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February 22, 2021

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, March 1, 2021 at 1:00 p.m. in the meeting room of the Madison County Courthouse Annex located at 229 Pinckney Street, Madison, Florida.

The Centers for Disease Control and Prevention social/physical distancing guidelines will be followed in the meeting room. Wearing of face coverings will be required. Meeting participants must stay at least six feet (about two arms' length) from other persons. Due to social distancing requirements, there will be limitations on the number of persons permitted to enter the meeting room and/or building. To keep the meeting room attendance to a maximum of ten persons, the meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

Board members may participate (and vote), via communications media technology, however, four Board members must be present to establish a physical quorum to vote on agenda items that require formal action.

According to the Centers for Disease Control and Prevention, individuals at the greatest risk for severe illness from COVID-19 are those aged 65 or older. There are also other factors that can increase your risk for severe illness such as having underlying medical conditions. We encourage Board members who may have an increased risk of severe illness from COVID-19 to participate via communications media technology.

We will contact Board members prior to the meeting to ensure a physical quorum will be present and to ensure the meeting room attendance will be below 10.

Attached is the meeting agenda and supporting materials.

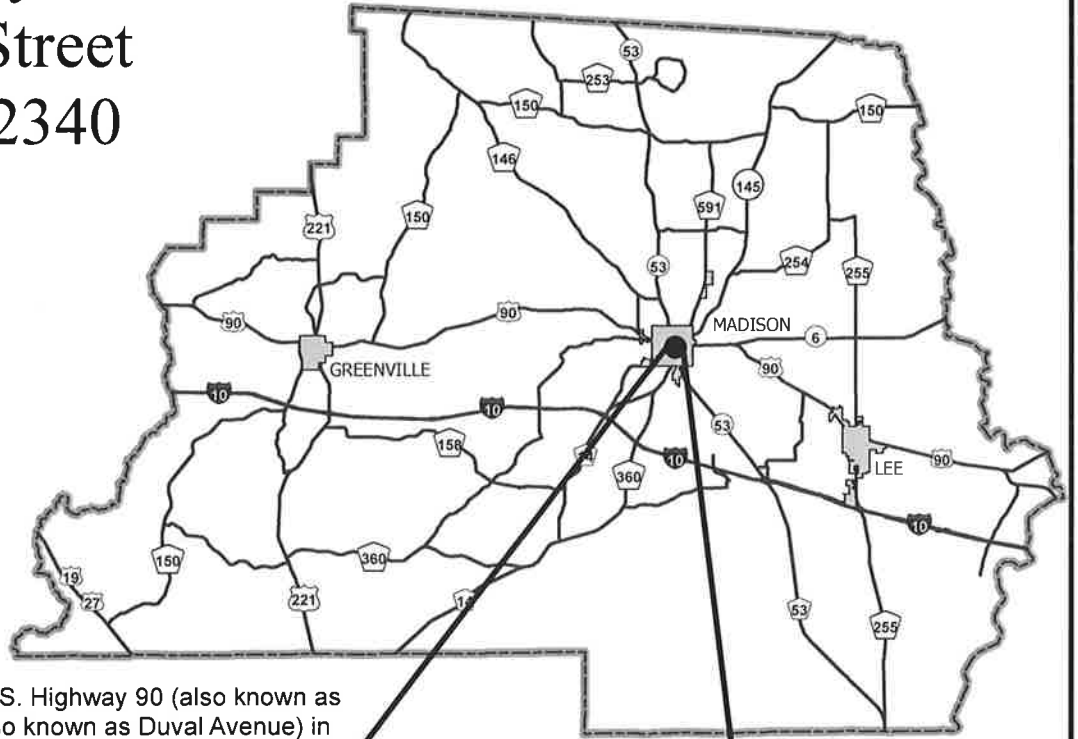
Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting is asked to advise our office at least **2 business days** before the meeting by contacting 352.955.2200 extension 110. If you are hearing or speech impaired, please contact our office using the Florida Relay Service, 1.800. 955.8771 (TDD) or 1.800. 955.8770 (Voice).

Attachments

T:\Lynn\TD2021\Madison\Memos\march.docx

Madison County Courthouse Annex

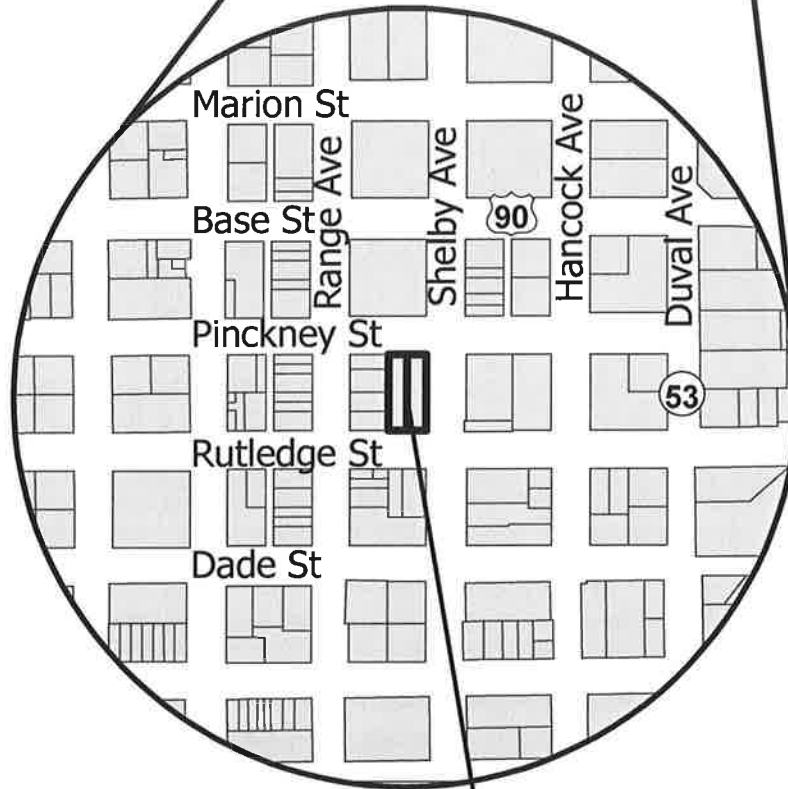
229 Pinckney Street
Madison, FL 32340



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
Dial in Number: Toll free 1.888.585.9008
Conference Code: 864 183 272

Monday
March 1, 2021
1:00 p.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the August 3, 2020
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. 2019/20 Annual Performance Evaluation

Page 49

ACTION REQUIRED

The Board needs to approve Big Bend Transit, Inc.’s 2019/20 annual performance
evaluation

C. 2019/20 Annual Operating Report

Page 93

NO ACTION REQUIRED

The Board needs to review the 2019/20 Annual Operating Report

D. Big Bend Transit, Inc. Ridership Report

Page 103

NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

IV. FUTURE MEETING DATES

- A. May 3, 2021 at 1:00 p.m.**
- B. August 2, 2021 at 1:00 p.m.**
- C. November 1, 2021 at 1:00 p.m.**
- D. February 7, 2022 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 meeting agenda, please do not hesitate to contact me at 1-800-226-0690, extension 110.

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Lauren Adams 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
Vacant Florida Department of Elder Affairs	Janice Presley Florida Department of Elder Affairs
Vacant Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Diane Head Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamberg Florida Agency for Persons with Disabilities
Matthew Pearson, Vice-Chair Florida Association for Community Action Grievance Committee Member Term ending June 30, 2023	Vacant Florida Association for Community Action Term ending June 30, 2023
Melinda Richie Public Education	Vacant Public Education
Vacant Veterans Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Shanetha Mitchell Citizen Advocate Term ending June 30, 2021 Grievance Committee Member	Vacant Citizen Advocate Term ending June 30, 2021
Vacant Citizen Advocate - User Term ending June 30, 2021	Vacant Citizen Advocate - User Term ending June 30, 2021
Paula Arnold Persons with Disabilities Term ending June 30, 2021 Grievance Committee Member	Vacant Persons with Disabilities Term ending June 30, 2021
Carl A. Sims, Jr. Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Leila C. Rykard Medical Community Term ending June 30, 2022	Kimberly Allbritton Medical Community Term ending June 30, 2022
Vacant Children at Risk Term ending June 30, 2022	Vacant Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022

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

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

VIRTUAL MEETING MINUTES

Virtual Meeting		Monday
Dial in Number:	Toll free 1.888.585.9008	August 3, 2020
Conference Code:	864 183 272	1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Ronnie Moore, Chair
Paula Arnold, Persons with Disabilities Representative
Sandra Collins, Florida Department of Transportation Representative
Anthony Jennings representing Diane Head, Workforce Development Board Representative
Shanetha Mitchell, Citizen Advocate
Matthew Pearson, Florida Association for Community Action Representative
Leila Rykard, Medical Community Representative
Carl Sims, Jr., Elderly Representative

VOTING MEMBERS ABSENT

Hannah Engle, Florida Department of Children and Families Representative
Melinda Richie, Public Education Representative
Steve Russell, Florida Department of Children and Families Representative

OTHERS PRESENT

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

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. Roll Call

Chair Moore asked staff to take a roll call attendance.

The roll call was taken by Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, and, a quorum was declared present

B. Approval of the Meeting Agenda

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

C. Approval of the June 1, 2020 Meeting Minutes

ACTION: Leila Rykard moved to approve the June 1, 2020 meeting minutes. Sandra Collins seconded; motion passed unanimously.

