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

April 30, 2018

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 7, 2018 at 1:00 p.m. or as soon thereafter the public workshop in the meeting room of the Madison County Courthouse Annex located at 229 Pinckney Street, Madison, Florida. This is an important meeting of the Board. 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.

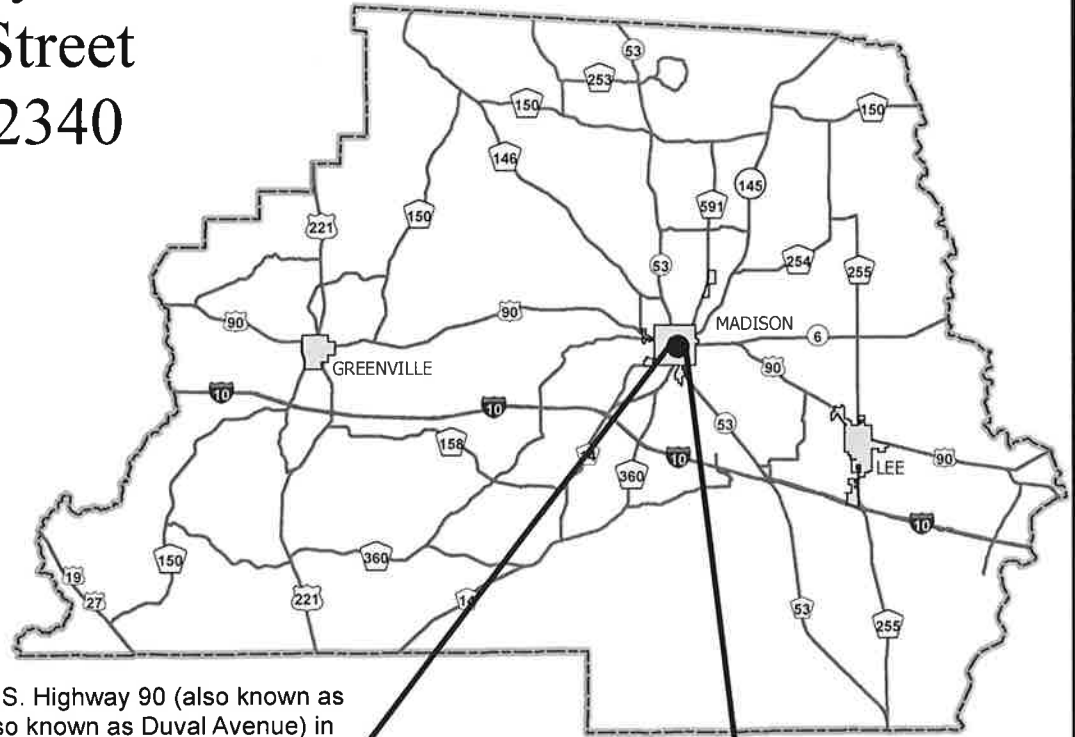
Attachments

t:\lynn\td2018\madison\memos\may.docx

Madison County Courthouse Annex

229 Pinckney Street

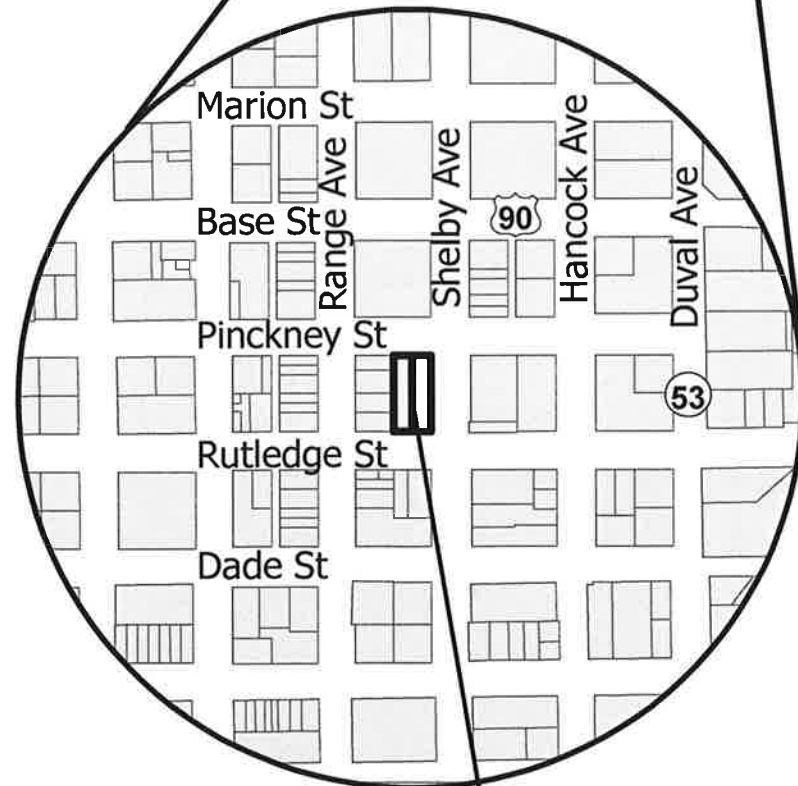
Madison, FL 32340



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
229 Pinckney Street
Madison, Florida 32340

Monday
May 7, 2018
1:00 p.m. or as soon
thereafter the public workshop

I. BUSINESS MEETING – CALL TO ORDER

- | | | | |
|-----------|---|---------------|------------------------|
| A. | Approval of the Meeting Agenda | | ACTION REQUIRED |
| B. | Approval of the February 5, 2018 Minutes | Page 7 | ACTION REQUIRED |

II. NEW BUSINESS

- | | | | |
|-----------|--|----------------|---------------------------|
| A. | Introduction to Florida’s Coordinated Transportation System | Page 11 | NO ACTION REQUIRED |
|-----------|--|----------------|---------------------------|

Staff will discuss Florida’s Coordinated Transportation System and Section 112.3143, Florida Statutes concerning voting conflicts of interest

- | | | | |
|-----------|---|----------------|------------------------|
| B. | 2017/22 Madison County Transportation Disadvantaged Service Plan - Annual Update | Page 43 | ACTION REQUIRED |
|-----------|---|----------------|------------------------|

The Board needs to approve the 2017/22 Madison County Transportation Disadvantaged Service Plan annual update

- | | | | |
|-----------|--|-----------------|---------------------------|
| C. | Big Bend Transit Ridership Report | Page 133 | NO ACTION REQUIRED |
|-----------|--|-----------------|---------------------------|

III. OTHER BUSINESS

- | | |
|-----------|-----------------|
| A. | Comments |
|-----------|-----------------|

IV. FUTURE MEETING DATES

- A. August 6, 2018 at 1:00 p.m.**
- B. November 5, 2018 at 1:00 p.m.**
- C. February 4, 2019 at 1:00 p.m.**
- D. May 6, 2019 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.

t:\lynn\td2018\madison\agendas\may.docx

**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
Dewece 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
February 5, 2018
1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Ronnie Moore, Chair
Paula Arnold, Persons with Disabilities Representative
Oliver Bradley, Veterans Representative
Sandra Collins, Florida Department of Transportation Representative
Diane Head, Workforce Development Board Representative
Margaret Minter representing Rosa Richardson, Florida Department of Elder Affairs Representative
Shanetha Mitchell, Citizen Advocate
Steve Russell, Florida Department of Children and Families
Leila Rykard, Medical Community Representative

ALTERNATE MEMBERS PRESENT

Carl Sims, Jr., Citizen Advocate

VOTING MEMBERS ABSENT

Deweese Ogden, Florida Agency for Health Care Administration
Matthew Pearson representing Florida Association for Community Action Representative

OTHERS PRESENT

Brian Kauffman, Madison County Coordinator
Shawn Mitchell, Big Bend Transit

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

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

A. Introductions

Chair Moore asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

Chair Moore asked the Board to add a discussion of the veterans shuttle service Big Bend Transit provides to the VA Medical Centers in Lake City and Gainesville to the agenda.

ACTION: Sandra Collins moved to approve the meeting agenda with the addition of the veterans shuttle service. Oliver Bradley seconded; motion passed unanimously.

C. Approval of the October 2, 2017 Minutes

ACTION: Sandra Collins moved to approve the October 2, 2017 minutes. Paula Arnold seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2017/18 Madison County Transportation Disadvantaged Service Plan Amendments

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that in order for Federal Transit Administration and Florida Department of Transportation grant projects to be funded, they must be included in the Madison County Transportation Disadvantaged Service Plan. She said staff has included proposed Madison County transportation grant projects as amendments to the Service Plan. She said the grant applications have also been provided for the Board's review.

Sandra Collins asked staff to delete the U.S.C. Section 5339 grant project from the Service Plan since the ARC of Big Bend, Inc. is not an eligible applicant for these funds.

ACTION: Paula Arnold moved to amend the 2017/18 Madison County Transportation Disadvantaged Service Plan to include the 2018/19 U.S.C. Section 5311 and 5310 Grant projects and the deletion of the U.S.C. Section 5339 grant project. Oliver Bradley seconded; motion passed unanimously.

B. Big Bend Transit Ridership Report

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

C. Veterans Shuttle Service

Chair Moore stated that some veterans who use the shuttle service provided by Big Bend Transit to the VA Medical Centers in Lake City and Gainesville are requesting the pick-up time in Madison be 30 minutes earlier in order for veterans travelling to Gainesville to catch an earlier shuttle bus from Lake City.

A petition signed by veterans requesting the veterans shuttle pick-up time be 30 minutes earlier was presented to the Board. It was explained that veterans travelling to Gainesville are dropped off at the VA Medical Center in Lake City and, then, take a private shuttle to the VA Medical Center in Gainesville. The private shuttle operates on a fixed schedule, therefore, moving the pick-up time in Madison 30 minutes earlier will allow the veterans to catch an earlier shuttle to Gainesville.

