

B. Grievance Procedures

Ms. Godfrey stated that the Board is required to review and approve the Grievance Procedures annually. She said staff is not recommending any changes to the Grievance Procedures.

ACTION: Leila Rykard moved to approve the Grievance Procedures. Margaret Minter seconded; motion passed unanimously.

C. Big Bend Transit Ridership Report

Mr. Shawn Mitchell, Big Bend Transit General Manager, discussed Big Bend Transit's ridership report.

III. OTHER BUSINESS

A. Comments

There were no comments.

IV. FUTURE MEETING DATES

Chairman Moore stated that the next meeting of the Board will be held October 2, 2017 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 1:30 p.m.

Coordinating Board Chair

Date



II . A

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September 25, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

Approve Big Bend Transit, Inc.'s annual performance evaluation.

BACKGROUND

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

Attachment

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

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Big Bend Transit, Inc.

County: Madison

Address: P.O. Box 1721, Tallahassee, FL 32302

Contact: Shawn Mitchell, General Manager Phone: 850-574-6266

Review period: July 1, 2016 - June 30, 2017

Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Madison County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
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
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October 2, 2017

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FINDINGS AND RECOMMENDATIONS

A. General Information

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, F.S.

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

C. Rule 41-2, F.A.C.

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. Bus/Van Ride

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

E. Surveys (see attachment)

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL

1. What was the designation date of the Community Transportation Coordinator?
7/01/16
2. What is the complaint process?
See attached complaint process.
3. Does the community transportation coordinator have a complaint form?
 Yes (attached) No
4. Does the form have a section for resolution of the complaint?
 Yes No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
 Yes No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?

If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.
7. When a complaint is forwarded to your office from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
 Yes No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
 Yes (attached) No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
 Yes No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
 Yes No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
 Yes No Big Bend Transit works with the local Workforce Board.
14. What innovative ideas have you implemented in your coordinated system?
Big Bend Transit, Inc. added QR code bus passes and online passenger scheduling.

15. Are there any areas where coordination can be improved?
Big Bend Transit would like all agencies that purchase transportation for their clients to use Florida's Coordinated Transportation System.
16. What barriers are there to the coordinated system?
Loss of Medicaid Program client transportation and funding.
17. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?
Rural counties need an increase in Transportation Disadvantaged Program funding to meet the needs of the rural communities.
18. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?
The Florida Commission for the Transportation Disadvantaged should continue working with the Florida Agency for Persons with Disabilities to improve coordination.
19. How are you marketing the voluntary dollar?
Posters, e-mail and community outreach events.

Big Bend Transit, Inc.

P.O. Box 1721
Tallahassee, Florida 32302
904/574-6268

COMPLAINT/COMMENDATION FORM

Date Called In: _____ Time Called In: _____

Incident Called In By: _____ Telephone: _____

Date Of Incident: _____ Time Of Incident: _____

Does Complainant Wish To Be Notified Of Investigative Findings?
_____ Yes _____ No

Was Complainant Informed That There Is Also A Grievance Process Available?
_____ Yes _____ No

Did Complainant Request A Copy Of The Grievance Policy?
_____ Yes _____ No

If Yes, Address sent To: _____

Nature Of Incident:

_____ Timeliness	_____ Customer Service
_____ Vehicle Condition	_____ Poor Route Selection
_____ Vehicle Operation	_____ Trip Scheduling
_____ Other: _____	

Incident: _____

Incident Recorded By: _____

Local Grievance Procedure/Process

- a. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator **within 10 working days of the incident.**
- b. The Community Transportation Coordinator will have **10 working days from the date of receipt of the grievance** to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.
- c. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has **5 working days of the received response** to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.
- d. The Transportation Disadvantaged Coordinating Board Grievance Committee has **10 working days from the date of receipt of the request** to hear the grievance and recommend to the Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.
- e. The aggrieved person, dissatisfied with the advice of the Grievance Committee, has **10 working days from the date of receipt of the response** to request in writing a hearing before the Transportation Disadvantaged Coordinating Board.
- f. The Transportation Disadvantaged Coordinating Board will hear the grievance **within 60 calendar days**, either at its next regular meeting or special called meeting as requested by the Grievance Committee Chairman, based on severity of the issue. The findings, explanations and recommendations of the Transportation Disadvantaged Coordinating Board will be in written form, recorded and transmitted to the aggrieved person and the Community Transportation Coordinator **within 10 working days following the hearing.** The determination of the Transportation Disadvantaged Coordinating Board is final.
- g. The Community Transportation Coordinator will have **10 working days from receipt of the recommendations** to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.
- h. The Transportation Disadvantaged Coordinating Board will review the Community Transportation Coordinator's response to the recommendations at **the next meeting** of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.
- i. The customer, dissatisfied with the advice of the Transportation Disadvantaged Coordinating Board, can file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450 or through the TD Helpline (1-800-983-2435), or by email (www.dot.state.fl.us/ctd). Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.