II. NEW BUSINESS

A. Fiscal Year 2020/21 Transportation Disadvantaged Service Rates and Rate Calculation Model

Ms. Godfrey stated that the Board needs to review and approve Big Bend Transit, Inc.'s Transportation Disadvantaged Program service rates annually. She said Big Bend Transit, Inc.'s proposed Fiscal Year 2020/21 Transportation Disadvantaged Program service rates have been provided for the Board's review and approval.

Mr. Shawn Mitchell, Big Bend Transit, Inc. General Manager, discussed the methodology used to develop the Transportation Disadvantaged Program service rates.

ACTION: Anthony Jennings moved to approve Big Bend Transit, Inc.'s Fiscal Year 2020/21 Transportation Disadvantaged Program service rates. Service Plan Annual Update. Paula Arnold seconded; motion passed unanimously.

B. 2020/21 Rural Area Capital Assistance Grant Application

Ms. Godfrey stated that the Board needs to review and approve Big Bend Transit, Inc.'s 2020/21 Rural Area Capital Assistance Grant application.

Mr. Mitchell discussed Big Bend Transit, Inc.'s grant application.

ACTION: Sandra Collins moved to approve Big Bend Transit, Inc.'s 2020/21 Rural Area Capital Assistance Grant application. Anthony Jennings seconded; motion passed unanimously.

C. Elect Vice-Chair

Chair Moore stated that the Board needs to re-elect Mr. Matthew Pearson as Vice-Chair or elect a new Vice-Chair.

ACTION: Sandra Collins moved to re-elect Matthew Pearson as Vice-Chair. Anthony Jennings seconded; motion passed unanimously.

D. Bylaws

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She said staff is recommending the addition of G. Meetings (12) Public Comment to the Bylaws.

ACTION: Paula Arnold moved to approve the Bylaws as amended. Matthew Pearson seconded; motion passed unanimously.

E. Grievance Procedures

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She said staff is recommending the addition of G. Meetings (8) Public Comment to the Grievance Procedures.

ACTION: Leila Rykard moved to approve the Grievance Procedures as amended. Shanetha Mitchell seconded; motion passed unanimously.

F. Trip and Equipment Grant Allocation Methodology

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged is conducting a study to explore changes to the Trip and Equipment Grant allocation methodology within Rule Chapter 41-2.014 Florida Administrative Code. She said the initial report published by the Florida Commission for the Transportation Disadvantaged is included in the meeting materials. She stated that staff prepared draft recommendations concerning the Trip and Equipment Grant allocation methodology for the Board to consider submitting to the Florida Commission for the Transportation Disadvantaged.

Mr. Mitchell stated that he supported the staff recommendations.

ACTION: Paula Arnold moved to submit the recommendations prepared by staff to the Florida Commission for the Transportation Disadvantaged concerning the Trip and Equipment Grant allocation methodology. Matthew Pearson seconded; motion passed unanimously.

G. Big Bend Transit, Inc. Ridership Report

Mr. Robert Adams, Big Bend Transit, Inc. Operations Manager, discussed Big Bend Transit, Inc.'s April - June 2020 ridership report.

III. OTHER BUSINESS

A. Comments

Chair Moore thanked everyone for participating in the meeting. He stated that the Madison County Department of Health is conducting free drive through COVID-19 testing.

Leila Rykard stated that COVID-19 testing will be conducted at the North Florida College from 8:30 a.m. to 10:30 a.m.

Sandra Collins thanked Big Bend Transit, Inc. for continuing to provide transportation during the pandemic and natural disasters.

IV. FUTURE MEETING DATES

Chair Moore stated that the next meeting of the Board will be held November 2, 2020 at 1:00 p.m. He thanked everyone for participating in the virtual meeting.

Ms. Godfrey stated that she will work with Commissioner Moore concerning the format of the November meeting.

ADJOURNMENT

The meeting adjourned at 1:30 p.m.

Coordinating Board Chair

Date



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February 22, 2021

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Introduction to Florida's Coordinated Transportation System

RECOMMENDATION

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

BACKGROUND

The Florida Commission for the Transportation Disadvantaged requires Board members to comply with the requirements of Section 112.3143, Florida Statutes and Section 286, Florida Statutes.

Attached are the following documents for the Board's information:

- An Introduction to Florida's Coordinated Transportation System;
- Section 112.3143, Florida Statutes concerning voting conflicts of interest; and
- Section 286, Florida Statutes concerning Florida Sunshine Law.

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

Attachments

T:\Lynn\TD2021\Madison\Memos\training.docx



TD 101 – A Comprehensive Overview of the Transportation Disadvantaged Program

Commission for the Transportation Disadvantaged

September 17, 2019



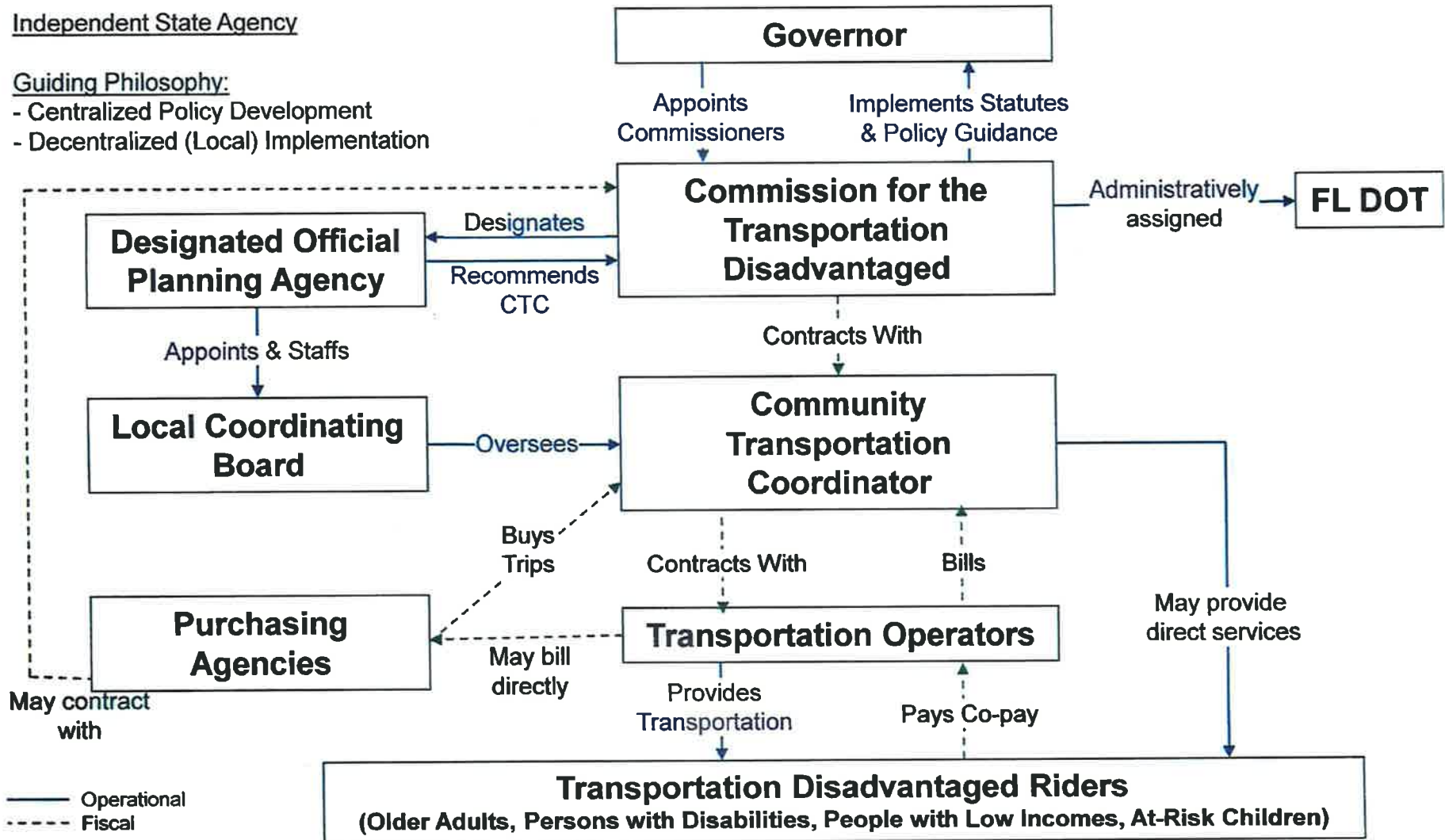
Florida's Coordinated Transportation System Organizational Structure

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



Florida Commission for the



**Transportation
Disadvantaged**

They Could Need A Ride To...