It was explained that the veterans with medical appointments in Lake City must wait for the veterans returning from Gainesville before they can return to Madison. If the veterans travelling to Gainesville can catch an earlier shuttle from the VA Medical Center in Lake City, they can return to Lake City earlier which will help all of the veterans.

Mr. Mitchell stated that the Madison County Board of County Commissioners provide funding to operate the veterans shuttle. He said Big Bend Transit will change the pick-up time in Madison if requested by the Board of County Commissioners.

Chair Moore asked Mr. Olivier Bradley, Veterans Service Officer, for his recommendation whether to change the pick-up time to 30 minutes earlier.

Mr. Bradley said he did not think the majority of veterans want the pick-up time changed and recommended that it remain the same.

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 May 7, 2018 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 2:00 p.m.

Coordinating Board Chair

Date

Florida Commission for the



**Transportation
Disadvantaged**

An Introduction to Florida's Coordinated Transportation System

Commission for the Transportation Disadvantaged

April 8, 2016

II . A



Transportation Disadvantaged

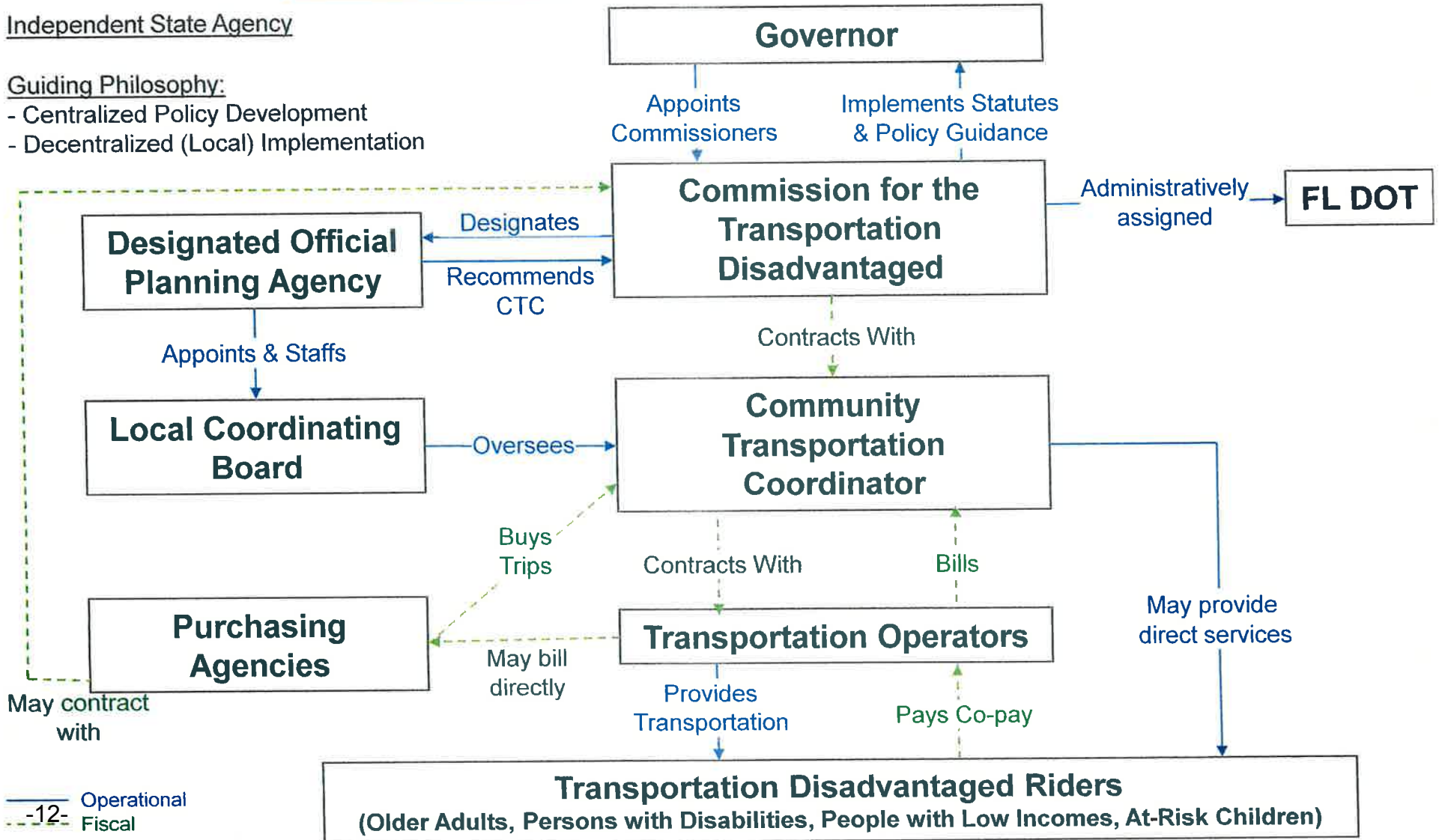
Florida's Coordinated Transportation System Organizational Structure

Transportation Disadvantaged Riders

Independent State Agency

Guiding Philosophy:

- Centralized Policy Development
- Decentralized (Local) Implementation





Who Do We Serve?

- Older Adults
- Persons with Disabilities
- People with Low Income
- At-Risk Children





They Could Need A Ride To...



- Medical Services
- Work
- School
- Grocery Store



Florida Commission for the



Commission for the Transportation Disadvantaged

Governing Documents

- Chapter 427.013, Florida Statutes
- Rule 41-2.003, Florida Administrative Code



Commission for the Transportation Disadvantaged

Purpose (427.013 F.S.):

Accomplish the **coordination** of transportation services provided to the transportation disadvantaged.

Coordination Defined: 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

Goal (427.013 F.S.):

To assure the cost-effective provision of transportation by qualified CTCs or transportation operators.



Commission for the Transportation Disadvantaged

Duties

- Develops policies and procedures for the coordination of transportation services for the Transportation Disadvantaged.
- Designates the planning agency in areas outside the purview of an MPO.
- Approves the appointment of CTCs.
- Contract with CTCs/STPs.

Florida Commission for the



Designated Official Planning Agency

The Planning Agency assists the Commission at the local level in accomplishing the coordination of transportation services to the transportation disadvantaged.



Designated Official Planning Agency

Planning Agencies are:

- Metropolitan Planning Organizations;
- County/City Governments;
- Regional Planning Councils; or
- Local Planning Organizations who are performing planning activities in designated service areas.

A Planning Agency may be responsible for multiple services areas.



Designated Official Planning Agency

Duties

- Appoints members to the Local Coordinating Board
- Provides staff to the Local Coordinating Board
 - Quarterly Meetings (Meeting Schedule, Agendas, Minutes, By-Laws, Grievance Procedures, Training)
 - Annual Public Hearing



Designated Official Planning Agency

Duties (Continued)

- Recommends to the Commission a Community Transportation Coordinator (CTC)
 - Competitive Procurement Process
(Local Procurement Process/(Chapter 287, F.S.)
 - Memorandum of Agreement between the Commission and CTC
 - CTC designation is for five years
- Evaluates the CTC (Planner & LCB) annually



Designated Official Planning Agency

Duties (Continued)

- Reviews annually the Annual Operating Report prepared by the CTC and submits it to the Local Coordinating Board for approval.
- In coordination with the CTC and the Local Coordinating Board, develops a Transportation Disadvantaged Service Plan (TDSP)



Local Coordinating Board

Purpose

- Identify local service needs
- Provide information, advice and direction to the CTC on the coordination of services to be provided through the Coordinated Transportation System
- Serve as an advisory body to the Commission regarding a particular service area



Local Coordinating Board

Duties

- Assists CTC in establishing eligibility guidelines and trip priorities
- Evaluates CTC annually
- Reviews and approve Transportation Disadvantaged Service Plan (TDSP) and Memorandum of Agreement (MOA)
- Appoints Grievance Committee to process and investigate complaints



Local Coordinating Board

Duties (Continued)

- Meets at least quarterly
- Reviews and recommends other funding applications
- Reviews strategies of service provision to the area
- Evaluates multicounty or regional transportation opportunities



Community Transportation Coordinator

Duties

- Plans, administers, monitors, coordinates, arranges and delivers coordinated Transportation Disadvantaged services originating in their designated service area
 - Operates centralized call center
 - Determines transportation eligibility
 - Schedules trips
 - Performs gatekeeping duties
 - Invoices purchasing agencies



Community Transportation Coordinator

Duties (Continued)

- Develops a Transportation Disadvantaged Service Plan with Local Coordinating Board.
- Prepares and submits Annual Operating Report
- Recommends eligibility guidelines and trip prioritization to the Local Coordinating Board for non-sponsored trips.



Purchasing Agency

Purchasing Agency: An agency that purchases transportation services for the transportation disadvantaged.

- Agency for Health Care Administration
- Agency for Persons with Disabilities
- Agency for Workforce Innovation
- Department of Children and Families
- Department of Community Affairs
- Department of Education
- Department of Elder Affairs
- Department of Health
- Department of Juvenile Justice
- Florida Department of Transportation

Florida Commission for the



**Transportation
Disadvantaged**

Rider

Transportation Disadvantaged Rider Eligibility

Those persons who cannot obtain their own transportation due to their age, disability or income.





CTD Eligibility Criteria

Adopted May 22, 1997

At a minimum:

- No other funding available
- No other means of transportation is available
- Cannot utilize public transit
- Physical or mental disability
- Age
- Income status is a specified percent of the poverty level
- No self-declarations allowed
- Ability to pay

Chapter 112, Florida Statutes

Voting Conflicts of Interest

1

Chapter 112, Florida Statutes

- Public officer includes any person serving on an advisory body.
- Board members are considered public officers.
- Board members may not vote on any matter that would be to their special private gain or loss.



2

Chapter 112, Florida Statutes

- Board members shall make every reasonable effort to disclose the nature of their interest as a public record in a memorandum filed with staff.
- The memorandum shall be incorporated in the meeting minutes.