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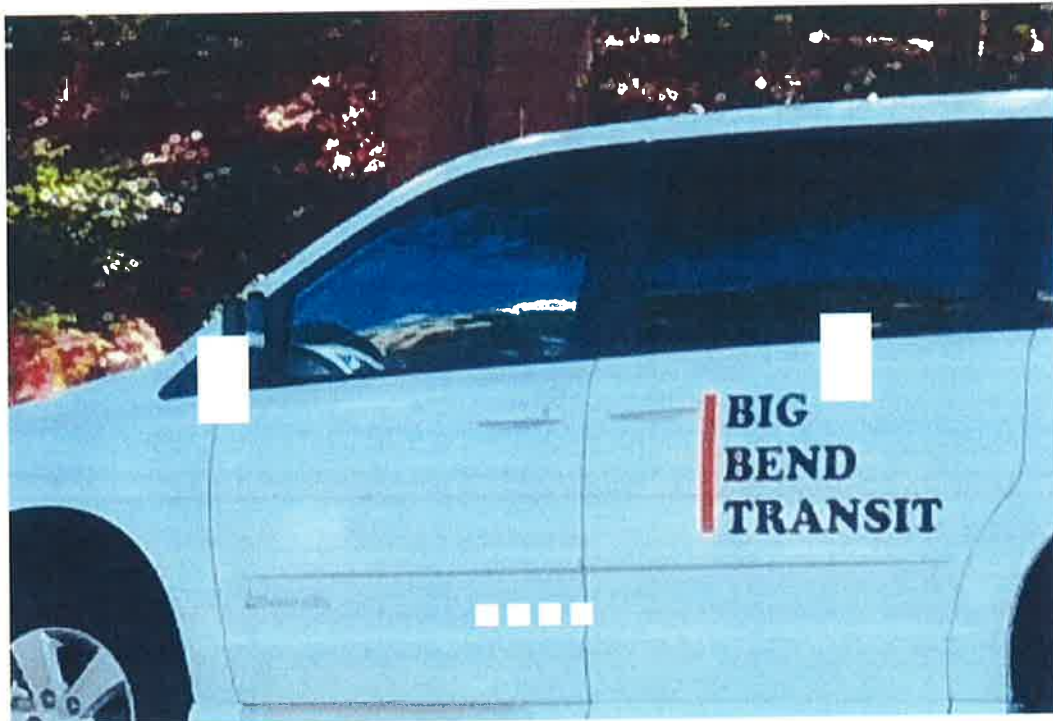
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WELCOME TO BIG BEND TRANSIT

Founded in 1978, our services have been improving the quality of life for our customers by providing access to health care, education, employment, and recreation. Big Bend Transit, Inc. provides safe, reliable, courteous, and affordable transportation to the community while maintaining dignity and respect for our customers. Big Bend Transit strives to provide transportation service that will improve the quality of life for our customers by providing access to health care, education, employment, and recreation. We will constantly solicit feedback to

improve our service to our customers as they will always be our highest priority. **Call us to find out how we can help you!**



LEON COUNTY
(850) 574-6064



GADSDEN COUNTY
(850) 627-9958



TAYLOR COUNTY
(850) 584-5566



MADISON COUNTY
(850) 973-4418



JEFFERSON COUNTY
(850) 997-1323



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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. You may also download and fill out the [application](#).

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.

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PARATRANSIT

Big Bend Transit Inc. is committed to providing safe & reliable transportation to the public in the big bend area. If you need a ride, call us. We can help. We can take you to a Doctor's appointment, work or just a trip to the local grocery store. We can take you there. Staff at one of our local branches is standing by. Rates vary per county.

Big Bend Transit services are available seven days a week from 6am - 10pm in Leon County, six days a week from 6am - 8pm in Gadsden County, and six days a week from 6am - 6pm in Jefferson, Madison and Taylor Counties.

Mobility Management Services Brochure

Paratransit

Typically, paratransit is a specialized, door-to-door transport service for people with disabilities who are not able to ride fixed-route public transportation.

This may be due to an inability to:

board, ride or disembark independently from any readily accessible vehicle on the regular fixed-route system

access existing accessible fixed-route transportation because that transportation is not available at the needed time on that route

get to boarding/alighting locations of regular public transportation

Paratransit is normally provided in a demand-responsive mode (i.e., the person with a disability must make a telephone call to arrange service). The goal of the paratransit program is to ensure that all Americans have access to transit to meet basic mobility needs.

The passage of the Americans with Disabilities Act (ADA) in 1990 recognized that people with disabilities have the same rights as other citizens to access services and facilities that are available to the public, including transportation. The U.S. Department of Transportation (DOT) is responsible for the enforcement of ADA's transportation requirements.

Eligibility Requirements

Since most true paratransit services are subsidized by federal, state or county governments, or other municipal agencies, riders must be able to meet one of the following three eligibility requirements. (Note: Individuals may be eligible for paratransit on the basis of a permanent or temporary disability. The individual must meet one of the three eligibility criteria, whether permanently or for a limited period of time.)

Category 1:

Individuals who are unable, because of a physical or mental impairment, to board, ride or disembark independently from any readily accessible vehicle on the regular fixed-route system. Among others, this category includes people with mental or visual impairments who, as a result of their disability, cannot navigate the system. This means that, if an individual needs an attendant to board, ride or disembark from an accessible fixed-route vehicle (including navigating the system), the individual is eligible for paratransit.

Category 2:

Also eligible are those people with a physical or mental impairment who could use accessible fixed-route transportation, but the accessible fixed-route transportation is not available at the needed time on a particular route (the accessible vehicle is down for maintenance, the lift cannot be deployed, etc.).

Category 3:

Any individual with a specific impairment-related condition that prevents that person from traveling to a boarding location or from a disembarking location on the system. In this case, the impairment must prevent travel to or from a fixed-route stop.

Significant inconvenience or difficulty does not form a basis for eligibility under this section. Further, barriers not under control of the public.

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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.

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



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)

 The advertisement features a white van with its side door open. The van has "BIG BEND TRANSIT" printed on its side in black letters with a red vertical bar to the left. The word "Community" is visible on the lower part of the van's side. In the background, a building has a sign that reads "BIG BEND TRANSIT, INC. Community Transportation Coordinator of Madison County".