- Medical Services
- Work
- School
- Grocery Store



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

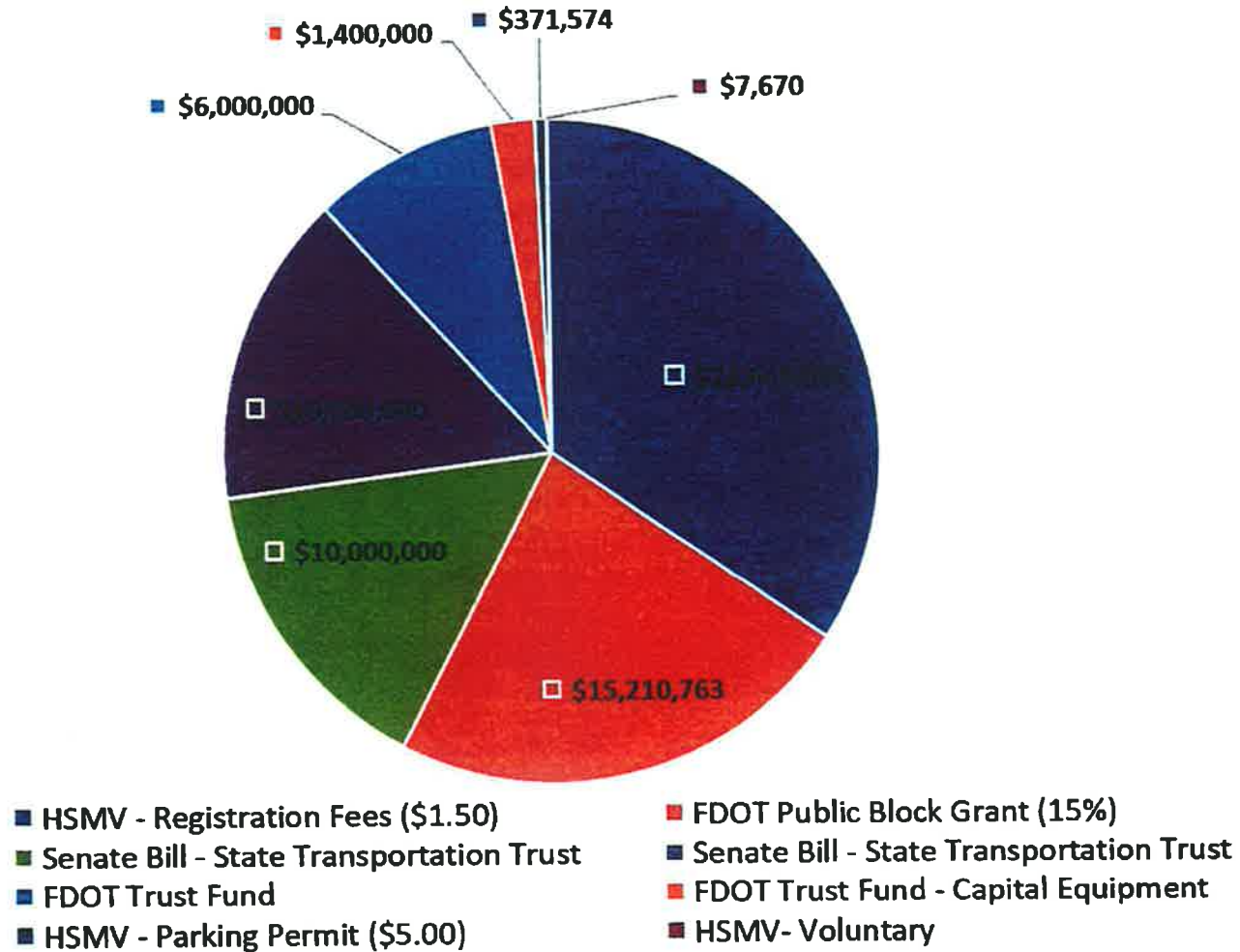
Duties

- 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.



Commission Revenues FY 2019-20

Total Revenues \$65,635,032





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 or 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

Coordinating Board Structure

- Members are appointed by the Planning Agency
 - 1 elected official to serve as Chairperson
 - 1 Vice-Chairperson (elected annually by LCB Members)
 - Additional member groups which compose the LCB
 - FDOT, DCF, DOEA and AHCA
 - Public Education Community
 - Florida Division of Vocational Rehabilitation or Division of Blind Services for DOE, when applicable
 - Veterans Service Office
 - Florida Association for Community Action representative of county's disadvantaged population



Local Coordinating Board

Coordinating Board Structure (Continued)

- Additional member groups which compose the LCB (Continued)
 - Elderly (person over 60)
 - Disabled
 - 2 citizen advocate representatives, 1 of whom must use the coordinated transportation system
 - Representative for children at risk
 - Chairperson/designee of local Public Transit System's Board, except in cases where they are also the CTC
 - Private for profit, when available (local private non profit may replace unless CTC)
 - Regional Workforce Development Board
 - Medical community



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.



Community Transportation Coordinator

Selecting a Community Transportation Coordinator

- Interested organization responds to Planning Agency's request for a Community Transportation Coordinator.
- Planning Agency submits recommendation to the Commission for approval.
- Designation is for 5 years.



Community Transportation Coordinator

CTC Agreements with Commission

- Memorandum of Agreement (MOA)
- Trip & Equipment Grant
- Shirley Conroy Grant (Rural Capital Equipment)
- Innovation & Service Development Grant



Community Transportation Coordinator

Service Network Types

- Sole Source—provides all services
- Partially Brokered—contracts some services and provides some services
- Fully Brokered—contracts all services



Purchasing Agency

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

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



Purchasing Agency

Duties

- Uses the coordinated transportation system for provision of services to its clients.
- Pays the rates established in the service plan or negotiated statewide contract
- Negotiates with the Commission before procuring transportation disadvantaged services.
- Identifies the specific amount of money they will allocate in their legislative budget request to provide transportation disadvantaged services.



Purchasing Agency

Duties (Continued)

- Provides the Commission an accounting of all funds spent as well as the number of trips purchased with agency funds.
- Assists communities in developing coordinated transportation systems designed to serve the transportation disadvantaged.
- Ensures that its rules, procedures, guidelines, and directives are conducive to the coordination of transportation funds & services for the transportation disadvantaged.



Rider

Eligibility for Transportation Disadvantaged Trust Fund

- Commission establishes guidelines for Transportation Disadvantaged eligibility
- Local Coordinating Board develops local eligibility policy, based on Chapter 427, Florida Statutes, and Commission Guidelines.



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

Section 112.3143, Florida Statutes

Voting Conflicts of Interest

1

Section 112.3143, 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

Section 112.3143, 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

Section 112.3143, 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

Section 112.3143, 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.



FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF:
CITY	<input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> OTHER LOCAL AGENCY
DATE ON WHICH VOTE OCCURRED	NAME OF POLITICAL SUBDIVISION: MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. 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

A person holding elective or appointive county, municipal, or other local public office **MUST ABSTAIN** from voting on a measure which would inure to his or her special private gain or loss. Each elected or appointed local officer also **MUST ABSTAIN** from knowingly voting on a measure which would inure to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent, subsidiary, or sibling organization of a principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies (CRAs) under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a "relative" includes only the officer's 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 the officer 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).

* * * * *

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting; *and*

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

* * * * *

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you are not prohibited by Section 112.3143 from otherwise participating in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

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. (Continued on page 2)

APPOINTED OFFICERS (continued)

- 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 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 LOCAL 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, _____ ;
- inured to the special gain or loss of _____, by whom I am retained; or
- inured to the special gain or loss of _____, which is the parent subsidiary, or sibling organization or subsidiary 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.

Section 286, Florida Statutes

Florida Sunshine Law

1

Section 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

Section 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.





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

February 22, 2021

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2019/20 Annual Performance Evaluation

RECOMMENDATION

Approve the Big Bend Transit, Inc.'s 2019/20 annual performance evaluation.

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Big Bend Transit, Inc. Attached is Big Bend Transit, Inc.'s draft 2019/20 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

T:\Lynn\TD2021\Madison\Memos\eval.doc

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Big Bend Transit, Inc.

County: Madison

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

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

Review period: July 1, 2019 - June 30, 2020

2019/20 Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Madison County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org/mtpo
352.955.2000

Ronnie Moore, Chair

with Assistance from



North Central Florida Regional Planning Council
2009 NW 67th Place
Gainesville, FL 32653-1603
www.ncfrpc.org
352.955.2200

March 1, 2021

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Level of Coordination _____ 26

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I. FINDINGS AND RECOMMENDATIONS

A. General Information

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

B. Chapter 427, Florida Statutes

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

C. Rule 41-2, Florida Administrative Code

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

D. On Site Observation

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

E. Surveys

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

F. Cost

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

G. Level of Competition

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

H. Level of Coordination

Areas of Noncompliance: None
Recommendations: None
Timeline for Compliance: None

II. ENTRANCE INTERVIEW

1. **Operating Environment:** Rural
2. **Organization Type:** Private Non-Profit
3. **Network Type:** Sole Provider
4. **Subcontracted Operators:** None
5. **Coordination Contractors:** None
6. **Transportation Alternatives:** None
7. **Purchasing Agencies:**
 - Florida Commission for the Transportation Disadvantaged
8. **Transportation Disadvantaged Helpline Calls:**

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

III. GENERAL INFORMATION

1. **What was the designation date of the Community Transportation Coordinator?**

7/01/17

2. **What is the complaint process?**

Big Bend Transit, Inc.'s complaint process is attached.

3. **Does the community transportation coordinator have a complaint form?**

Yes (attached)

4. **Does the form have a section for resolution of the complaint?**

Yes

5. **Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?**

Yes

6. **When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?**

If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline.

7. **When a complaint is forwarded from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?**

Yes

8. **Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?**

Yes (attached)

9. **Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?**

Yes

10. **Does the rider/ beneficiary information or brochure list the complaint procedure?**

Yes

11. **What is the eligibility process for Transportation Disadvantaged sponsored riders?**

Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).

12. **Does public information state that accessible formats are available upon request?**

Yes

13. **Is public information available in accessible formats upon request?**

Yes

14. **What arrangements are in place to have accessible materials produced upon request?**

Accessible materials are available upon request.

15. **Is the Florida Relay System phone number provided in informational materials?**

Yes

16. **Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?**

No

17. **What innovative ideas have been implemented in the coordinated transportation system?**

Big Bend Transit, Inc. provides bus passes and online passenger scheduling.