3

Chapter 112, Florida Statutes

- Board members shall, prior to a vote being taken, publicly state the nature of their interest in the matter from which they are abstaining from voting.
- Within 15 days after the vote occurs, Board members shall disclose the nature of their interest as a public record in a memorandum filed with staff.



4

Chapter 112, Florida Statutes

- No Board member shall participate in any matter which would be to the Board member's special private gain or loss without first disclosing the nature of their interest in the matter.
- In the event that disclosure has not been made prior to the meeting or that any conflict is unknown prior to the meeting, the disclosure shall be made orally at the meeting when it becomes known that a conflict exists.
- A written memorandum disclosing the nature of the conflict shall be filed within 15 days after the oral disclosure.



Select Year: 2017 [Go](#)

The 2017 Florida Statutes

[Title X](#)

PUBLIC OFFICERS, EMPLOYEES, AND RECORDS

[Chapter 112](#)

PUBLIC OFFICERS AND EMPLOYEES: GENERAL PROVISIONS

[View Entire Chapter](#)

112.3143 Voting conflicts. –

(1) As used in this section:

- (a) "Principal by whom retained" means an individual or entity, other than an agency as defined in s. 112.312(2), that for compensation, salary, pay, consideration, or similar thing of value, has permitted or directed another to act for the individual or entity, and includes, but is not limited to, one's client, employer, or the parent, subsidiary, or sibling organization of one's client or employer.
- (b) "Public officer" includes any person elected or appointed to hold office in any agency, including any person serving on an advisory body.
- (c) "Relative" means any father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, or daughter-in-law.
- (d) "Special private gain or loss" means an economic benefit or harm that would inure to the officer, his or her relative, business associate, or principal, unless the measure affects a class that includes the officer, his or her relative, business associate, or principal, in which case, at least the following factors must be considered when determining whether a special private gain or loss exists:
1. The size of the class affected by the vote.
 2. The nature of the interests involved.
 3. The degree to which the interests of all members of the class are affected by the vote.
 4. The degree to which the officer, his or her relative, business associate, or principal receives a greater benefit or harm when compared to other members of the class.

The degree to which there is uncertainty at the time of the vote as to whether there would be any economic benefit or harm to the public officer, his or her relative, business associate, or principal and, if so, the nature or degree of the economic benefit or harm must also be considered.

(2)(a) A state public officer may not vote on any matter that the officer knows would inure to his or her special private gain or loss. Any state public officer who abstains from voting in an official capacity upon any measure that the officer knows would inure to the officer's special private gain or loss, or who votes in an official capacity on a measure that he or she knows would inure to the special private gain or loss of any principal by whom the officer is retained or to the parent organization or subsidiary of a corporate principal by which the officer is retained other than an agency as defined in s. 112.312(2); or which the officer knows would inure to the special private gain or loss of a relative or business associate of the public officer, shall make every reasonable effort to disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for the state public officer to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote.

(b) A member of the Legislature may satisfy the disclosure requirements of this section by filing a disclosure form created pursuant to the rules of the member's respective house if the member discloses the information required by this subsection.

(3)(a) No county, municipal, or other local public officer shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss; which he or she knows would inure to the special private gain or loss of any principal by whom he or she is retained or to the parent organization or subsidiary of a corporate principal by which he or she is retained, other than an agency as defined in s. 112.312(2); or which he or she knows would inure to the special private gain or loss of a relative or business associate of the public officer. Such public officer shall, prior to the vote being taken, publicly state to the assembly the nature of the officer's interest in the matter from which he or she is abstaining from voting and, within 15 days after the vote occurs, disclose the nature of his or her interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes.

(b) However, a commissioner of a community redevelopment agency created or designated pursuant to s. 163.356 or s. 163.357, or an officer of an independent special tax district elected on a one-acre, one-vote basis, is not prohibited from voting, when voting in said capacity.

(4) No appointed public officer shall participate in any matter which would inure to the officer's special private gain or loss; which the officer knows would inure to the special private gain or loss of any principal by whom he or she is retained or to the parent organization or subsidiary of a corporate principal by which he or she is retained; or which he or she knows would inure to the special private gain or loss of a relative or business associate of the public officer, without first disclosing the nature of his or her interest in the matter.

(a) Such disclosure, indicating the nature of the conflict, shall be made in a written memorandum filed with the person responsible for recording the minutes of the meeting, prior to the meeting in which consideration of the matter will take place, and shall be incorporated into the minutes. Any such memorandum shall become a public record upon filing, shall immediately be provided to the other members of the agency, and shall be read publicly at the next meeting held subsequent to the filing of this written memorandum.

(b) In the event that disclosure has not been made prior to the meeting or that any conflict is unknown prior to the meeting, the disclosure shall be made orally at the meeting when it becomes known that a conflict exists. A written memorandum disclosing the nature of the conflict shall then be filed within 15 days after the oral disclosure with the person responsible for recording the minutes of the meeting and shall be incorporated into the minutes of the meeting at which the oral disclosure was made. Any such memorandum shall become a public record upon filing, shall immediately be provided to the other members of the agency, and shall be read publicly at the next meeting held subsequent to the filing of this written memorandum.

(c) For purposes of this subsection, the term "participate" means any attempt to influence the decision by oral or written communication, whether made by the officer or at the officer's direction.

(5) If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

(6) Whenever a public officer or former public officer is being considered for appointment or reappointment to public office, the appointing body shall consider the number and nature of the memoranda of conflict previously filed under this section by said officer.

History.—s. 6, ch. 75-208; s. 2, ch. 84-318; s. 1, ch. 84-357; s. 2, ch. 86-148; s. 5, ch. 91-85; s. 3, ch. 94-277; s. 1408, ch. 95-147; s. 43, ch. 99-2; s. 6, ch. 2013-36.

FORM 8A MEMORANDUM OF VOTING CONFLICT FOR STATE OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	NAME OF STATE AGENCY
CITY COUNTY	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE
DATE ON WHICH VOTE OCCURRED	

WHO MUST FILE FORM 8A

This form is for use by any person serving at the State level of government on an appointed or elected board, council, commission, authority, committee, or as a member of the Legislature. It applies to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

ELECTED OFFICERS:

As a person holding elective state office, you may not vote on a matter that you know would inure to your special private gain or loss. However, you may vote on other matters, including measures that would inure to the special private gain or loss of a principal by whom you are retained (including the parent or subsidiary or sibling organization of a principal by which you are retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. If you vote on such a measure or if you abstain from voting on a measure that would affect you, you must make every reasonable effort to disclose the nature of your interest as a public record in a memorandum filed with the person responsible for recording the minutes of the meeting, who shall incorporate the memorandum in the minutes. If it is not possible for you to file a memorandum before the vote, the memorandum must be filed with the person responsible for recording the minutes of the meeting no later than 15 days after the vote.

For purposes of this law, a "relative" includes only your father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A "business associate" means any person or entity engaged in or carrying on a business enterprise with you as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

A member of the Legislature may satisfy the disclosure requirements of this section by filing a disclosure form created pursuant to the rules of the member's respective house if the member discloses the information required by this subsection, or by use of Form 8A.

* * * * *

APPOINTED OFFICERS:

As a person holding appointive state office, you are subject to the abstention and disclosure requirements stated above for Elected Officers. You also must disclose the nature of the conflict before voting or before making any attempt to influence the decision by oral or written communication, whether made by you or at your direction.

For purposes of this law, a "relative" includes only your father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A "business associate" means any person or entity engaged in or carrying on a business enterprise with you as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes.
- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION OR VOTE AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

DISCLOSURE OF STATE OFFICER'S INTEREST

I, _____, hereby disclose that on _____, 20 ____ :

(a) A measure came or will come before my agency which (check one or more)

- inured to my special private gain or loss;
- inured to the special gain or loss of my business associate, _____;
- inured to the special gain or loss of my relative, _____, by
- inured to the special gain or loss of _____, whom I am retained; or
- inured to the special gain or loss of _____, which is the parent, subsidiary, or sibling organization of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

Date Filed

Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.

Chapter 286, Florida Statutes

Florida Sunshine Law

1

Chapter 286, Florida Statutes

- Board meetings must be open to the public.
- Reasonable notice of Board meetings must be given.
- Minutes of Board meetings must be taken.

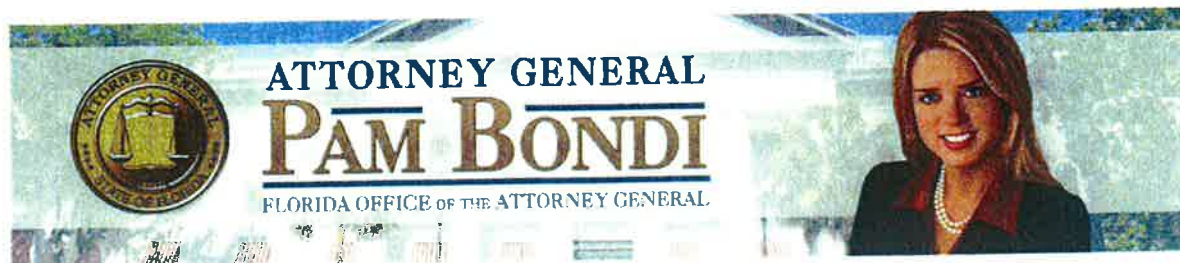


2

Chapter 286, Florida Statutes

- Applies to any board or commission of any state agency or authority or of any agency or authority of any county, municipal corporation or political subdivision.
- A meeting is considered any gathering of two or more Board members to discuss any matter which will come before the Board for action.





Open Government - Frequently Asked Questions

The following questions and answers are intended to be used as a reference only -- interested parties should refer to the Florida Statutes and applicable case law before drawing legal conclusions.