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

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

www.bigbendtransit.org

Madison SHUTTLE

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

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

1 Southern Villas 1000 W Pinkney St.	7:30 am	8:30 am	9:30 am	10:30 am	11:30 am	12:30 pm	1:30 pm	Service resumes at 7:30 am.
2 Colonial Apartments 200 Summers Road	7:32 am	8:32 am	9:32 am	10:32 am	11:32 am	12:32 pm	1:32 pm	
3 Cambridge Manor 444 SW Summers Road	7:34 am	8:34 am	9:34 am	10:34 am	11:34 am	12:34 pm	1:34 pm	
4 Hilling Apartments 412 Alford Drive	7:36 am	8:36 am	9:36 am	10:36 am	11:36 am	12:36 pm	1:36 pm	
5 Health Department 218 SW 3rd Avenue	7:40 am	8:40 am	9:40 am	10:40 am	11:40 am	12:40 pm	1:40 pm	
6 Madison Heights 130 SW Burn Garden Drive	7:44 am	8:44 am	9:44 am	10:44 am	11:44 am	12:44 pm	1:44 pm	
7 FL Dept. of Children & Families 1001 SW Range Avenue	7:49 am	8:49 am	9:49 am	10:49 am	11:49 am	12:49 pm	1:49 pm	
8 Sawtooth River Econ. Council 166 SW Barker Street	7:54 am	8:54 am	9:54 am	10:54 am	11:54 am	12:54 pm	1:54 pm	
9 DuSoto Crossing / Food Giant 717 E. Bone Street	8:04 am	9:04 am	10:04 am	11:04 am	12:04 pm	1:04 pm	2:04 pm	
10 CVS Pharmacy 431 E. Bone Street	8:07 am	9:07 am	10:07 am	11:07 am	12:07 pm	1:07 pm	2:07 pm	
11 Old Hospital 329 NW Madison Street	8:09 am	9:09 am	10:09 am	11:09 am	12:09 pm	1:09 pm	2:09 pm	
12 County Courthouse 220 Pinkney Street	8:13 am	9:13 am	10:13 am	11:13 am	12:13 pm	1:13 pm	2:13 pm	
13 Bright Days Kids 210 NW Wayne Street	8:17 am	9:17 am	10:17 am	11:17 am	12:17 pm	1:17 pm	2:17 pm	
14 Madison County Hospital 224 NW Center Avenue	8:19 am	9:19 am	10:19 am	11:19 am	12:19 pm	1:19 pm	2:19 pm	
15 North FL Community College 123 Turner Davis Drive	8:21 am	9:21 am	10:21 am	11:21 am	12:21 pm	1:21 pm	2:21 pm	
16 County Library 130 NW College Loop	8:23 am	9:23 am	10:23 am	11:23 am	12:23 pm	1:23 pm	2:23 pm	
17 Arbores at Madison 111 SW Arbores Circle	8:25 am	9:25 am	10:25 am	11:25 am	12:25 pm	1:25 pm	2:25 pm	
18 Madison Square Shopping Ctr. 129 SW Bone Street	8:27 am	9:27 am	10:27 am	11:27 am	12:27 pm	1:27 pm	2:27 pm	



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.

Available on the App Store and Google Play



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#: _____

4. What is your annual household income? _____
 (Must attach most current supporting documentation, i.e. W2, check stubs, etc.)
5. Do you or does anyone in your household have a car? Yes No
- 5a. If "yes": **Owner's name** _____ **Tag #** _____
Year _____ **Make** _____ **Model** _____
- 5b. If "yes", is this vehicle available to you Sometimes Always Never?
6. Do you have friends or relatives who can transport you? Yes No
- 6a. If "yes" are they able to transport you Sometimes Always Never?

Would you be interested in a **Madison Shuttle** bus pass for travel?
 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 when travelling?(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 or Wheelchair & Walker 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: _____
Street Address *Building/Suite #*

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 for more information about the services that Big Bend Transit, Inc. offers in your community.

Office Use Only:

Received Date: _____ Approved Date: _____ Denied Date: _____

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Are the Community Transportation Coordinator subcontracts uniform?
 Yes No Not applicable
 2. Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?
 Yes No Not applicable
 3. Do the contracts include performance standards for the transportation operators and coordination contractors?
 Yes No Not applicable
 4. Do the contracts include the proper language concerning payment to subcontractors?
 Yes No Not applicable
 5. Were the following items submitted on time?

Annual Operating Report
 Yes No

Memorandum of Agreement
 Yes No

Transportation Disadvantaged Service Plan
 Yes No

Transportation Disadvantaged Trust Fund Grant Application
 Yes No

Other grant applications
 Yes No
 6. Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?
 Yes No Not applicable
 7. Is a written report issued to the operator?
 Yes No Not applicable
 8. What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?
Not applicable
-

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. How is the Community Transportation Coordinator using school buses in the coordinated system?
Big Bend Transit, Inc. does not have a contract with the Madison County School Board to use their vehicles.
2. How is the Community Transportation Coordinator using public transportation services in the coordinated system?
Not applicable
3. Is there a goal for transferring passengers from paratransit to transit?
 Yes No Not applicable
4. What are the minimum liability insurance requirements? \$100,00/\$200,000
5. What are the minimum liability insurance requirements in the operator and coordination contracts?
\$100,000/\$200,000
6. Does the minimum liability insurance requirements exceed \$1 million per incident?
 Yes No

Standards	Comments
Local toll free phone number must be posted in all vehicles.	Big Bend Transit, Inc. posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Big Bend Transit, Inc. cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	Big Bend Transit, Inc. maintains a passenger database.
Adequate seating	Big Bend Transit, Inc. provides adequate seating for all passengers.
Driver Identification	Big Bend Transit, Inc. requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	Big Bend Transit, Inc. requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted. Stops may be made to accommodate the needs of passengers at the discretion of the driver.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Big Bend Transit, Inc. complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	Big Bend Transit, Inc. requires children under the age of 6 to be accompanied by an escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure.
Use, Responsibility, and cost of child restraint devices	Big Bend Transit, Inc. requires all passengers under the age of 4 and or 50 pounds to use a child restraint device. Child restraint devices must be provided by the passenger.
	Big Bend Transit, Inc. provides inter-county service. Service between Madison County and Leon County is provided only to the