18. **Are there any areas where coordination can be improved?**

Transportation services purchased with local, state or federal funds should be purchased through Florida's Coordinated Transportation System. Currently, Florida's Managed Medical Care Program provides transportation services to its clients outside of Florida's Coordinated Transportation System.

19. **What barriers are there to the coordinated system?**

Loss of Florida Managed Medical Care Program client transportation and funding. Ability to purchase transportation outside of Florida's Coordinated Transportation System.

20. **Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?**

Rural service areas need additional Transportation Disadvantaged Program funding to meet the transportation needs of rural communities.

21. **What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated transportation system?**

Florida Agency for Health Care Administration.

22. **How is the Community Transportation Coordinator marketing the voluntary dollar?**

Posters, e-mail and community outreach events.

Big Bend Transit, Inc.

P.O. Box 1721
Tallahassee, Florida 32302
904 / 574-6266

COMPLAINT/COMMENDATION FORM

Date Called In: _____ Time Called In: _____

Incident Called In By: _____ Telephone: _____

Date Of Incident: _____ Time Of Incident: _____

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

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

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

If Yes, Address sent To: _____

Nature Of Incident:

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

Incident: _____

Incident Recorded By: _____

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Local Grievance Procedure/Process

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



[HOME](#)

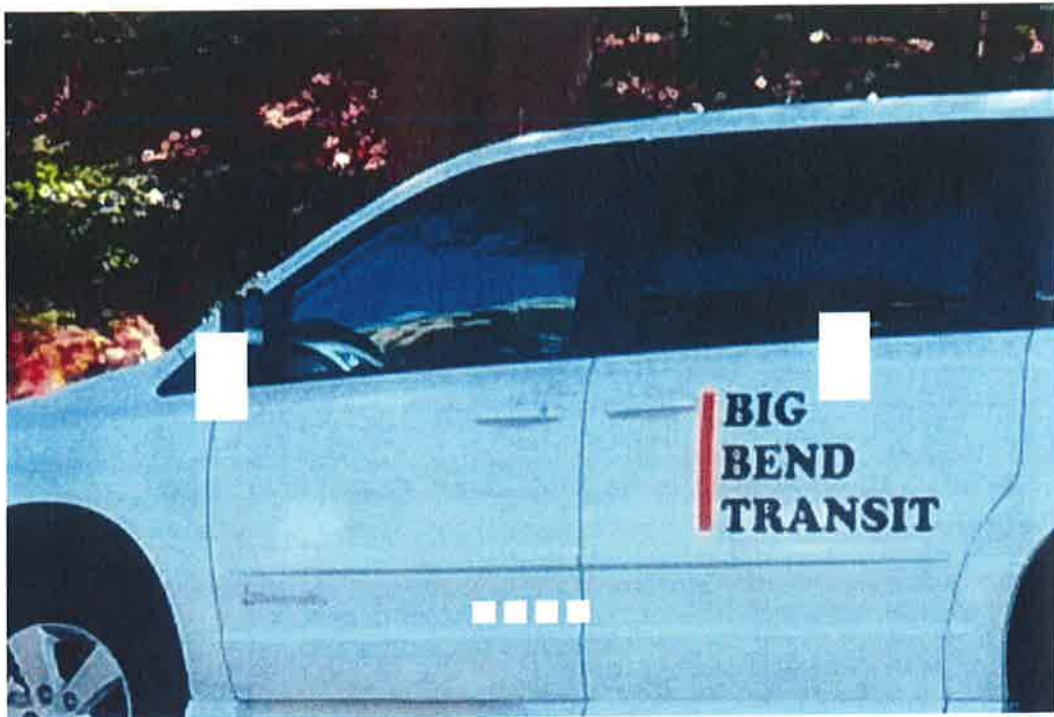
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WELCOME TO BIG BEND TRANSIT

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

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



LEON COUNTY
(850) 574-6064



GADSDEN COUNTY
(850) 627-9958



TAYLOR COUNTY
(850) 584-5566



MADISON COUNTY
(850) 973-4418



JEFFERSON COUNTY
(850) 997-1323



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COORDINATED TRANSPORTATION SYSTEM OF MADISON COUNTY

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



[Download the Madison Shuttle Brochure](#)

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



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

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

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

TRANSPORTATION SERVICE INFORMATION

The driver will assist you in boarding the vehicle, if necessary.

The driver will wait five minutes for you.

You must use the seatbelt provided.

You must have the ability to carry your own personal items.

Return trips will be made within an hour of the requested time.

No smoking, eating or drinking on the vehicle.

Accessible formats are available upon requests.

Advanced purchase of coupons/tickets is available.



TRANSPORTATION SERVICE FREQUENTLY ASKED QUESTIONS

Who are the Transportation Disadvantaged?

Transportation Disadvantaged (TD) means "those persons who because of physical or mental disability, income status, or age, or for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped

or high risk as defined in Chapter 411.202, F.S.". You may download the Madison County Transportation Disadvantaged brochure [here](#) for more details. You may also download and fill out the [application](#).

Where is the Transportation Service Available?

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

What is the Cost of Transportation Service?

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

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

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

What Transportation Will be Provided?

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

How Can I Access the Transportation Service?

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

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

Should you need to change your plans or cancel your ride, call (850) 973-4418 as

soon as possible. Failure to cancel your ride within 2 hours of your time of travel will cause a "NO-SHOW" charge and/or cancellation of transportation privileges.

What is the Phone Number for the Coordinated Transportation System?

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

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

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

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

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PARATRANSIT

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

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

Mobility Management Services Brochure

Paratransit

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

This may be due to an inability to:

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

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

- get to boarding/alighting locations of regular public transportation

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

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

Eligibility Requirements

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

Category 1:

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

Category 2:

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

Category 3:

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

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

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Courteous and Personalized Service....



Where is the Transportation Service Available?

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

What Transportation Will be Provided?

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

How Can I Access the Transportation Service?

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

What is the Cost of the Transportation Service?

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

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

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

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

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

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

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

Transportation Service Information:

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

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

www.bigbendtransit.org

Madison
SHUTTLE

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, 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

Madison SHUTTLE

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

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

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

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

For assistance, please call Big Bend Transit at **850.973.4418** or visit www.bigbendtransit.org

1	Washburn Village 1000 N. Pecos Hwy 33	7:30 am	8:30 am	9:30 am	10:30 am	11:30 am	12:30 pm	1:30 pm	2:30 pm
2	Colonial Apartments 700 Somerset Road	7:32 am	8:32 am	9:32 am	10:32 am	11:32 am	12:32 pm	1:32 pm	
3	Cambridge Manor 452 SW Leland Road	7:34 am	8:34 am	9:34 am	10:34 am	11:34 am	12:34 pm	1:34 pm	
4	Hilltop Apartments 411 Monte Drive	7:36 am	8:36 am	9:36 am	10:36 am	11:36 am	12:36 pm	1:36 pm	
5	Health Department 718 SW 2nd Avenue	7:40 am	8:40 am	9:40 am	10:40 am	11:40 am	12:40 pm	1:40 pm	
6	Madison Heights 730 SW 2nd Commerce Drive	7:44 am	8:44 am	9:44 am	10:44 am	11:44 am	12:44 pm	1:44 pm	
7	PL Dept. of Children & Families 5007 SW Range Avenue	7:49 am	8:49 am	9:49 am	10:49 am	11:49 am	12:49 pm	1:49 pm	
8	Waples Creek River East, Council 145 SW Hunter Lane	7:54 am	8:54 am	9:54 am	10:54 am	11:54 am	12:54 pm	1:54 pm	
9	DeSoto Crossing (Wood River) 1717 S. Wood Street	8:04 am	9:04 am	10:04 am	11:04 am	12:04 pm	1:04 pm	2:04 pm	
10	CVS Pharmacy 407 E. 33rd Street	8:07 am	9:07 am	10:07 am	11:07 am	12:07 pm	1:07 pm	2:07 pm	
11	QD Hospital 800 NW Ashton Street	8:09 am	9:09 am	10:09 am	11:09 am	12:09 pm	1:09 pm	2:09 pm	
12	County Courthouse 200 McKinley Street	8:13 am	9:13 am	10:13 am	11:13 am	12:13 pm	1:13 pm	2:13 pm	
13	Bright Days Kids 232 NW Monroe Street	8:17 am	9:17 am	10:17 am	11:17 am	12:17 pm	1:17 pm	2:17 pm	
14	Madison County Hospital 224 SW Crane Avenue	8:19 am	9:19 am	10:19 am	11:19 am	12:19 pm	1:19 pm	2:19 pm	
15	North FL Community College 325 Turner Cross Drive	8:21 am	9:21 am	10:21 am	11:21 am	12:21 pm	1:21 pm	2:21 pm	
16	County Library 420 NW College Loop	8:23 am	9:23 am	10:23 am	11:23 am	12:23 pm	1:23 pm	2:23 pm	
17	Robots at school 134 SW Archer Drive	8:25 am	9:25 am	10:25 am	11:25 am	12:25 pm	1:25 pm	2:25 pm	
18	Madison Service Shopping Ctr. 729 W. Blair Street	8:27 am	9:27 am	10:27 am	11:27 am	12:27 pm	1:27 pm	2:27 pm	

Service resumes at 7:30 am.



There's an app for that...

To track where the bus is at any given time during normal operating hours, download the **RideBBT** app to your iPhone or Android device.

Available on the App Store and Google Play.