- What is the Sunshine Law?
 - What are the requirements of the Sunshine law?
 - What agencies are covered under the Sunshine Law?
 - Are federal agencies covered by the Sunshine Law?
 - Does the Sunshine Law apply to the Legislature?
 - Does the Sunshine Law apply to members-elect?
 - What qualifies as a meeting?
 - Can a public agency hold closed meetings?
 - Does the law require that a public meeting be audio taped?
 - Can a city restrict a citizen's right to speak at a meeting?
 - As a private citizen, can I videotape a public meeting?
 - Can a board vote by secret ballot?
 - Can two members of a public board attend social functions together?
 - What is a public record?
 - Can I request public documents over the telephone and do I have to tell why I want them?
 - How much can an agency charge for public documents?
 - Does an agency have to explain why it denies access to public records?
 - When does a document sent to a public agency become a public document?
 - Are public employee personnel records considered public records?
 - Can an agency refuse to allow public records to be inspected or copied if requested to do so by the maker or sender of the documents?
 - Are arrest records public documents?
 - Is an agency required to give out information from public records or produce public records in a particular form as requested by an individual?
 - What agency can prosecute violators?
 - What is the difference between the Sunshine Amendment and the Sunshine Law?
 - How can I find out more about the open meetings and public records laws?
-
- **What is the Sunshine Law?**
Florida's Government-in-the-Sunshine law provides a right of access to governmental proceedings at both the state and local levels. It applies to any gathering of two or more members of the same board to discuss some matter which will foresee ably come before that board for action. There is also a constitutionally guaranteed right of access. Virtually all state and local collegial public bodies are covered by the open meetings requirements with the exception of the judiciary and the state Legislature which has its own constitutional provision relating to access.
 - **What are the requirements of the Sunshine law?**
The Sunshine law requires that 1) meetings of boards or commissions must be open to the public; 2) reasonable notice of such meetings must be given, and 3) minutes of the meeting must be taken.
 - **What agencies are covered under the Sunshine Law?**
The Government-in-the-Sunshine Law applies to "any board or commission of any state agency or authority or of any agency or authority of any county, municipal corporation or political subdivision." Thus, it applies to public collegial bodies within the state at both the local as well as state level. It applies equally to elected or appointed boards or commissions.
 - **Are federal agencies covered by the Sunshine Law?**
Federal agencies operating in the state do not come under Florida's Sunshine law.
 - **Does the Sunshine Law apply to the Legislature?**

Florida's Constitution provides that meetings of the Legislature be open and noticed except those specifically exempted by the Legislature or specifically closed by the Constitution. Each house is responsible through its rules of procedures for interpreting, implementing and enforcing these provisions. Information on the rules governing openness in the Legislature can be obtained from the respective houses.

- **Does the Sunshine Law apply to members-elect?**
Members-elect of public boards or commissions are covered by the Sunshine law immediately upon their election to public office.
- **What qualifies as a meeting?**
The Sunshine law applies to all discussions or deliberations as well as the formal action taken by a board or commission. The law, in essence, is applicable to any gathering, whether formal or casual, of two or more members of the same board or commission to discuss some matter on which foreseeable action will be taken by the public board or commission. There is no requirement that a quorum be present for a meeting to be covered under the law.
- **Can a public agency hold closed meetings?**
There are a limited number of exemptions which would allow a public agency to close a meeting. These include, but are not limited to, certain discussions with the board's attorney over pending litigation and portions of collective bargaining sessions. In addition, specific portions of meetings of some agencies (usually state agencies) may be closed when those agencies are making probable cause determinations or considering confidential records.
- **Does the law require that a public meeting be audio taped?**
There is no requirement under the Sunshine law that tape recordings be made by a public board or commission, but if they are made, they become public records.
- **Can a city restrict a citizen's right to speak at a meeting?**
Public agencies are allowed to adopt reasonable rules and regulations which ensure the orderly conduct of a public meeting and which require orderly behavior on the part of the public attending. This includes limiting the amount of time an individual can speak and, when a large number of people attend and wish to speak, requesting that a representative of each side of the issue speak rather than every one present.
- **As a private citizen, can I videotape a public meeting?**
A public board may not prohibit a citizen from videotaping a public meeting through the use of nondisruptive video recording devices.
- **Can a board vote by secret ballot?**
The Sunshine law requires that meetings of public boards or commissions be "open to the public at all times." Thus, use of preassigned numbers, codes or secret ballots would violate the law.
- **Can two members of a public board attend social functions together?**
Members of a public board are not prohibited under the Sunshine law from meeting together socially, provided that matters which may come before the board are not discussed at such gatherings.
- **What is a public record?**
The Florida Supreme Court has determined that public records are all materials made or received by an agency in connection with official business which are used to perpetuate, communicate or formalize knowledge. They are not limited to traditional written documents. Tapes, photographs, films and sound recordings are also considered public records subject to inspection unless a statutory exemption exists.
- **Can I request public documents over the telephone and do I have to tell why I want them?**
Nothing in the public records law requires that a request for public records be in writing or in person, although individuals may wish to make their request in writing to ensure they have an accurate record of what they requested. Unless otherwise exempted, a custodian of public records must honor a request for records, whether it is made in person, over the telephone, or in writing, provided the required fees are paid. In addition, nothing in the law requires the requestor to disclose the reason for the request.
- **How much can an agency charge for public documents?**
The law provides that the custodian shall furnish a copy of public records upon payment of the fee prescribed by law. If no fee is prescribed, an agency is normally allowed to charge up to 15 cents per one-sided copy for copies that are 14" x 8 1/2" or less. A charge of up to \$1 per copy may be assessed for a certified copy of a public record. If the nature and volume of the records to be copied requires extensive use of information technology resources or extensive clerical or supervisory assistance, or both, the agency may charge a reasonable service charge based on the actual cost incurred.
- **Does an agency have to explain why it denies access to public records?**
A custodian of a public record who contends that the record or part of a record is exempt from inspection must state the basis for that exemption, including the statutory citation. Additionally, when asked, the custodian must state in writing the reasons for concluding the record is exempt.
- **When does a document sent to a public agency become a public document?**
As soon as a document is received by a public agency, it becomes a public record, unless there is a legislatively created exemption which makes it confidential and not subject to disclosure.
- **Are public employee personnel records considered public records?**
The rule on personnel records is the same as for other public documents ... unless the Legislature has specifically

exempted an agency's personnel records or authorized the agency to adopt rules limiting public access to the records, personnel records are open to public inspection. There are, however, numerous statutory exemptions that apply to personnel records.

- **Can an agency refuse to allow public records to be inspected or copied if requested to do so by the maker or sender of the documents?**
No. To allow the maker or sender of documents to dictate the circumstances under which documents are deemed confidential would permit private parties instead of the Legislature to determine which public records are public and which are not.
- **Are arrest records public documents?**
Arrest reports prepared by a law enforcement agency after the arrest of a subject are generally considered to be open for public inspection. At the same time, however, certain information such as the identity of a sexual battery victim is exempt.
- **Is an agency required to give out information from public records or produce public records in a particular form as requested by an individual?**
The Sunshine Law provides for a right of access to inspect and copy existing public records. It does not mandate that the custodian give out information from the records nor does it mandate that an agency create new records to accommodate a request for information.
- **What agency can prosecute violators?**
The local state attorney has the statutory authority to prosecute alleged criminal violations of the open meetings and public records law. Certain civil remedies are also available.
- **What is the difference between the Sunshine Amendment and the Sunshine Law?**
The Sunshine Amendment was added to Florida's Constitution in 1976 and provides for full and public disclosure of the financial interests of all public officers, candidates and employees. The Sunshine Law provides for open meetings for governmental boards
- **How can I find out more about the open meetings and public records laws?**
Probably the most comprehensive guide to understanding the requirements and exemptions to Florida's open government laws is the Government-in-the-Sunshine manual compiled by the Attorney General's Office. The manual is updated each year and is available for purchase through the First Amendment Foundation in Tallahassee. For information on obtaining a copy, contact the **First Amendment Foundation at (850) 224-4555.**

Florida Toll Free Numbers:

- Fraud Hotline 1-866-966-7226
- Lemon Law 1-800-321-5366



April 30, 2018

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2017/22 Madison County Transportation Disadvantaged Service Plan - Annual Update

STAFF RECOMMENDATION

Approve the 2017/22 Madison County Transportation Disadvantaged Service Plan annual update.

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 2017/22 Madison County Transportation Disadvantaged Service Plan annual update. 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 - Annual Update

July 1, 2018 - June 30, 2022

Madison County Transportation Disadvantaged
Coordinating Board



2017/22 Madison County Transportation Disadvantaged Service Plan - Annual Update

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
352.955.2200

and



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

May 7, 2018

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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