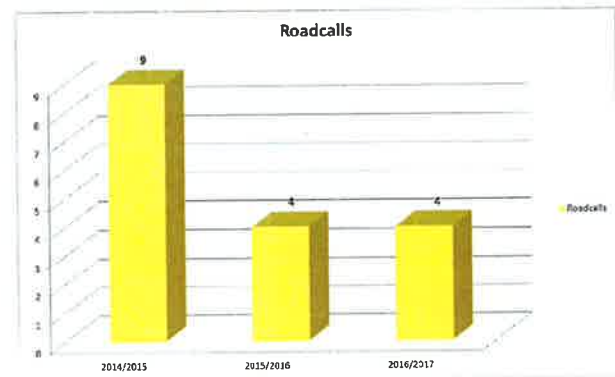
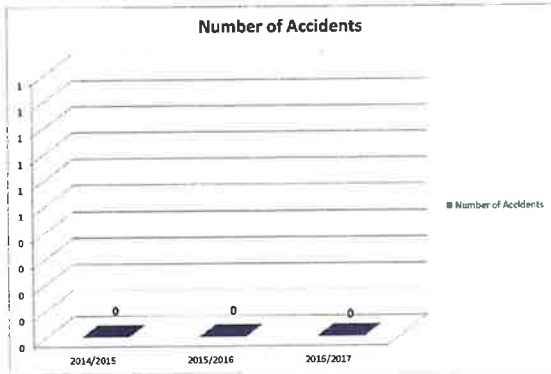
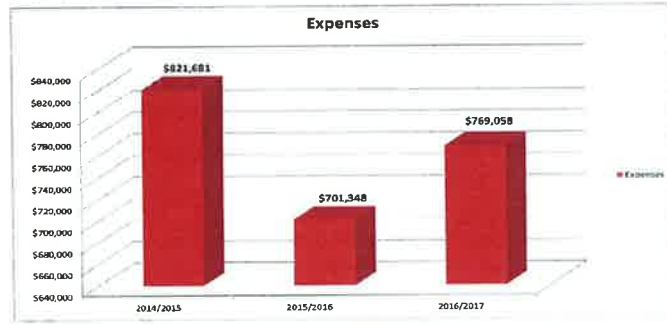
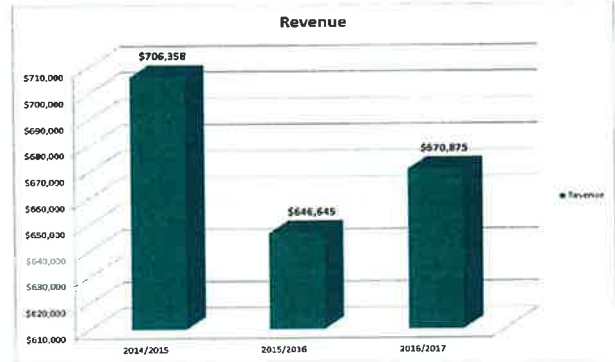
Standards	Comments
Out-of-Service Area trips	extent of the availability and no more than once per day.
CPR/1st Aid	Big Bend Transit, Inc. requires that all drivers be certified in first aid.
Driver Criminal Background Screening	Big Bend Transit, Inc. requires a criminal records check of all drivers through the Florida Department of Law Enforcement. This criminal records check covers a period of 15 years prior to the records check.
Passenger Property	Big Bend Transit, Inc. allows passengers to have two pieces of personal property that they can place in their lap or stow under the seat.
Advance reservation requirements	Big Bend Transit, Inc. requires Medicaid sponsored trips to be scheduled 72 hours in advance. All other trips shall be scheduled 24 hours in advance.
Pick-up Window	Big Bend Transit has a 90 minute pick-up window for inter-county advance reservation trips. There is a 60 minute pick-up window for intra-county and advance reservation trips.

Measurable Standards/Goals	Standard/Goal	Is the Community Transportation Coordinator meeting the Standard?
Public Transit Ridership	Not applicable	Not applicable
On-time performance	90%	Yes
Accidents	No more than 1.2/100,000 miles	Yes
Roadcalls	No more than 7/100,000 miles.	Yes
Complaints	No more than 1/1,000 trips.	Yes
Call-Hold Time	Not applicable	Not applicable

**PERFORMANCE TRENDS
MADISON COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Fiscal Year 2016/2017	PERCENT CHANGE 2015/2016 - 2016/2017
TOTAL SERVICE	Passenger Trips	19,025	18,824	19,612	4%
	Ambulatory Trips	13,539	14,436	15,729	8%
	Non-Ambulatory Trips	3,296	3,255	2,622	-24%
	Stretcher Trips	26	0	0	#DIV/0!
	Deviated Fixed Route Trips	0	1,133	957	-18%
	Revenue Vehicle Miles	327,433	185,067	259,905	29%
	Vehicle Miles	257,330	229,709	343,549	33%
SERVICE EFFECTIVENESS	Driver Hours	15,405	12,117	11,604	-4%
	Passenger Trips/Revenue Vehicle Mile	0.06	0.10	0.08	-35%
	Passenger Trips/Vehicle Mile	0.07	0.08	0.06	-44%
COST EFFECTIVENESS & EFFICIENCY	Passenger Trips/Driver Hour	1.2	1.6	1.7	8%
	Revenue	\$706,358	\$646,645	\$670,875	4%
	Expenses	\$821,681	\$701,348	\$769,058	9%
	Cost/Passenger Trip	\$43.19	\$37.26	\$39.21	5%
	Cost/Revenue Vehicle Mile	\$2.51	\$3.79	\$2.96	-28%
	Cost/Vehicle Mile	\$3.19	\$3.05	\$2.24	-36%
	Cost/Vehicle	\$68,473	\$77,928	\$76,906	-1%
VEHICLE UTILIZATION	Cost/Driver Hour	\$53.34	\$57.88	\$66.28	13%
	Vehicles	12	9	10	10%
	Passenger Trips/Vehicle	1,585	2,092	1,961	-7%
	Vehicle Miles/Vehicle	21,444	25,523	34,355	26%
	Revenue Vehicle Miles/Vehicle	27,286	20,563	25,991	21%
	Vehicle Miles/Driver Hour	17	19	30	36%
	Revenue Vehicle Miles/Driver Hour	21	15	22	32%
SAFETY	Vehicle Hours/Vehicle	1,284	1,346	1,160	-16%
	Number of Accidents	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Accidents/100,000 Miles	0	0	0	#DIV/0!
	Average Vehicle Miles Between Roadcalls	28,592	57,427	85,887	33%
	Roadcalls	9	4	4	0%
	Passenger No-Shows	406	407	412	1%
	Number of Trip Denials	0	12	8	-50%