MADISON COUNTY

Transportation Disadvantaged Application

Section I: General Information

Full Name: _____
Last First M.I.

Address: _____
Street Address Apartment/Lot #

_____ *City State ZIP Code*

Check one: House Apartment Mobile home Nursing home
 Group home

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

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

How often do you plan to travel? Daily Weekly Monthly

Mailing Address: _____
Street Address Apartment/Lot #

_____ *City State ZIP Code*

Home Phone#: _____ Alternate Phone#: _____

Email: _____

SSN#: _____

Gender: _____ Birth Date : _____

Emergency Contact Name: _____

Relationship: _____ Emergency Contact Phone#: _____

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

Would you be interested in a **Madison Shuttle** bus pass for travel?
 Yes No

Section IV: Applicant Release

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

Applicant Signature *Date*

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

Signature *Date*

Section V:

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

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

Please initial the following:

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

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

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

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

Print or type name of medical professional *License Number*

Office Address: _____
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: _____

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. **Are the Community Transportation Coordinator subcontracts uniform?**

Not applicable, no subcontracted operators.

2. **Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?**

Not applicable, no subcontracted operators.

3. **Do the contracts include performance standards for the transportation operators?**

Not applicable, no subcontracted operators.

4. **Do the contracts include the proper language concerning payment to subcontractors?**

Not applicable, no subcontracted operators.

5. **Were the following items submitted on time?**

a) **Annual Operating Report:** Yes

b) **Memorandum of Agreement:** Yes

c) **Transportation Disadvantaged Service Plan:** Yes

d) **Transportation Disadvantaged Trust Fund Grant Application:** Yes

e) **Other grant applications:** Yes

6. **Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?**

Not applicable, no subcontracted operators.

7. **Is a written report issued to the operator?**

Not applicable, no subcontracted operators.

8. **What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?**

Not applicable, no coordination contractors.

11. **Are coordination contracts reviewed annually as to the effectiveness and efficiency of the coordination contractor or the renewal of any Coordination Contracts?**

Not applicable, no coordination contractors.

12. **Are there any transportation alternatives?**

No

IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

1. Hours 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.

2. Call Intake Hours:

Monday through Friday, 8:00 a.m. to 5:00 p.m.

3. After Hours Reservations/Cancellations:

After hours service is not provided through the Transportation Disadvantaged Program.

Trip cancellations shall be made to Big Bend Transit, Inc. a minimum of two (2) hours prior to the earliest pick-up time. Hours for cancelling service are Monday through Friday 6:00 a.m. to 6:00 p.m.

4. Minimum required notice for reservations:

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.

5. How far in advance can reservations be place (number of days)?

No more than 14 days in advance.

6. What type of arrangement does the Community Transportation Coordinator have with the local Regional Workforce Board?

No agreement with the local Regional Workforce Board.

7. Has the Community Transportation Coordinator developed any innovative transportation services for the local Regional Workforce Board?

CareerSource North Florida purchases shuttle bus passes from Big Bend Transit, Inc.

8. **Do the Community Transportation Coordinator and Local Coordinating Board review applications for federal, state and local Transportation Disadvantaged funding?**

Yes

9. **What are the trip priorities for the trips funded with Transportation Disadvantaged Program trips?**

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

10. **How are the trip priorities carried out?**

Trip priorities are carried out in accordance with the above priority list established in the Madison County Transportation Disadvantaged Service Plan.

V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

1. **How is the Community Transportation Coordinator using school buses in the coordinated system?**

Big Bend Transit, Inc. does not have a contract with the Madison County School Board.

2. **How is the Community Transportation Coordinator using public transportation services in the coordinated system?**

Not applicable, no other public transportation services operating in the service area.

3. **Is there a goal for transferring passengers from paratransit to transit?**

Not applicable, no fixed route public transportation systems operating in the service area.

4. **What are the minimum liability insurance requirements?**

\$200,000/\$300,000

5. **What are the minimum liability insurance requirements in the operator and coordination contracts?**

Not applicable, no subcontracted operators/coordination contractors.

6. **Do the minimum liability insurance requirements exceed \$1 million per incident?**

No

7. **Date of last System Safety Program Plan Compliance Review:**

January 2019

8. **Are the contracted operators in compliance with the System Safety Program Plan?**

Not applicable, no subcontracted operators.

9. **Do the Community Transportation Coordinator and its contracted operators (if any) comply with the Federal Transit Administration Anti-Drug and Alcohol Misuse Program (49 CFR Part 40, 655)?**

Yes

10. **Date of last Anti-Drug and Alcohol Misuse Program review:**

January 2019

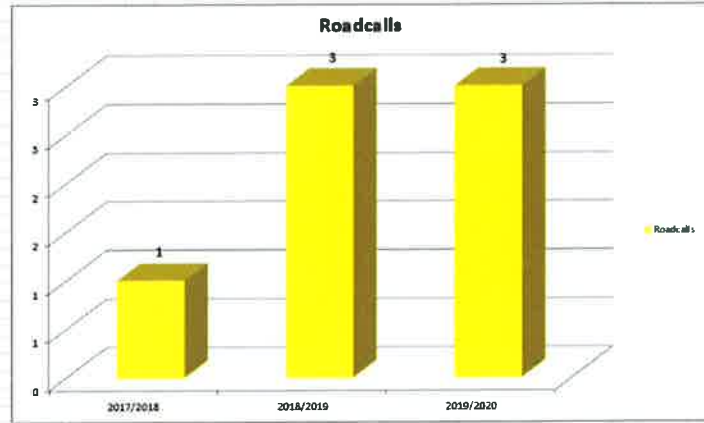
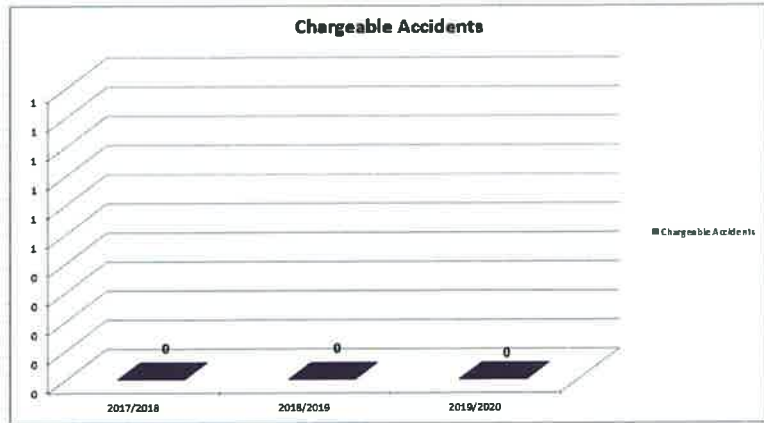
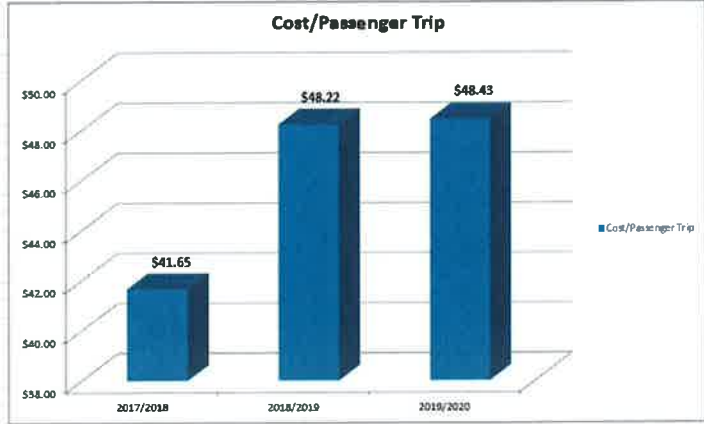
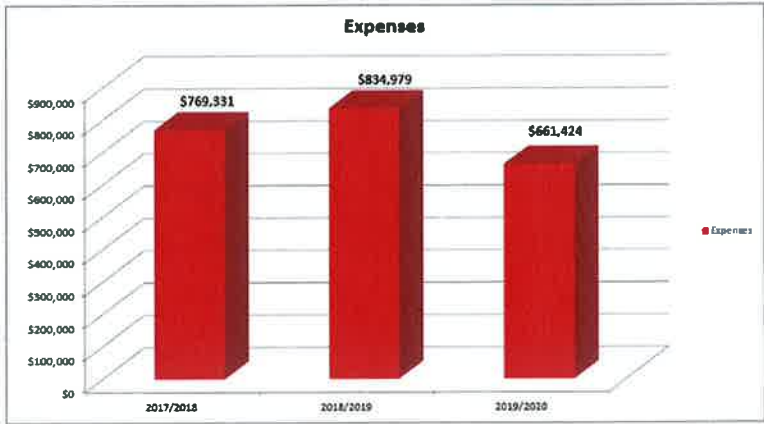
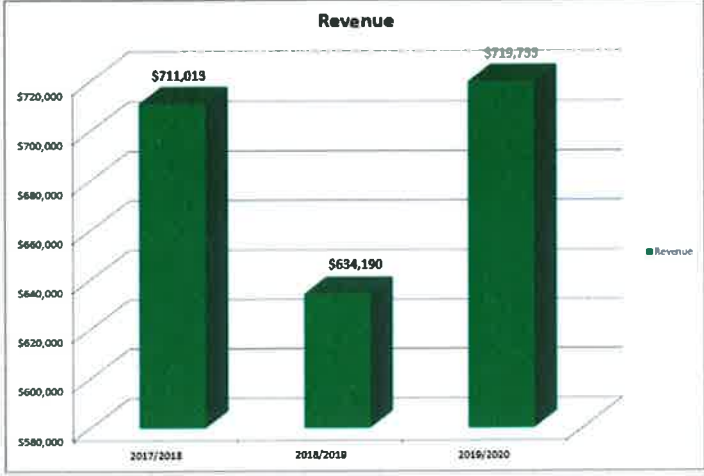
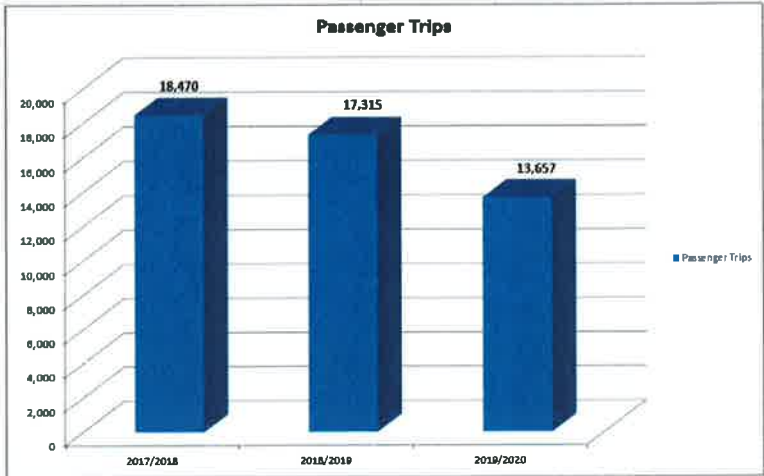
Standards	Comments
Local toll free phone number must be posted in all vehicles.	Big Bend Transit, Inc., Inc. posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Big Bend Transit, Inc., Inc. cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip Database	Big Bend Transit, Inc., Inc. maintains a passenger database.
Adequate seating	Big Bend Transit, Inc., Inc. provides adequate seating for all passengers.
Driver Identification	Big Bend Transit, Inc., Inc. requires drivers to identify themselves in a manner that is conducive to communications with specific passengers.
Passenger Assistance	Big Bend Transit, Inc., Inc. requires drivers to provide passengers with boarding and exiting assistance.
Smoking, Eating and Drinking	Smoking is prohibited in any vehicle. Eating and drinking on board vehicles is not permitted. Stops may be made to accommodate the needs of passengers at the discretion of the driver.
Two-way Communications	All vehicles are equipped with two-way communications.
Air Conditioning/Heating	All vehicles have working air conditioners and heaters.
Billing Requirements	Big Bend Transit, Inc., Inc. complies with Section 287.0585, Florida Statutes.
Transport of Escorts and dependent children policy	Big Bend Transit, Inc., Inc. requires children under the age of 6 to be accompanied by an escort. Escorts must be provided by the passenger and able to provide necessary assistance to the passenger. Escorts are transported at the rates described in the established rate structure.
Use, Responsibility, and cost of child restraint devices	Big Bend Transit, Inc., Inc. requires all passengers under the age of 4 and or 50 pounds to use a child restrain device. Child restraint devices must be provided by the passenger.
Out-of-Service Area trips	Big Bend Transit, Inc., Inc. provides inter-county service. Service between Madison County and Leon County is provided only to the extent of the availability and no more than once per day.
CPR/1st Aid	Big Bend Transit, Inc., Inc. requires that all drivers be certified in first aid.
Driver Criminal Background Screening	Big Bend Transit, Inc., Inc. requires a criminal records check of all drivers through the Florida Department of Law Enforcement. This criminal records check covers a period of 15 years prior to the records check.
Passenger Property	Big Bend Transit, Inc., Inc. allows passengers to have two pieces of personal property that they can place in their lap or stow under the seat.
Advance reservation requirements	Big Bend Transit, Inc., Inc. requires Medicaid sponsored trips to be scheduled 72 hours in advance. All other trips shall be scheduled 24 hours in advance.
Pick-up Window	Big Bend Transit, Inc. has a 90 minute pick-up window for inter-county advance reservation trips. There is a 60 minute pick-up window for intra-county and advance reservation trips.