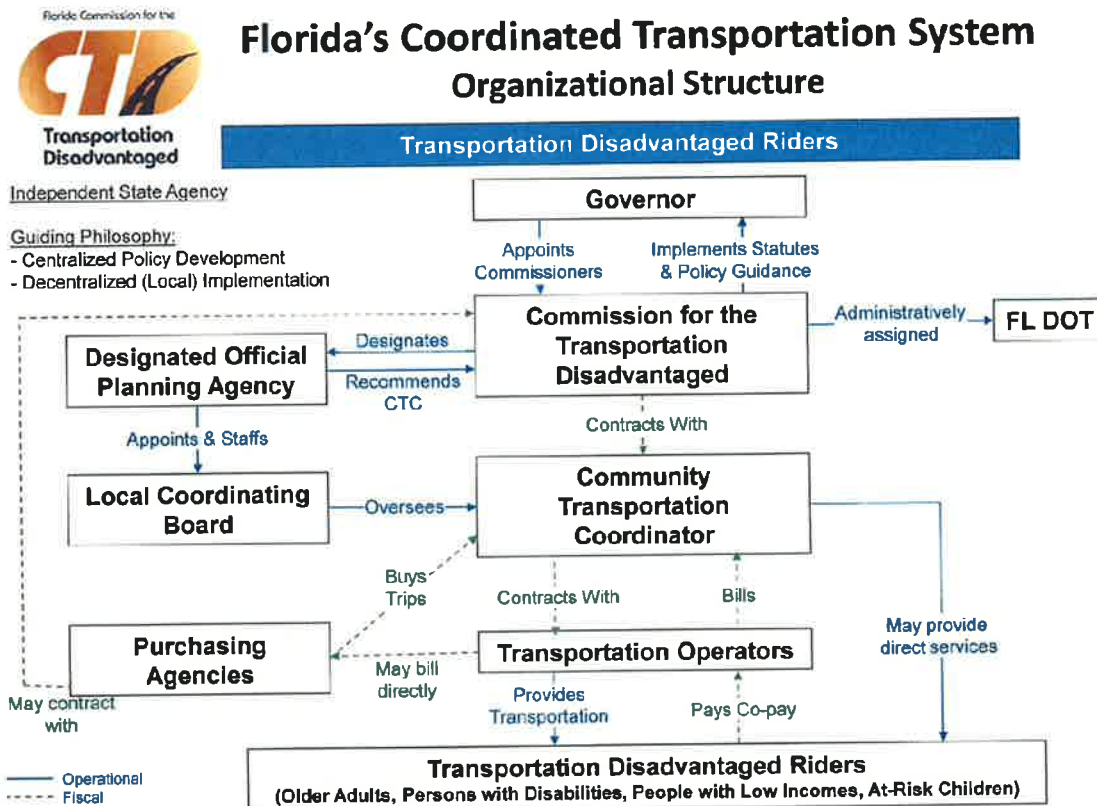
The Florida Commission for the Transportation Disadvantaged first approved Big Bend Transit's designation as the Community Transportation Coordinator for Madison County in October 1990. In 2017, the North Central Florida Regional Planning Council issued a request for proposals for Madison County Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged designated Big Bend Transit as the Madison County Community Transportation Coordinator effective July 1, 2017.

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: 3/22/18
 Lorene J. Thomas, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Local Elected Official/Chair	Ronnie Moore	Vacant	No Term
Elderly	Vacant	Vacant	6/30/2020
Disabled	Paula Arnold	Vacant	6/30/2018
Citizen Advocate	Shanetha Mitchell	Carl A. Sims, Jr.	6/30/2018
Citizen Advocate/User	Vacant	Vacant	6/30/2018
Children at Risk	Vacant	Vacant	6/30/2019
Florida Association for Community Action	Matthew Pearson	Vacant	6/30/2020
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	Dewcece Ogden	Pamela Hagley	No Term
Regional Workforce Development Board	Diane Head	Anthony Jennings	No Term
Veteran Services	Oliver Bradley	Vacant	6/30/2020
Local Mass Transit	Not Applicable	Not Applicable	No Term
Private Transportation Industry	Vacant	Vacant	6/30/2019
Local Medical Community	Leila C. Rykard	Kimberly Allbritton	6/30/2019

7. Madison County Transportation Disadvantaged Coordinating Board Membership

MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janel 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

B. Service Area Profile and Demographics

1. Madison County Service Area Description

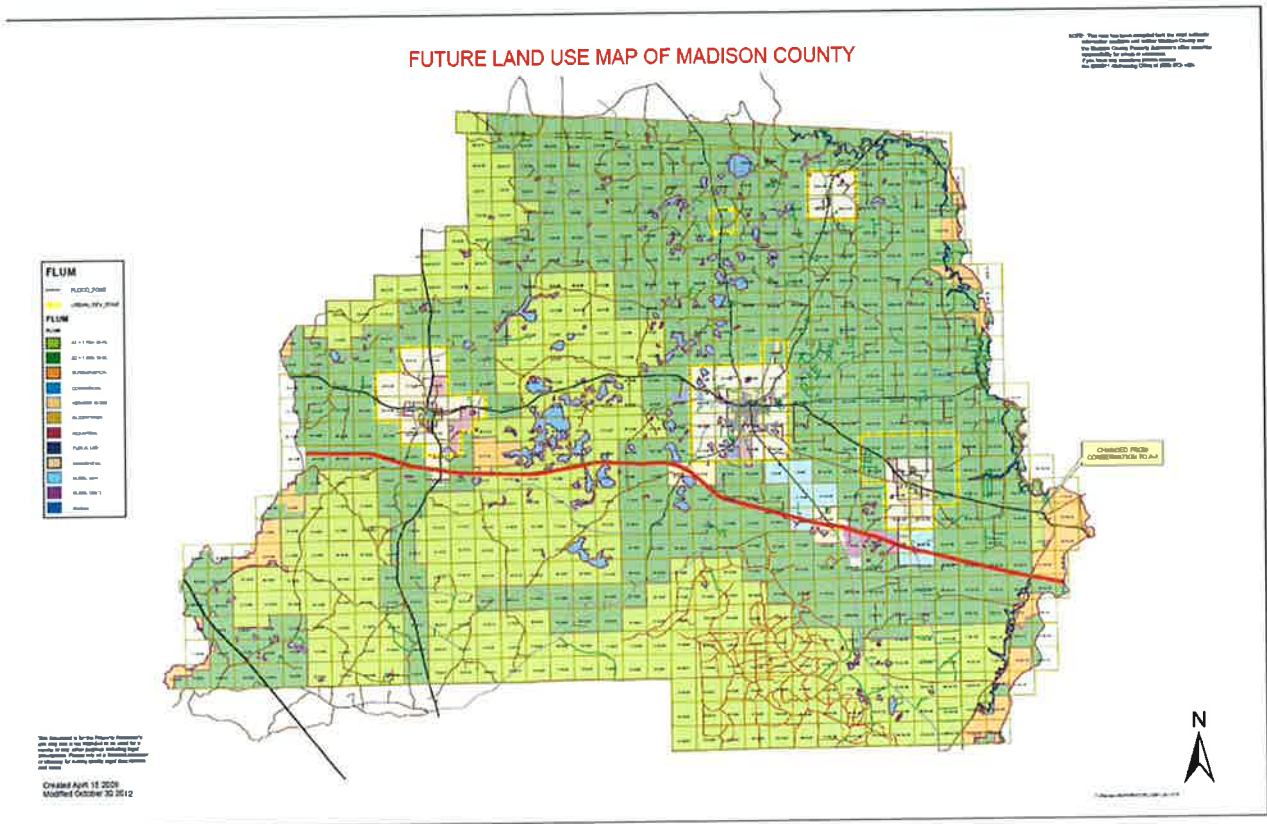
Madison County has a land area of approximately 692 square miles. The County is located along the northern border of the State of Florida, on the south boundary of the State of Georgia. The County is bounded on the east by Hamilton and Suwannee Counties, on the south by Lafayette and Taylor Counties 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 2017 as 19,377. The Bureau of Economic and Business Research also estimates the population of the City of Madison as 3,021 the Town of Greenville as 782, the Town of Lee as 325 and the unincorporated area as 15,249.

TABLE 1
POPULATION COUNTS AND ESTIMATES
MADISON COUNTY

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2017
Madison County	19,224	19,377
Town of Greenville	843	782
Town of Lee	352	325
City of Madison	3,049	3,021
Unincorporated Area	14,980	15,249

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

TABLE 2
POPULATION
MADISON COUNTY, 2010

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

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

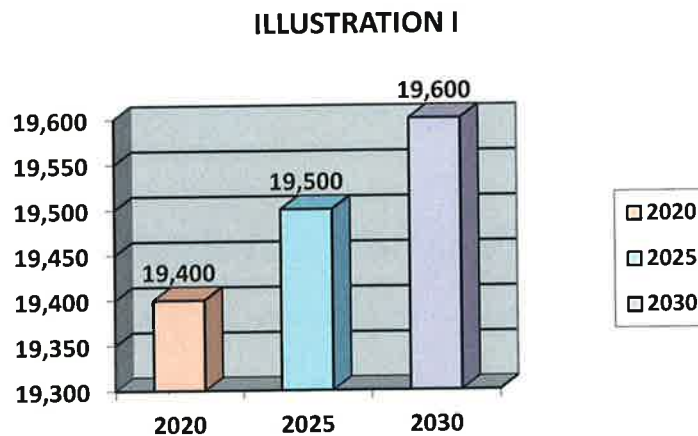
According to Bureau of Economic and Business Research, 1,673 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general 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 19,500 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.

TABLE 3
POPULATION ESTIMATES BY AGE GROUP
MADISON COUNTY, 2016

AGE GROUP	POPULATION ESTIMATE
0-4	1,166
5-17	2,964
18-24	1,643
25-54	7,182
55-64	2,703
65-79	2,646
80+	834

Source: Bureau of Economic and Business Research

f. Disability and Self Care Limitations

According to the Bureau of the Census 2012-2016 American Community Survey 5-Year Estimates, Madison County had an estimated disabled population of 3,570 in 2016. The estimated population under 18 years of age with a disability was 140. The estimated population 18 to 64 years of age with a disability was 2,076. The estimated population 65 years and over with a disability was 1,354.

g. Employment

According to the Bureau of the Census 2012-2016 American Community Survey 5-Year Estimates Madison County's labor force (individuals who are able to work but may not be employed) in 2016 was 15,276. The unemployment rate for Madison County in 2016 was 12.4 percent.

h. Income

According to the 2010 Census, the median household income for Madison County in 2016 was \$29,806. 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 2016	MEDIAN HOUSEHOLD INCOME 2016
\$16,486	\$29,806

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

TABLE 5
2018 Poverty Guidelines For The 48 Contiguous States
And The District of Columbia

Persons In Family/Household	2018 Poverty Guideline
1	\$12,140
2	\$16,460
3	\$20,780
4	\$25,100
5	\$29,420
6	\$33,740
7	\$38,060
8	\$42,380

* 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 Florida Agency for Health Care Administration reported the total number of Medicaid eligibles in 2017 was 4,777. Table 6 shows income and poverty status data for Madison County. Table 7 shows individuals who received Supplemental Security Income.