Source: Big Bend Transit Annual Operations Reports





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): 2017

Certification Year: (Previous): 2016

Name and Address of Bus Transit System: Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, Florida 32302

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

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

Blue Ink Signature:  **Date:** 4/13/2017
 (Individual responsible for assurance of compliance)

Name: Shawn Mitchell Title: General Manager

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

Name: Domingo Ortiz
 Address: 2201 Eisenhower Street Tallahassee, Florida 32302

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

Name: Domingo Ortiz
 Address: 2201 Eisenhower Street Tallahassee, Florida 32302

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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 1/13/2017

Section 5311 Subrecipient Information:

AGENCY NAME: Big Bend Transit, Inc.
ADDRESS: 2201 Eisenhower Street
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 (Name), General Manager (Title)

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

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 32302

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: 4/13/2017

Name: Shawn Mitchell Title: General Manager

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

Name: Domingo Ortiz

Address: 2201 Eisenhower Street Tallahassee, Florida 32302 _____

Name of Qualified Mechanic who Performed Annual Inspections: Domingo Ortiz

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:

Monitoring Results/Issues	Prior Year Findings - Resolved	Prior Year Findings - Unresolved	Current Year Findings
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	-	-	-
TOTAL	-	-	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.

ON-SITE OBSERVATION

1. Date of Observation:

9/20/2017

2. Location:

City of Madison - Madison In-Town Shuttle

3. Number of Passengers picked up/dropped off:

Ambulatory:

2

Non-Ambulatory

0

4. Did the driver provide passenger assistance?

Yes

No

5. Was the driver wearing identification?

Yes

No

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

Yes

No

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

Yes

No

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

Yes

No

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

Yes

No

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

Yes

No

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

Yes

No

Not Applicable

PASSENGER SURVEYS

How often do your ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other
0	3	4	0

Have you been denied transportation services?

Yes 0

No 7

What is your trip purpose?

Medical	Education/Training	Employment	Other
5	1	1	

Do you have concerns with your service?

Yes 0

No 7

What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost
0	0	0	0	0	0

COST

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

County: Madison		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$309,106.00	\$0.00	\$309,106.00
Fringe Benefits (502):	\$153,716.00	\$0.00	\$153,716.00
Services (503):	\$30,387.00	\$0.00	\$30,387.00
Materials and Supplies Cons. (504):	\$120,185.00	\$0.00	\$120,185.00
Utilities (505):	\$4,562.00	\$0.00	\$4,562.00
Casualty and Liability (506):	\$33,996.00	\$0.00	\$33,996.00
Taxes (507):	\$325.00	\$0.00	\$325.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$23,041.00	\$0.00	\$23,041.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$13,118.00	\$0.00	\$13,118.00
Annual Depreciation (513):	\$80,622.00	\$0.00	\$80,622.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$769,058.00	\$0.00	\$769,058.00

LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	2	2
Private For-Profit	0	0
Government	0	0
Public Transit Agency	0	0
Total	2	2

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

3. Does the Community Transportation Coordinator have a competitive procurement process?
 Yes
 No

4. What methods have been used in selection of the transportation operators?

	Low bid
√	Requests for qualifications
√	Negotiation only

	Requests for proposals
√	Requests for interested parties

LEVEL OF COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

Big Bend Transit, Inc. determines passenger eligibility except Florida Managed Medical Care Program passenger eligibility.

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

Passengers call Big Bend Transit, Inc. to schedule all trips except trips provided by Florida's Managed Medical Care Program.

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

Big Bend Transit, Inc. handles all trip reservations except trips provided by Florida's Managed Medical Care Program.

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

Big Bend Transit, Inc. handles all trip allocations except for trips provided by Florida's Managed Medical Care Program.

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

Big Bend Transit, Inc. schedules all trips except for trips provided by Florida's Managed Medical Care Program.

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

Not applicable.



II . B

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September 25, 2017

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2016-2017 Annual Operations Report

RECOMMENDATION

Review the 2016/2017 Annual Operations Report.

BACKGROUND

Big Bend Transit is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is the Fiscal Year 2016-2017 Annual Operations Report for Madison County.