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

**PERFORMANCE TRENDS
MADISON COUNTY**

MEASURE	Fiscal Year 2017/2018	Fiscal Year 2018/2019	Fiscal Year 2019/2020	PERCENT CHANGE 2018/2019 - 2019/2020
Passenger Trips	18,470	17,315	13,657	-27%
Vehicle Miles	343,956	320,907	252,498	-27%
Revenue	\$711,013	\$634,190	\$719,733	12%
Expenses	\$769,331	\$834,979	\$661,424	-26%
Cost/Passenger Trip	\$41.65	\$48.22	\$48.43	0%
Cost/Vehicle Mile	\$2.24	\$2.60	\$2.62	1%
Vehicles	10	9	9	0%
Chargeable Accidents	0	0	0	0%
Chargeable Accidents/100,000 Miles	0	0	0	0%
Roadcalls	1	3	3	0%
Average Vehicle Miles Between Roadcalls	343,956	106,969	84,166	-27%
Passenger No-Shows	475	432	233	-85%
Number of Trip Denials	0	0	0	#DIV/0!

Source: Big Bend Transit, Inc. Annual Operating Reports



STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE

725-030-10
TRANSIT
1201

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

DATE 1/15/2019

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 Big Bend Transit, Inc. (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): 2019

Certification Year: (Previous): 2018

Name and Address of Bus Transit System: Big Bend Transit, Inc. 2201 Eisenhower St. Tall, FL

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:  **Date: January 15, 2019**
(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 and security assessments:

Name: Domingo Ortiz

Address: 2201 Eisenhower St. Tallahassee

Name of Qualified Mechanic who Performed Annual Inspections: Domingo Ortiz

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



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): 2019

Certification Year: (Previous): 2018

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

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

1. *The grant funded vehicles, facilities, and equipment continue to be used for the purpose for which the grants were awarded.*
2. *The vehicles, facilities, and equipment 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, facilities, and equipment in the event of loss or damage due to an accident or casualty.*
4. *The Agency's Preventative Maintenance Plan and Facilities and Equipment Preventative Maintenance Plan (if applicable) is current and the agency is in compliance with the Plan (s). The vehicles, facilities, and equipment are maintained in good working condition. Annual vehicle and wheelchair safety inspections have been performed on all operational buses.*

Blue Ink Signature:  **Date: January 15, 2019**
(Individual responsible for assurance of compliance)

Name: Shawn Mitchell **Title:** General Manager

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

Name: Domingo Ortiz
Address: 2201 Eisenhower Street Tallahassee, FL

Name of qualified mechanic who performed wheelchair inspections: Domingo Ortiz

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

Name: Domingo Ortiz
Address: 2201 Eisenhower Street Tallahassee, FL

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

Name: Domingo Ortiz
Address: 2201 Eisenhower Street Tallahassee, FL

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

VI ON-SITE OBSERVATION OF THE SYSTEM

1. **Date of Observation:**
An on-site observation was not conducted due to COVID-19 safety concerns.
2. **Location:**
3. **Number of Passengers picked up/dropped off:**
Ambulatory:
Non-Ambulatory:
4. **Was the driver on time?**
5. **Did the driver provide passenger assistance?**
6. **Was the driver wearing identification?**
7. **Did the driver ensure the passengers were properly secured?**
8. **Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?**
9. **Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commodations?**
10. **Did the vehicle have working heat and air conditioning?**
11. **Did the vehicle have two-way communications in good working order?**
12. **If used, was the lift in good working order?**
13. **Was there safe and appropriate seating for all passengers?**
14. **Did the driver properly use the lift and secure the passenger?**

VII PASSENGER SURVEYS

How often do your ride?

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

Have you been denied transportation services?

Yes

No

What is your trip purpose?

Medical	Education/Training	Employment	Other

Do you have concerns with your service?

Yes

No

What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost

VIII COST



CTC Expense Sources

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 303,801	\$ 0	\$ 303,801	\$ 350,370	\$ 0	\$ 350,370
Fringe Benefits	\$ 134,245	\$ 0	\$ 134,245	\$ 168,651	\$ 0	\$ 168,651
Services	\$ 43,875	\$ 0	\$ 43,875	\$ 23,827	\$ 0	\$ 23,827
Materials & Supplies Consumed	\$ 83,323	\$ 0	\$ 83,323	\$ 121,195	\$ 0	\$ 121,195
Utilities	\$ 8,617	\$ 0	\$ 8,617	\$ 7,684	\$ 0	\$ 7,684
Casualty & Liability	\$ 60,476	\$ 0	\$ 60,476	\$ 56,283	\$ 0	\$ 56,283
Taxes	\$ 55	\$ 0	\$ 55	\$ 308	\$ 0	\$ 308
Miscellaneous	\$ 10,870	\$ 0	\$ 10,870	\$ 12,386	\$ 0	\$ 12,386
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 16,162	\$ 0	\$ 16,162	\$ 15,654	\$ 0	\$ 15,654
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 78,621	\$ 0	\$ 78,621
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 661,424	\$ 0	\$ 661,424	\$ 834,979	\$ 0	\$ 834,979

IX LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	2	1
Private For-Profit	0	0
Government	0	0
Public Transit Agency	0	0
Total	2	1

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

3. **Does the Community Transportation Coordinator have a competitive procurement process?**

Yes _____

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

<input type="checkbox"/>	Low bid
<input type="checkbox"/>	Requests for qualifications
<input type="checkbox"/>	Negotiation only

<input checked="" type="checkbox"/>	Requests for proposals
<input type="checkbox"/>	Requests for interested parties
<input type="checkbox"/>	

X LEVEL OF COORDINATION

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

Big Bend Transit, Inc. distributes brochures in the community.
2. **Eligibility – How is passenger eligibility coordinated for local transportation services?**

Big Bend Transit, Inc. determines passenger eligibility except for passengers sponsored by Florida's Managed Medical Care Program.
3. **Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?**

Individuals call Big Bend Transit, Inc. to schedule all trips except trips provided through Florida's Managed Medical Care Program.
4. **Reservations –How is the duplication of a reservation prevented?**

Big Bend Transit, Inc. handles all trip reservations except trip reservations for Florida's Managed Medical Care Program.
5. **Trip Allocation – How is the allocation of trip requests to providers coordinated?**

Big Bend Transit, Inc. handles all trip allocations, except trips sponsored by Florida's Managed Medical Care Program.
6. **Scheduling – How is the trip assignment to vehicles coordinated?**

Big Bend Transit, Inc. schedules all trips except for trips provided in Florida's Managed Medical Care Program.
7. **General Service Monitoring – How is the overseeing of transportation operators coordinated?**

Not applicable, no subcontracted operators.