TABLE 6
INCOME AND POVERTY STATUS
MADISON COUNTY

MEDIAN HOUSEHOLD INCOME 2016	PERCENTAGE OF PERSONS BELOW POVERTY LEVEL 2016
\$29,806	31%

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, 2016

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	63
Blind and Disabled	827

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

i. Housing

The 2010 Census estimates that, in 2016, the total number of households in Madison County was 6,665 and that the average household size was 2.47.

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

HOUSING UNITS 2016	HOUSEHOLDS 2016	PERSONS PER HOUSEHOLD
8,424	6,665	2.47

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 Florida Health 2017 Physician Workforce Annual Report, there were 8 licensed doctors of medicine in Madison County in 2017.

k. Transportation

According to the Bureau of the Census 2012-2016 American Community Survey, there were 708 households in Madison County 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 sever 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.

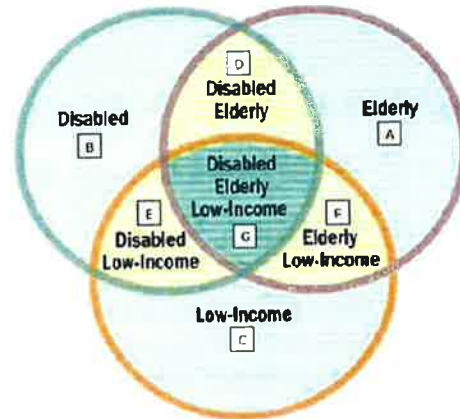
The following tables show general and critical need Transportation Disadvantaged population estimates for Madison County.

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Madison County					Census Data from: 2016			
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	3,713	20.0%	1,375	7.4%	308	8.3%	134	3.60%
18-64	11,494	61.9%	2,739	14.8%	2,241	19.5%	552	4.80%
Total Non Elderly	15,207	81.9%	4,114	22.2%	2,550	16.8%	685	4.51%
65+	3,353	18.1%	589	3.2%	1,552	46.3%	255	7.90%
Total Elderly	3,353	18.1%	589	3.2%	1,552	46.3%	265	7.90%
Total	18,560	100%	4,703	25.3%	4,102	22.1%	950	5.12%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I9)	685
B - Estimate non-elderly/ disabled/not low income	Subtract I9 from G9	1,864
G - Estimate elderly/disabled/low income	From Base Data (I11)	764
D - Estimate elderly/ disabled/not low income	Subtract I11 from G11	1,288
F - Estimate elderly/non-disabled/low income	Subtract I11 from E11	324
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C11	1,476
C - Estimate low income/not elderly/not disabled	Subtract I9 from E9	3,429
Total - Non-Duplicated		9,331

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	9,331	50.3%



CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Madison County

Census Data from: **2016**

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	308	8.30%	134	3.60%
18-64	2,241	19.50%	552	4.80%
Total Non Elderly	2,550	16.77%	685	4.51%
65+	1,552	46.30%	265	7.90%
Total Elderly	1,552	46.30%	265	7.90%
Total	4,102	22.10%	950	5.12%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	196
11.70%	31
	227

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	489	196	685
Elderly	234	31	265
TOTAL	723	227	950

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

		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
Low Income & Not Disabled = C + F			
Assumes 27.2%	xx % without auto access	3,753	
		1,021	
100%	xx % without transit access	1,021	
		Calculation of Daily Trips	
		Daily Trip Rates Per Person	Total Daily Trips
Total Actual Critical TD Population			
Severely Disabled	950	0.049	47
Low Income ND	1,021	1.899	1,938
Totals	1,971		1,985

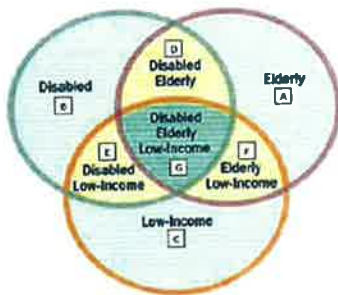
2. Paratransit Service Demand Estimation

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	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	685	687	688	689	690	691	692	694	695	696	697
B - Estimate non-elderly/ disabled/not low income	1,864	1,867	1,870	1,874	1,877	1,880	1,883	1,886	1,889	1,891	1,896
G - Estimate elderly/disabled/low income	265	265	266	266	267	267	268	268	268	269	269
D - Estimate elderly/ disabled/not low income	1,288	1,290	1,292	1,294	1,296	1,298	1,301	1,303	1,305	1,307	1,309
F - Estimate elderly/non-disabled/low income	324	325	325	326	326	327	327	328	329	329	330
A - Estimate elderly/non-disabled/not low income	1,476	1,479	1,481	1,484	1,486	1,489	1,491	1,494	1,496	1,499	1,502
C - Estimate low income/nos: elderly/not d sabled	3,429	3,434	3,440	3,446	3,452	3,458	3,463	3,469	3,475	3,481	3,487
TOTAL GENERAL TD POPULATION	9,331	9,347	9,363	9,378	9,394	9,410	9,426	9,442	9,458	9,474	9,489
TOTAL POPULATION	18,960	18,991	18,623	18,654	18,685	18,717	18,748	18,780	18,812	18,843	18,875



Madison County

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	950	952	953	955	957	958	960	962	963	965	966
Low Income Not Disabled No Auto/Transit	1,021	1,022	1,024	1,026	1,028	1,029	1,031	1,033	1,035	1,036	1,038
Total Critical Need TD Population	1,971	1,974	1,978	1,981	1,984	1,988	1,991	1,994	1,998	2,001	2,004
Daily Trips - Critical Need TD Population											
Severely Disabled	47	47	47	47	47	47	47	47	47	47	47
Low Income - Not Disabled - No Access	1,938	1,942	1,945	1,948	1,951	1,955	1,958	1,961	1,963	1,960	1,971
Total Daily Trips Critical Need TD Population	1,985	2,019	2,053	2,087	2,123	2,160	2,198	2,237	2,277	2,317	2,354
Annual Trips	516,088	524,810	533,679	542,699	551,870	561,638	571,579	581,696	591,992	602,471	611,929

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 Capital Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase two replacement vehicles.	2018/19	Madison County	\$110,331.20	United States Code Section 5310
			\$13,791.40	Florida Department of Transportation
			\$13,791.40	Big Bend Transit, Inc.
Purchase one replacement vehicle to provide transportation to individuals with disabilities for employment and to the Life Skills Development Center.	2018/19	Madison County	\$53,413.60	United States Code Section 5310
			\$6,676.70	Florida Department of Transportation
			\$6,676.70	The ARC of Big Bend, Inc.

United States Code Section 5310 Operating Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Continue providing current level of transportation service to clients.	2018/19	Madison County	\$21,060.00	United States Code Section 5310
			\$21,060.00	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.	2018/19	Madison County	\$174,530.70	United States Code Section 5311
			\$174,530.70	Big Bend Transit, Inc.

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2017/18 2018/19	Madison County	\$227,916.00	Transportation Disadvantaged Trust Fund Big Bend Transit
			\$253,166.00	
			\$25,324.00	
			\$28,129.00	

5. Goals, Objectives and Strategies

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

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

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

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

- Strategy c:** Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.
- GOAL II: Identify unmet transportation needs in Madison County.**
- OBJECTIVE:** Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.
- Strategy:** Report quarterly the number and types of transportation services that are requested which it is unable to provide.
- GOAL III: Provide transportation services that are consumer oriented and effectively coordinate trips.**
- OBJECTIVE:** Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.
- Strategy a:** Report on a quarterly basis the number of single passenger trips provided.
- Strategy b:** Work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.
- Strategy c:** Document the reduction of single passenger trips.
- Strategy d:** Measure the total passenger trips per vehicles quarterly.
- GOAL IV: Develop creative ways to provide additional trips.**
- OBJECTIVE:** Identify additional funding opportunities to provide transportation.
- Strategy:** Using unmet needs data, determine the level of demand and cost of providing additional service.
- GOAL V: Ensure demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**
- OBJECTIVE:** Comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a:** Eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** Train staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI: The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.**
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.

- GOAL VII: Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.**
- OBJECTIVE:** Adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a:** Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b:** Inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII: Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** Complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** Complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL IX: Maintain the quality of service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE: The Community Transportation Coordinator shall provide courteous and professional service.**
- Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- GOAL X: Promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.
- GOAL XI: Ensure the provision of safe transportation services.**
- OBJECTIVE:** Ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.

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

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Madison County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2018/19 (4) 2018/19
(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.	2018/19
(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) 2018/19 (3) Quarterly

<p>(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.</p>	<p>(1) Ongoing (2) Ongoing</p>
<p>(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.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing</p>
<p>(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.</p>	<p>Annually</p>

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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

Advance Reservation	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.
Madison In-Town Shuttle	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.
Evacuation	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



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)

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:

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

www.bigbendtransit.org 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 am to 2:30 pm. The shuttle serves most of Madison with stops at key locations throughout the city.

Inside the 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 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



Headquartered in the heart of the Big Bend region, Big Bend Transit is a non-profit organization that provides transportation services to the Big Bend region. We are committed to providing quality transportation services to the Big Bend region. For more information, visit our website at www.bigbendtransit.org or call 850.973.4418.

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

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


Service returns at 7:30 am.