If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

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FLCTD
Annual Operations Report
Section I: Face Sheet

County: Madison	Fiscal Year: July 1, 2016 - June 30, 2017
Status: Submitted to FLCTD	
Report Date:	08/18/2017
Period Covered:	July 1, 2016 - June 30, 2017
Coordinator's Name:	Big Bend Transit
Address:	Post Office Box 1721
City:	Tallahassee
Zip Code:	32302
Service Area:	Madison
Contact Person:	Shawn Mitchell
Title:	General Manager
Phone:	(850) 574 - 6266
Fax:	(850) 571 - 1531
Email:	smitchell@bigbendtransit.org
Network Type:	Sole Source
Organization Type:	Private Non-Profit
CTC Certification:	
<p>I, SHAWN MITCHELL, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	

LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	

FLCTD
Annual Operations Report
Section II: General Info

County: **Madison**

Fiscal Year: **July 1, 2016 - June 30, 2017**

Status: **Submitted to FLCTD**

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 1

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 1

2. How many of the providers listed in 1 are coordination contractors?

0

FLCTD
Annual Operations Report
Section III: Passenger Trip Info

County: Madison		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service			
	957	0	957
Paratransit			
Ambulatory	14238	1491	15729
Non-Ambulatory	2622	304	2926
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	17817	1795	19612
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			4461
Agency for Persons with Disabilities			4659
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			8733
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			31
Department of Elder Affairs			0
Department of Health			3

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	957
Local Non-Government	768
Other Federal Programs	0
Total:	19612
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	4801
Disabled:	32
Low Income and Disabled:	1280
Other:	696
Children	
Low Income:	19
Disabled:	0
Low Income and Disabled:	0
Other:	160
Other	
Low Income:	8979
Disabled:	3
Low Income and Disabled:	1695
Other:	1947
Total:	19612
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	8244
Employment Purpose	3649
Education/Training/Daycare Purpose	4579
Nutritional Purpose	83
Life-Sustaining/Other Purpose	3057
Total:	19612
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	726

5b. Fixed Route	0
Total:	726
6. Number of Unmet Trip Requests	
	8
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
Unmet Employment	4
Unmet Education/Training/Daycare	4
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	
	412
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	0
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
Complaint Total:	0
9. Commendations	
Commendations by CTC	0

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	0
Total Commendations:	0

FLCTD
Annual Operations Report
Section IV: Vehicle Info

County: Madison		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	343549		259905
Transportation Providers:	0		0
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	343549		259905
2. Roadcalls			
	4		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
Total Accidents:	0		0
Grand Total:	0		
4. Total Number of Vehicles			
	10		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		10	100.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD
Annual Operations Report
Section V: Employee Info

County: Madison		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	5		11091
Part-Time Drivers	1		513
Volunteer Drivers	0		0
Total Hours:			11604
Maintenance Employees	3		
Dispatchers	1		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	1		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	4		
Total	18		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
Total	0	
		TOTAL HOURS: 11604

FLCTD
Annual Operations Report
Section VI: Revenue Sources

County: Madison		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$223,513.00	\$0.00	\$223,513.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$39,834.00	\$0.00	\$39,834.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$247,077.00	\$0.00	\$247,077.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$1,031.00	\$0.00	\$1,031.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$194.00	\$0.00	\$194.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$103,427.00	\$0.00	\$103,427.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$17,030.00	\$0.00	\$17,030.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$37,091.00	\$0.00	\$37,091.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$1,678.00	\$0.00	\$1,678.00
Other Federal or State Programs			

(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:			
	\$670,875.00	\$0.00	\$670,875.00