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February 22, 2021

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2019/2020 Annual Operating Report

RECOMMENDATION

Review Big Bend Transit, Inc's 2019/2020 Annual Operating Report.

BACKGROUND

Big Bend Transit, Inc. is required to submit an annual operating report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is Big Bend Transit, Inc.'s 2019/2020 Annual Operating Report for Madison County.

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

Attachment

T:\Lynn\TD2021\Madison\Memos\lor.doc



CTC Organization

County: Madison
Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: Submitted
CTD Status: Under Review

Date Initiated: 9/25/2020

CTC Organization Name: Big Bend Transit, Inc.
Address: Post Office Box 1721
City: Tallahassee
State: FL
Zip Code: 32302
Organization Type: Private Non Profit
Network Type: Sole Source
Operating Environment: Rural
Transportation Operators: No
Number of Transportation Operators: 0
Coordination Contractors: No
Number of Coordination Contractors: 0
Provide Out of County Trips: No
Local Coordinating Board (LCB) Chairperson: Ronnie Moore
CTC Contact: Shawn Mitchell
CTC Contact Title: General Manager
CTC Contact Email: smitchell@bigbendtransit.org
Phone: (850) 574-6266

CTC Certification

I, Shawn Mitchell, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Ronnie Moore, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	1,456	N/A	1,456	897	N/A	897
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	9,705	0	9,705	12,881	0	12,881
Non-Ambulatory	2,496	0	2,496	3,537	0	3,537
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	13,657	0	13,657	17,315	0	17,315
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	2,762	0	2,762	5,095	0	5,095
Agency for Persons with Disabilities (APD)	3,547	0	3,547	4,504	0	4,504
Comm for the Transportation Disadvantaged (CTD)	5,068	N/A	5,068	5,251	N/A	5,251
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	51	0	51
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	1,529	0	1,529	1,132	0	1,132
Local Non-Government	751	0	751	1,282	0	1,282
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	13,657	0	13,657	17,315	0	17,315



CTC Trips (cont'd)

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	5,376	0	5,376	6,830	0	6,830
Children At Risk	54	0	54	67	0	67
Persons With Disabilities	2,884	0	2,884	2,196	0	2,196
Low Income	2,643	0	2,643	5,811	0	5,811
Other	2,700	0	2,700	2,411	0	2,411
Total - Passenger Type	13,657	0	13,657	17,315	0	17,315
Trip Purpose - One Way						
Medical	5,667	0	5,667	7,773	0	7,773
Employment	2,788	0	2,788	2,725	0	2,725
Education/Training/Daycare	4,072	0	4,072	4,768	0	4,768
Nutritional	958	0	958	1,014	0	1,014
Life-Sustaining/Other	172	0	172	1,035	0	1,035
Total - Trip Purpose	13,657	0	13,657	17,315	0	17,315
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	469	0	469	637	0	637
Total - UDPHC	469	0	469	637	0	637
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	233	N/A	233	432	N/A	432
Customer Feedback						
Complaints	0	N/A	0	0	N/A	0
Commendations	1	N/A	1	2	N/A	2



CTC Vehicles & Drivers

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	8,141	N/A	8,141	7,540	N/A	7,540
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	244,357	0	244,357	313,210	0	313,210
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	252,498	0	252,498	320,750	0	320,750
Roadcalls & Accidents						
Roadcalls	3	0	3	3	0	3
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	9	0	9	9	0	9
Number of Wheelchair Accessible Vehicles	9	0	9	9	0	9
Drivers						
Number of Full Time & Part Time Drivers	4	0	4	6	0	6
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 132,604	\$ 0	\$ 132,604	\$ 211,038	\$ 0	\$ 211,038
Agency for Persons with Disabilities (APD)	\$ 33,907	\$ 0	\$ 33,907	\$ 41,829	\$ 0	\$ 41,829
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 515	\$ 0	\$ 515
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 234,036	N/A	\$ 234,036	\$ 198,367	N/A	\$ 198,367
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 19,798	N/A	\$ 19,798	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 70,759	\$ 0	\$ 70,759
49 USC 5311	\$ 254,897	\$ 0	\$ 254,897	\$ 64,945	\$ 0	\$ 64,945
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 16,780	\$ 0	\$ 16,780	\$ 16,780	\$ 0	\$ 16,780
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 22,028	\$ 0	\$ 22,028	\$ 25,753	\$ 0	\$ 25,753
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 5,683	\$ 0	\$ 5,683	\$ 4,204	\$ 0	\$ 4,204
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 719,733	\$ 0	\$ 719,733	\$ 634,190	\$ 0	\$ 634,190



CTC Expense Sources

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 303,801	\$ 0	\$ 303,801	\$ 350,370	\$ 0	\$ 350,370
Fringe Benefits	\$ 134,245	\$ 0	\$ 134,245	\$ 168,651	\$ 0	\$ 168,651
Services	\$ 43,875	\$ 0	\$ 43,875	\$ 23,827	\$ 0	\$ 23,827
Materials & Supplies Consumed	\$ 83,323	\$ 0	\$ 83,323	\$ 121,195	\$ 0	\$ 121,195
Utilities	\$ 8,617	\$ 0	\$ 8,617	\$ 7,684	\$ 0	\$ 7,684
Casualty & Liability	\$ 60,476	\$ 0	\$ 60,476	\$ 56,283	\$ 0	\$ 56,283
Taxes	\$ 55	\$ 0	\$ 55	\$ 308	\$ 0	\$ 308
Miscellaneous	\$ 10,870	\$ 0	\$ 10,870	\$ 12,386	\$ 0	\$ 12,386
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 16,162	\$ 0	\$ 16,162	\$ 15,654	\$ 0	\$ 15,654
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 78,621	\$ 0	\$ 78,621
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 661,424	\$ 0	\$ 661,424	\$ 834,979	\$ 0	\$ 834,979

County: Madison
 CTC: Big Bend Transit, Inc.
 Contact: Shawn Mitchell
 Post Office Box 1721
 Tallahassee, FL 32302
 850-574-6266
 Email: smitchell@bigbendtransit.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	469



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	561	897	1,456
Complementary ADA	0	0	0
Paratransit	17,909	16,418	12,201
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	18,470	17,315	13,657

Vehicle Data	2018	2019	2020
Vehicle Miles	343,956	320,750	252,498
Roadcalls	1	3	3
Accidents	0	0	0
Vehicles	10	9	9
Drivers	7	6	4

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	7,835	7,773	5,667
Employment	3,205	2,725	2,788
Ed/Train/DayCare	4,516	4,768	4,072
Nutritional	905	1,014	958
Life-Sustaining/Other	2,009	1,035	172
TOTAL TRIPS	18,470	17,315	13,657

Financial and General Data	2018	2019	2020
Expenses	\$769,331	\$834,979	\$661,424
Revenues	\$711,013	\$634,190	\$719,733
Commendations	0	2	1
Complaints	0	0	0
Passenger No-Shows	475	432	233
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2018	2019	2020
CTD	6,211	5,251	5,068
AHCA	6,291	5,095	2,762
APD	4,278	4,504	3,547
DOEA	0	0	0
DOE	2	51	0
Other	1,688	2,414	2,280
TOTAL TRIPS	18,470	17,315	13,657

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	343,956	106,917	84,166
Avg. Trips per Passenger	33.16	27.18	29.12
Cost per Trip	\$41.65	\$48.22	\$48.43
Cost per Paratransit Trip	\$41.65	\$48.22	\$48.43
Cost per Total Mile	\$2.24	\$2.60	\$2.62
Cost per Paratransit Mile	\$2.24	\$2.60	\$2.62

Trips by Provider Type	2018	2019	2020
CTC	18,470	17,315	13,657
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	18,470	17,315	13,657



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February 22, 2021

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

RECOMMENDATION

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

BACKGROUND

Attached are Big Bend Transit's Ridership Reports for the Board's review. If you have any questions regarding the attached information, please contact me.