Stop	7:30 am	8:30 am	9:30 am	10:30 am	11:30 am	12:30 pm	1:30 pm	2:30 pm
1. Sweet Home								
2. Cultural Apartments	7:32 am	8:32 am	9:32 am	10:32 am	11:32 am	12:32 pm	1:32 pm	
3. Cambridge Water	7:34 am	8:34 am	9:34 am	10:34 am	11:34 am	12:34 pm	1:34 pm	
4. Village Apartments	7:36 am	8:36 am	9:36 am	10:36 am	11:36 am	12:36 pm	1:36 pm	
5. Health Department	7:40 am	8:40 am	9:40 am	10:40 am	11:40 am	12:40 pm	1:40 pm	
6. Madison Heights	7:44 am	8:44 am	9:44 am	10:44 am	11:44 am	12:44 pm	1:44 pm	
7. St. Basil of Children & Families	7:48 am	8:48 am	9:48 am	10:48 am	11:48 am	12:48 pm	1:48 pm	
8. Downtown River Front, Central	7:54 am	8:54 am	9:54 am	10:54 am	11:54 am	12:54 pm	1:54 pm	
9. Dakota Crossing, Wood County	8:04 am	9:04 am	10:04 am	11:04 am	12:04 pm	1:04 pm	2:04 pm	
10. CW Pharmacy	8:07 am	9:07 am	10:07 am	11:07 am	12:07 pm	1:07 pm	2:07 pm	
11. OHS Hospital	8:09 am	9:09 am	10:09 am	11:09 am	12:09 pm	1:09 pm	2:09 pm	
12. County Courthouse	8:11 am	9:11 am	10:11 am	11:11 am	12:11 pm	1:11 pm	2:11 pm	
13. Bright Peak Park	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	8:19 am	9:19 am	10:19 am	11:19 am	12:19 pm	1:19 pm	2:19 pm	
15. North PI Community College	8:21 am	9:21 am	10:21 am	11:21 am	12:21 pm	1:21 pm	2:21 pm	
16. County Library	8:21 am	9:23 am	10:23 am	11:23 am	12:23 pm	1:23 pm	2:21 pm	
17. Artch of Madison	8:21 am	9:25 am	10:25 am	11:25 am	12:25 pm	1:25 pm	2:21 pm	
18. Madison Square Shopping Ctr	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.





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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 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 searing or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

Big Bend Transit shall comply with this standard.

l. **Driver Identification**

Rule 41-2.006 (4) (I), 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

August 7, 2017

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
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
352.955.2200

August 7, 2017

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.

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 7th day of August 2017.



Ronnie Moore, Chair
Madison County Transportation Disadvantaged Coordinating Board

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification



Transportation Disadvantaged Trust Fund Service Rates Form

Community Transportation Coordinator (CTC)	Big Bend Transit, Inc.
Service Rate Effective Date	7/1/2018

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure	Cost Per Unit
* Ambulatory	Trip	\$33.91
* Wheel Chair	Trip	\$58.13
* 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

Preliminary Information Worksheet

Version 1.4

CTC Name: Big Bend Transit, Inc.

County (Service Area): Madison

Contact Person: Shawn Mitchell

Phone # 850-574-6266 X111

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Comprehensive Budget Worksheet

Version 1.4

CTC: Big Bend Transit, Inc.
County: Madison

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

1	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	5	6	7
	from July 1st of 2016 to June 30th of 2017	from July 1st of 2017 to June 30th of 2018	from July 1st of 2018 to June 30th of 2019			
				% 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

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

Local Non-Govt

Farebox	\$ 37,091	\$ 37,546	\$ 38,672	1.2%	3.0%
Medicaid Co-Pay Received					
Donations/ Contributions					
In-Kind, Contributed Services					
Other	\$ 1,678	\$ 1,700	\$ 1,750	1.3%	2.9%
Bus Pass Program Revenue					

Local Government

District School Board					
Compl. ADA Services					
County Cash	\$ 17,030	\$ 17,030	\$ 17,030	0.0%	0.0%
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	\$ 247,077	\$ 262,000	\$ 273,000	6.0%	4.2%
Non-Spons. Capital Equipment					
Rural Capital Equipment					
Other TD (specify in explanation)					
Bus Pass Program Revenue					

USDOT & FDOT

49 USC 5307		\$ 75,000	\$ 53,000		-29.3%
49 USC 5310					
49 USC 5311 (Operating)	\$ 103,427	\$ 102,000	\$ 105,280	-1.4%	3.2%
49 USC 5311 (Capital)					
Block Grant					
Service Development					
Commuter Assistance					
Other DOT (specify in explanation)					
Bus Pass Program Revenue					

AHCA

Medicaid	\$ 223,513	\$ 235,498	\$ 247,858	6.4%	5.2%
Other AHCA (specify in explanation)					
Bus Pass Program Revenue					

DCF

Alcoh. Drug & Mental Health					
Family Safety & Preservation					
Comm. Care Dis./Aging & Adul. 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	\$ 1,031	\$ 1,114	\$ 1,214	8.1%	9.0%
Day Care Programs					
Other DOE (specify in explanation)					
Bus Pass Program Revenue					

AW

WAGES/Workforce Board					
Other AWI (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: Madlson

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

	Prior Year's ACTUALS from July 1st of 2016 to June 30th of 2017	Current Year's APPROVED Budget, as amended from July 1st of 2017 to June 30th of 2018	Upcoming Year's PROPOSED Budget from July 1st of 2018 to June 30th of 2019	% 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	\$ 39,834	\$ 41,021	\$ 42,251	3.0%	3.0%
Other APD (specify in explanation)					
Bus Pass Program Revenue					

DJJ

(specify in explanation)					
Bus Pass Program Revenue					

Other Fed or State

xxx					
xxx					
xxx					
Bus Pass Program Revenue					

Other Revenues

Interest Earnings					
xxxx					
xxxx					
Bus Pass Program Revenue					

Balancing Revenue to Prevent Deficit

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

Balancing Revenue is Short By =	None	None			
Total Revenues =	\$670,681	\$772,909	\$780,055	15.2%	0.9%

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

Operating Expenditures

Labor	\$ 309,106	\$ 314,636	\$ 320,705	1.8%	1.9%
Fringe Benefits	\$ 153,716	\$ 157,000	\$ 160,000	2.1%	1.9%
Services	\$ 30,387	\$ 31,000	\$ 32,000	2.0%	3.2%
Materials and Supplies	\$ 120,185	\$ 122,000	\$ 124,000	1.6%	1.6%
Utilities	\$ 4,562	\$ 4,700	\$ 4,900	3.0%	4.3%
Casualty and Liability	\$ 33,996	\$ 35,000	\$ 36,000	3.0%	2.9%
Taxes	\$ 325	\$ 350	\$ 360	7.7%	2.9%
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous	\$ 23,041	\$ 22,223	\$ 22,890	-3.6%	3.0%
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 13,118	\$ 13,000	\$ 13,200	-0.9%	1.5%
Contrib. to Capital Equip. Replacement Fund	\$ 80,622	\$ 73,000	\$ 66,000	-9.6%	-9.6%
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR LOSS	(\$96,377)				
Total Expenditures =	\$769,058	\$772,909	\$780,055	0.6%	0.9%

Budgeted Rate Base Worksheet

Version 1.4

CTC: Big Bend Translt, Inc.

County: Madison

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	July 1st of
	2018
	to
	June 30th of
	2019
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

APD	
Office of Disability Determination	\$ -
Developmental Services	\$ 42,251
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 780,066

\$ -	\$ -	
\$ 42,251	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 604,746	\$ 175,310	\$ 65,000

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 320,705
Fringe Benefits	\$ 160,000
Services	\$ 32,000
Materials and Supplies	\$ 124,000
Utilities	\$ 4,900
Casualty and Liability	\$ 36,000
Taxes	\$ 360
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 22,890
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 13,200
Contrib. to Capital Equip. Replacement Fund	\$ 66,000
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 780,066
minus EXCLUDED Subsidy Revenue =	\$ 175,310
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 604,746
Rate Base Adjustment¹ =	\$ 98,377
Adjusted Expenditures Included in Rate Base =	\$ 703,122

\$ 122,310

Amount of Budgeted Operating Rate Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

Worksheet for Program-wide Rates

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

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	259,900
Rate Per Passenger Mile = \$ 2.71	
Total Projected Passenger Trips =	18,650
Rate Per Passenger Trip = \$ 37.70	

Fiscal Year
 2018 - 2019

Avg. Passenger Trip Length =	13.9 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 3.38	
Rate Per Passenger Trip = \$ 47.10	

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: Madison

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

SECTION I: Services Provided

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

Ambulatory 1	Wheelchair 1	Stretcher 2	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<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
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections 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 2	Wheelchair 1	Stretcher 2	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 III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Answer # 2 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?.....

<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	Leave Blank	Do NOT Complete Section II for Group Service
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III 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			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Big Bend Transi Version 1.4
County: Madison

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
 Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....
 Pass. Trip 1 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
 Loading Rate 0.00 to 1.00
 And what is the projected total number of Group Vehicle Revenue Miles?

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: 2018 - 2019			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Leave Blank 0
Rate per Passenger Mile =		\$0.00	\$0.00	\$0.00	\$0.00 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	18,650	15,729	2,921	<input type="text"/>	Leave Blank
Rate per Passenger Trip =		\$33.91	\$58.13	\$0.00	\$0.00 per passenger per group
2. If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$0.00	\$0.00	\$0.00	\$0.00 per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
					per passenger	per group
Rate per Passenger Trip =		\$42.36	\$72.62	\$0.00	\$0.00	\$0.00
					per passenger	per group