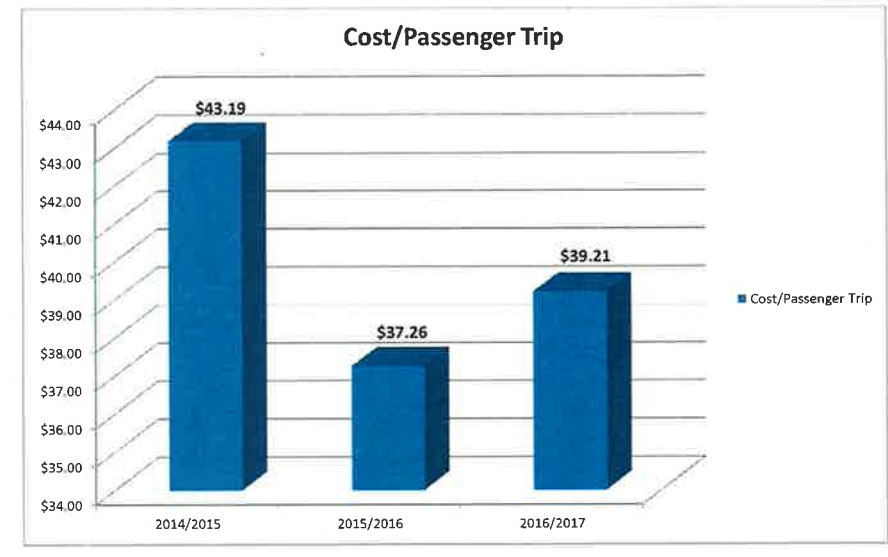
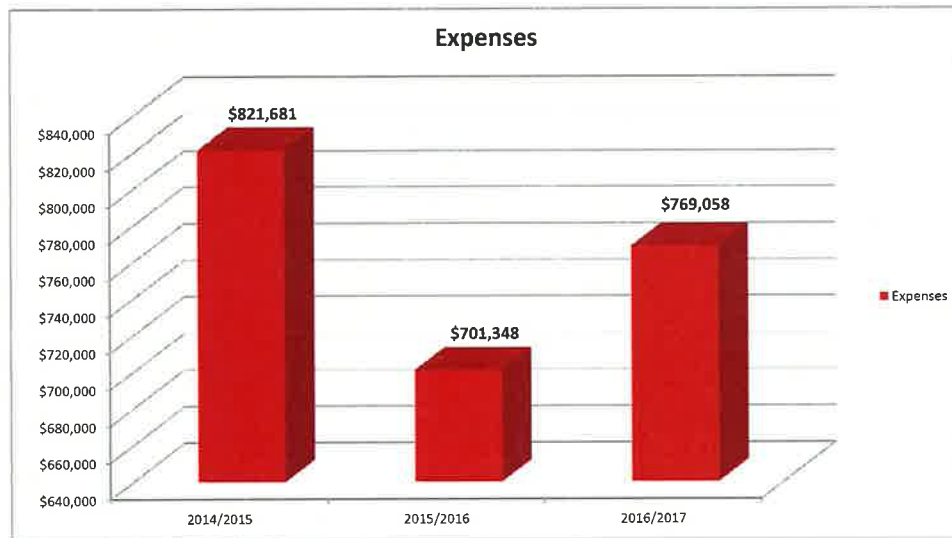
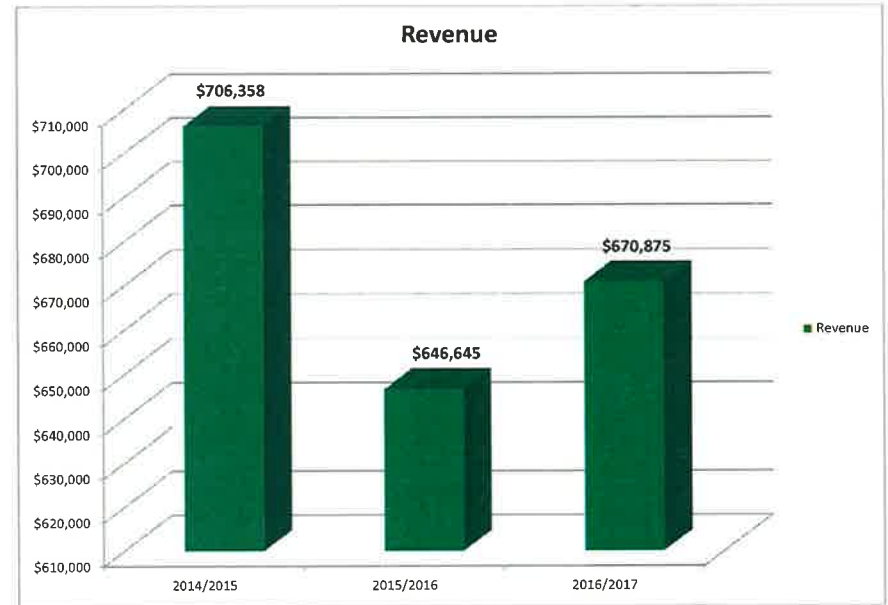
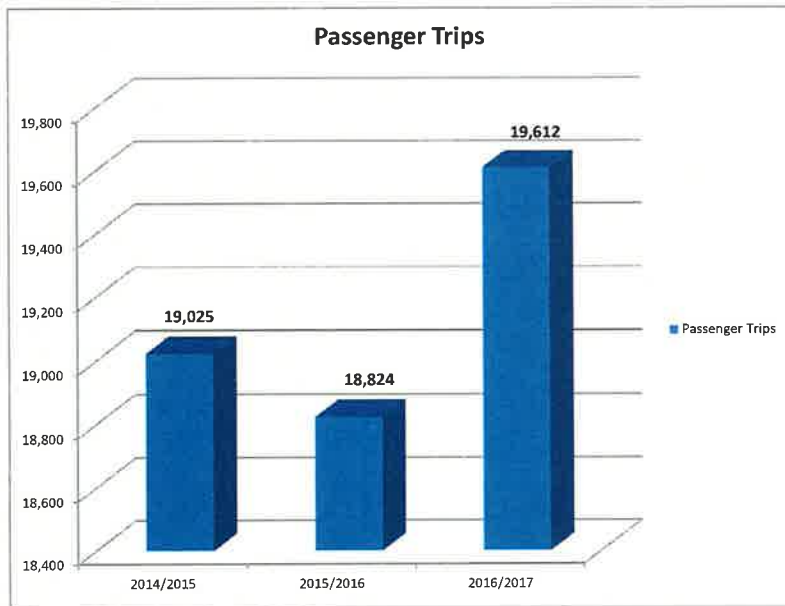
FLCTD
Annual Operations Report
Section VII: Expense Sources

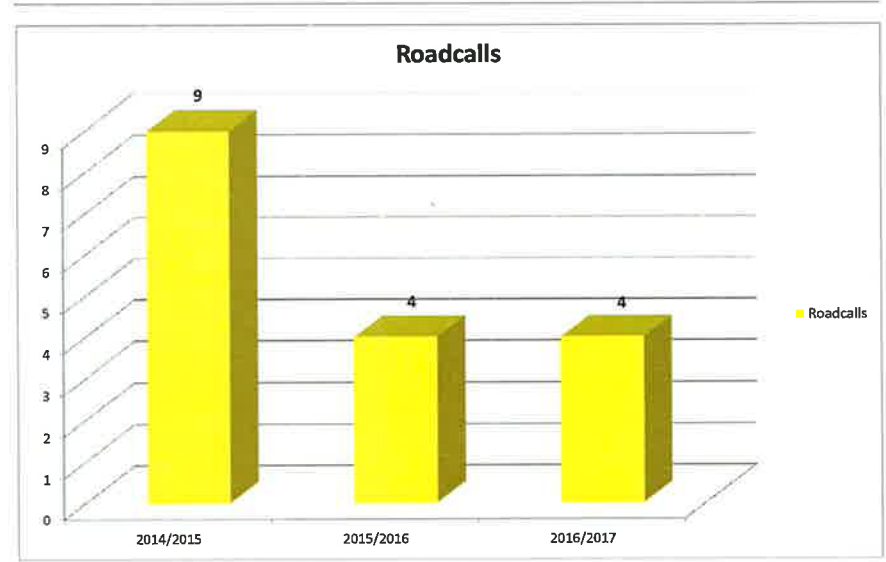
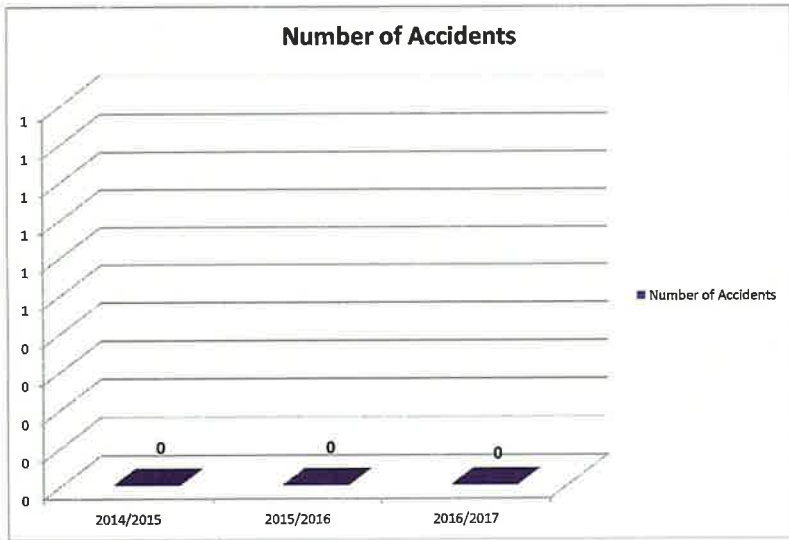
County: Madison		Fiscal Year: July 1, 2016 - June 30, 2017	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$309,106.00	\$0.00	\$309,106.00
Fringe Benefits (502):	\$153,716.00	\$0.00	\$153,716.00
Services (503):	\$30,387.00	\$0.00	\$30,387.00
Materials and Supplies Cons. (504):	\$120,185.00	\$0.00	\$120,185.00
Utilities (505):	\$4,562.00	\$0.00	\$4,562.00
Casualty and Liability (506):	\$33,996.00	\$0.00	\$33,996.00
Taxes (507):	\$325.00	\$0.00	\$325.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$23,041.00	\$0.00	\$23,041.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$13,118.00	\$0.00	\$13,118.00
Annual Depreciation (513):	\$80,622.00	\$0.00	\$80,622.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$769,058.00	\$0.00	\$769,058.00

**PERFORMANCE TRENDS
MADISON COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2014/2015	Fiscal Year 2015/2016	Fiscal Year 2016/2017	PERCENT CHANGE 2015/2016 - 2016/2017
TOTAL SERVICE	Passenger Trips	19,025	18,824	19,612	4%
	Ambulatory Trips	13,539	14,436	15,729	8%
	Non-Ambulatory Trips	3,296	3,255	2,622	-24%
	Stretcher Trips	26	0	0	#DIV/0!
	Deviated Fixed Route Trips	0	1,133	957	-18%
	Revenue Vehicle Miles	327,433	185,067	259,905	29%
	Vehicle Miles	257,330	229,709	343,549	33%
SERVICE EFFECTIVENESS	Driver Hours	15,405	12,117	11,604	-4%
	Passenger Trips/Revenue Vehicle Mile	0.06	0.10	0.08	-35%
	Passenger Trips/Vehicle Mile	0.07	0.08	0.06	-44%
COST EFFECTIVENESS & EFFICIENCY	Passenger Trips/Driver Hour	1.2	1.6	1.7	8%
	Revenue	\$706,358	\$646,645	\$670,875	4%
	Expenses	\$821,681	\$701,348	\$769,058	9%
	Cost/Passenger Trip	\$43.19	\$37.26	\$39.21	5%
	Cost/Revenue Vehicle Mile	\$2.51	\$3.79	\$2.96	-28%
	Cost/Vehicle Mile	\$3.19	\$3.05	\$2.24	-36%
	Cost/Vehicle	\$68,473	\$77,928	\$76,906	-1%
VEHICLE UTILIZATION	Cost/Driver Hour	\$53.34	\$57.88	\$66.28	13%
	Vehicles	12	9	10	10%
	Passenger Trips/Vehicle	1,585	2,092	1,961	-7%
	Vehicle Miles/Vehicle	21,444	25,523	34,355	26%
	Revenue Vehicle Miles/Vehicle	27,286	20,563	25,991	21%
	Vehicle Miles/Driver Hour	17	19	30	36%
	Revenue Vehicle Miles/Driver Hour	21	15	22	32%
SAFETY	Vehicle Hours/Vehicle	1,284	1,346	1,160	-16%
	Number of Accidents	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Accidents/100,000 Miles	0	0	0	#DIV/0!
	Average Vehicle Miles Between Roadcalls	28,592	57,427	85,887	33%
	Roadcalls	9	4	4	0%
	Passenger No-Shows	406	407	412	1%
	Number of Trip Denials	0	12	8	-50%

Source: Big Bend Transit Annual Operations Reports





ATTENDANCE RECORD

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	11/14/16	2/6/17	5/1/17	8/7/17
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation Alternate Member	Sandra Collins Janell Damato	A A	P A	P A	A A
Florida Department of Children and Families Alternate Member	Steve Russell Amanda Bryant	P	P	A	A A
Florida Agency for Health Care Administration Alternate Member	Deweese Ogden Pamela Hagley	A A	P A	A A	A A
Florida Department of Education Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	Lori Newman (Vacant)	A	A	A	A
Citizen Advocate Alternate Member	Shanetha Mitchell Carl A. Sims, Jr.	P	A	A	A P
Citizen Advocate-User Alternate Member	(Vacant) Cindy Hutto	A	A	A	A
Elderly Alternate Member	(Vacant) (Vacant)				
Veterans Alternate Member	Oliver Bradley (Vacant)	A	A	P	P
Persons with Disabilities Alternate Member	Paula Arnold (Vacant)		P	A	A
Florida Association for Community Action Alternate Member	Matthew Pearson (Vacant)	P	P	P	P
Florida Department of Elder Affairs Alternate Member	Rosa Richardson Margaret Minter	A A	A A	A P	A P
Children at Risk Alternate Member	(Vacant) (Vacant)				
Local Medical Community Alternate Member	Leila C. Rykard Kimberly Allbritton	P A	P A	P A	P A
Regional Workforce Board Alternate Member	Diane Head Anthony Jennings	A	A	A P	A P

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."