Appendix C: Vehicle Inventory



Date

Agency Name
Vehicle Inventory

Year	Make	Model	Vehicle Type	VW Number	FDOT Control # (if applicable)	Agency Vehicle #	Ramp or Lift (specify)	# of Seats and W/C Positions	Other Equipment	Use	Average Miles/Yr	Current Mileage	Funding Source	Name of Title Holder	Acquisition Date	Cost	% Federal funding	Location	Condition	Expected Date of Retirement	Date of Disposition (if applicable)	Sale Price (if applicable)	Status
2005	Chevy	CASC	C	1GBE4V1G3M424972	80257	0902	Lift	12+2		Public Transportation	19,600	167,936	5310	FDOT	4/22/2005		80%	Taylor	Good	11/25/2017			Active
2006	Ford	E350	F	1FBNE31L19DA91484	80267	0910	N/A	11 AMB		Public Transportation	6,900	57,130	5310	FDOT	8/26/2006		80%	Madison	Good	5/26/2018			Active
2009	Ford	E350	F	1FBNE31L35DA91485	80268	0911	N/A	11 AMB		Public Transportation	6,000	49,886	5310	FDOT	8/26/2009		80%	Taylor	Good	8/26/2018			Active
2013	Ford	E350	F	1FBNE3BL3DD808553	91215	3563	N/A	11 AMB		Public Transportation	29,000	125,915	5310	FDOT	6/27/2013		90%	Taylor	Good	6/27/2020			Active
2010	Chevy	G4500	D	1G89G5AG9A1105079	90257	1011	Lift	12+2		Public Transportation	31,900	235,974	5310	FDOT	12/7/2009		80%	Madison	Good	12/3/2016			Active
2010	Chevy	G4500	D	1G89G5AG6A1117936	80240	1015	Lift	12+2		Public Transportation	28,600	216,946	5310	FDOT	4/21/2010		80%	Taylor	Good	10/15/2016			Active
2010	Chevy	G4500	D	1G89G5AG6A1122599	80239	1016	Lift	12+2		Public Transportation	28,100	217,818	5310	FDOT	4/21/2010		80%	Taylor	Good	10/15/2016			Active
2011	Ford	E450	D	1FD0E41588DA86791	90252	1102	Lift	12+2		Public Transportation	25,400	155,618	5310	FDOT	7/27/2011		80%	Madison	Good	11/27/2019			Active
2013	Ford	E450	D	1FD0E41540DA92980	91216	1107	Lift	12+2		Public Transportation	42,800	193,477	5310	FDOT	7/17/2013		80%	Madison	Good	8/12/2018			Active
2014	Ford	E450	D	1FD0E41564DA19031	91235	1411	Lift	12+2	Camera System	Public Transportation	32,000	116,758	5310	FDOT	3/18/2014		80%	Madison	Good	4/28/2020			Active
2015	Ford	E450	D	1FD0E3FL1FDA20796	91240	1503	Lift	12+2	Camera System	Public Transportation	41,000	103,623	5310	FDOT	7/24/2015		80%	Madison	Good	11/18/2020			Active
2015	Ford	E350	D	1FD0E3FL1FDA37465	91255	1504	Lift	12+2	Camera System	Public Transportation	30,200	77,811	5310	FDOT	10/6/2015		80%	Taylor	Good	1/1/2020			Active
2015	Ford	E350	D	1FD0E3FL1FDA37466	91256	1505	Lift	12+2	Camera System	Public Transportation	28,500	71,836	5310	FDOT	10/6/2015		80%	Madison	Good	1/1/2020			Active
2016	Dodge	Caravan	F	1JC4WUG8G9GR135505	91256	1603	Ramp	4+1	Camera System	Public Transportation	19,100	32,571	5310	FDOT	5/27/2016		80%	Taylor	Good	8/23/2021			Active

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: [Signature] Date: 1/4/2015
(Individual responsible for assurance of compliance)

Name: Shawn Mitchell Title: General Manager

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

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE

725-030-10
TRANSIT
12/01

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

DATE 1/4/2016

Section 5311 Subrecipient Information:

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


FDOT District Office Information:

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

I, Shawn Mitchell (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

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.

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



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

**Madison County
Transportation Disadvantaged Coordinating Board**

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April 30,, 2018

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\td2018\madison\memos\statmay.docx



MADISON COUNTY RIDERSHIP REPORT

QUARTERLY REPORT

JANUARY 2018 – MARCH 2018

COMMUNITY TRANSPORTATION QUARTERLY REPORT

(JANUARY 2018 – MARCH 2018)

Number of Trips Provided From All Funding Sources

During this reporting period BBT provided a total of 4,678 trips. Approximately 35 percent of the trips provided were CTD-TDTF funded trips, 6 percent of the trips were GENERAL PUBLIC, 22 percent APD passengers, 33 percent other sources, 3 percent VA trips and less than 1 percent of the total scheduled trips were NO SHOWS.

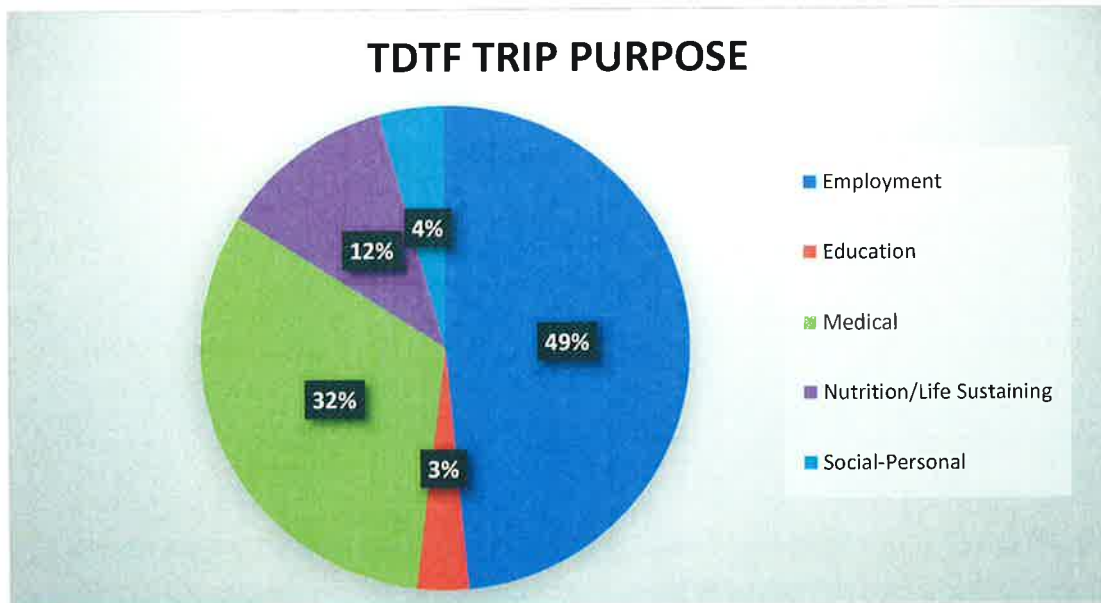
SOURCES	JANUARY	FEBRUARY	MARCH	TOTAL
GENERAL PUBLIC	72	102	88	262
VA	41	61	62	164
CTD-TDTF	584	553	491	1,628
APD	326	347	379	1,052
OTHER SOURCES	492	492	558	1,542
NO SHOWS	6	15	9	30
TOTAL	1,521	1,570	1,587	4,678

TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 49 percent were for employment; 32 percent for medical appointments, 3 percent for education, 12 percent for nutritional and life sustaining activities, and 4 percent for Social/Recreational.

TDTF TRIP PURPOSE

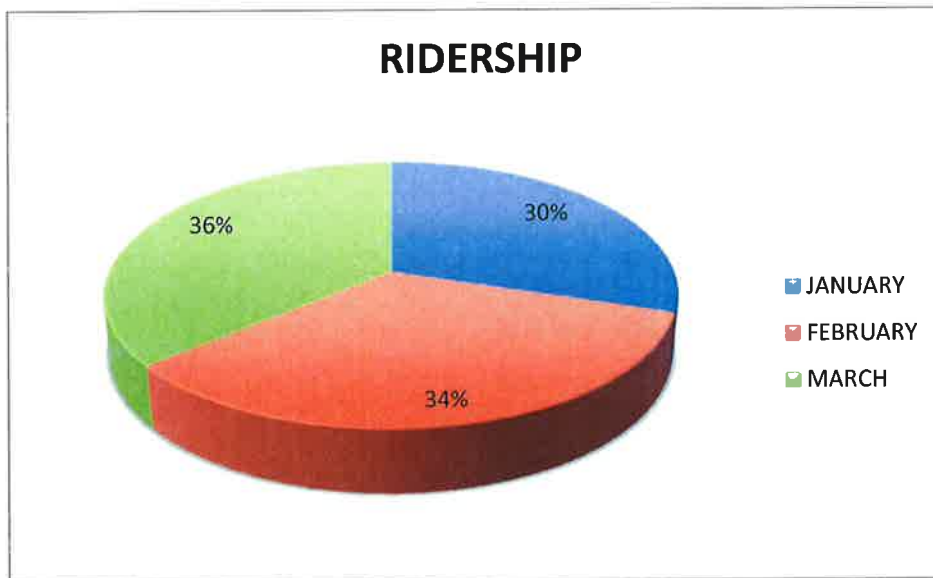
TDTF TRIP PURPOSE	JANUARY	FEBRUARY	MARCH	TOTAL
Employment	283	278	229	790
Education	18	20	18	56
Medical	163	183	177	523
Nutrition/Life Sustaining	83	52	54	189
Social-Personal	37	20	13	70
Total	584	553	491	1,628



NUMBER OF COMPLAINTS FILED (0)

“IN TOWN SHUTTLE REPORT”

JANUARY	FEBRUARY	MARCH	TOTAL
69	78	83	230



ATTENDANCE RECORD

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	5/1/17	8/7/17	10/2/17	2/5/18
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation Alternate Member	Sandra Collins Janell Damato	P A	A A	P A	P A
Florida Department of Children and Families Alternate Member	Steve Russell Amanda Bryant	A	A A	A A	P A
Florida Agency for Health Care Administration Alternate Member	Dewece Ogden Pamela Hagley	A A	A 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.	A	A P	P P	P P
Citizen Advocate-User Alternate Member	(Vacant) Cindy Hutto	A	A	A	A
Elderly Alternate Member	(Vacant) (Vacant)				
Veterans Alternate Member	Oliver Bradley (Vacant)	P	P	P	P
Persons with Disabilities Alternate Member	Paula Arnold (Vacant)	A	A	P	P
Florida Association for Community Action Alternate Member	Matthew Pearson (Vacant)	P	P	P	A
Florida Department of Elder Affairs Alternate Member	Rosa Richardson Margaret Minter	A P	A P	A A	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 P	A P	Debbie Cohn A	P 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."