Attachments

T:\Lynn\TD2021\Madison\Memos\statmarch.docx



MADISON COUNTY RIDERSHIP REPORT

QUARTERLY REPORT

JULY 2020 – SEPTEMBER 2020

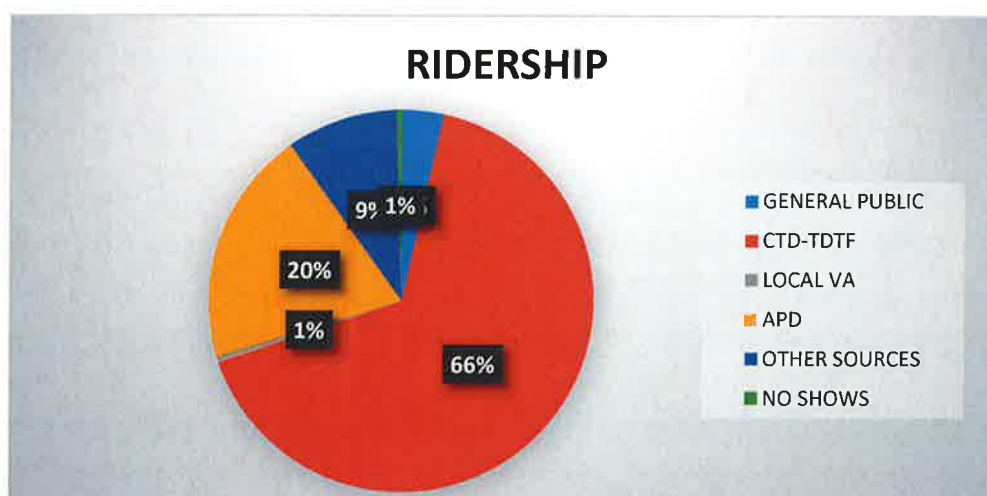
COMMUNITY TRANSPORTATION QUARTERLY REPORT

(JULY 2020 – SEPTEMBER 2020)

Number of Trips Provided from All Funding Sources

During this reporting period BBT provided a total of 1,772 trips. Approximately 66 percent of the trips provided were CTD-TDTF funded trips, 3 percent of the trips were GENERAL PUBLIC, 20 percent APD passengers, 9 percent other sources, less than 1 percent of the total trips were VA trips and 1 percent of the total scheduled trips were NO SHOWS.

SOURCES	JULY	AUGUST	SEPTEMBER	TOTAL
GENERAL PUBLIC	38	10	13	61
CTD-TDTF	333	435	407	1,175
LOCAL VA	0	8	0	8
APD	92	151	110	353
OTHER SOURCES	63	35	68	166
NO SHOWS	3	3	3	9
TOTAL	529	642	601	1,772

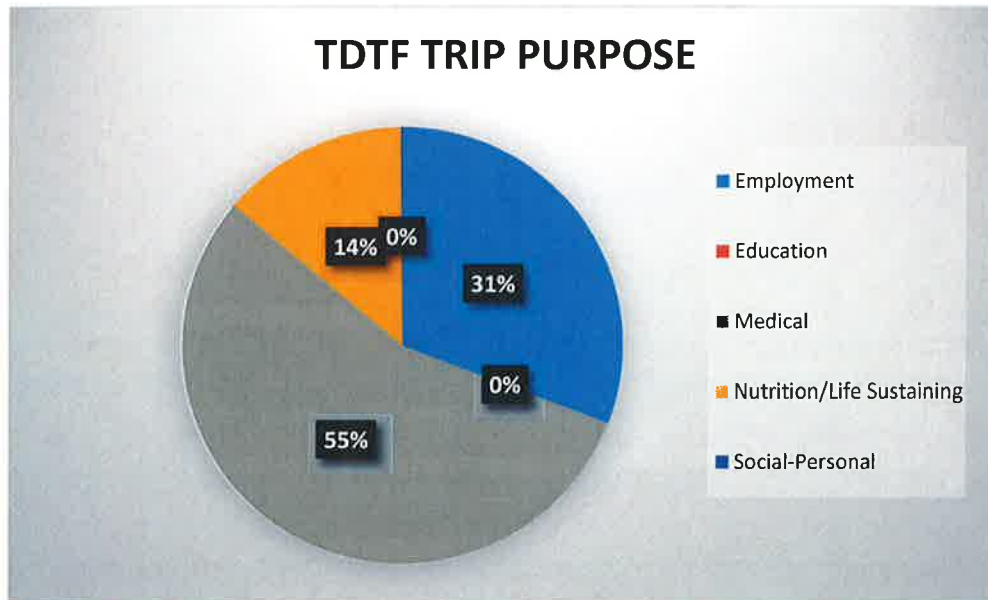


TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 31 percent were for employment; 55 percent for medical appointments, 0 percent for education, 14 percent for nutritional and life sustaining activities, and 2 percent for Social/Recreational.

TDTF TRIP PURPOSE

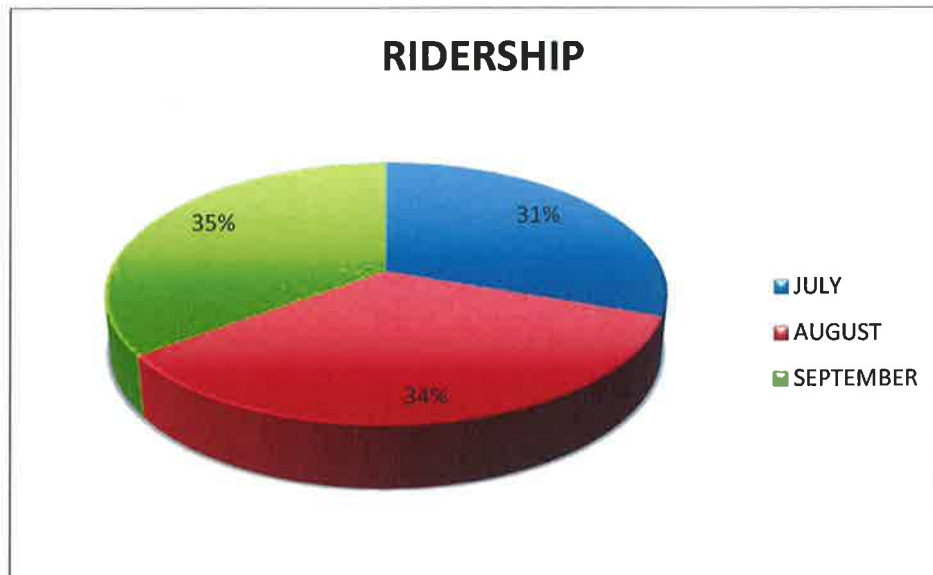
TDTF TRIP PURPOSE	JULY	AUGUST	SEPTEMBER	TOTAL
Employment	98	139	125	362
Education	0	0	0	0
Medical	176	255	219	650
Nutrition/Life Sustaining	59	41	61	161
Social-Personal	0	0	2	2
Total	333	435	407	1,175



NUMBER OF GRIEVANCES FILED (0)

“IN TOWN SHUTTLE REPORT”

JULY	AUGUST	SEPTEMBER	TOTAL
155	175	179	509





MADISON COUNTY RIDERSHIP REPORT

QUARTERLY REPORT

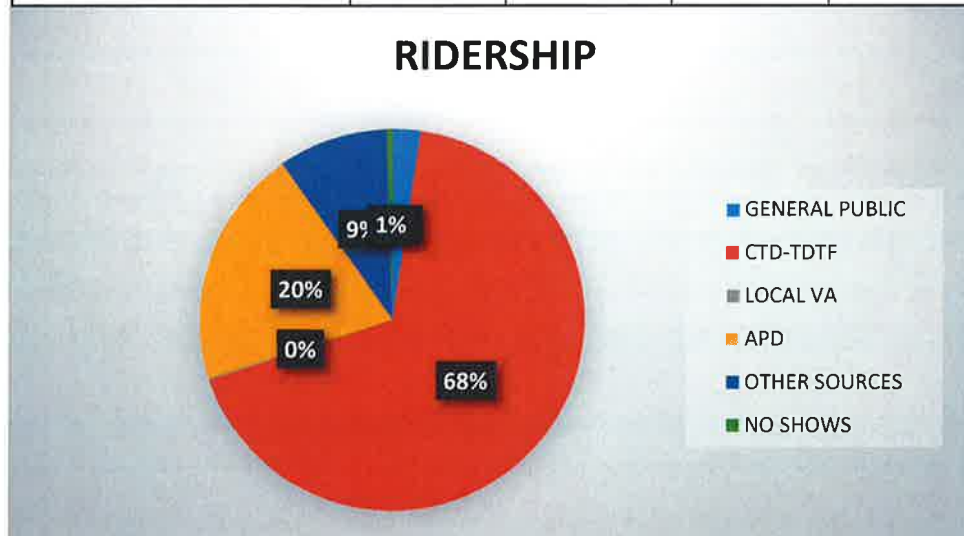
OCTOBER 2020 – DECEMBER 2020

**COMMUNITY TRANSPORTATION QUARTERLY REPORT
(OCTOBER 2020 – DECEMBER 2020)**

Number of Trips Provided from All Funding Sources

During this reporting period BBT provided a total of 1,591 trips. Approximately 68 percent of the trips provided were CTD-TDTF funded trips, 2 percent of the trips were GENERAL PUBLIC, 20 percent APD passengers, 9 percent other sources, less than 1 percent of the total trips were VA trips and 1 percent of the total scheduled trips were NO SHOWS.

SOURCES	OCTOBER	NOVEMBER	DECEMBER	TOTAL
GENERAL PUBLIC	14	12	10	36
CTD-TDTF	403	301	372	1,076
LOCAL VA	0	2	0	2
APD	114	106	102	322
OTHER SOURCES	45	57	44	146
NO SHOWS	4	3	2	9
TOTAL	580	481	530	1,591

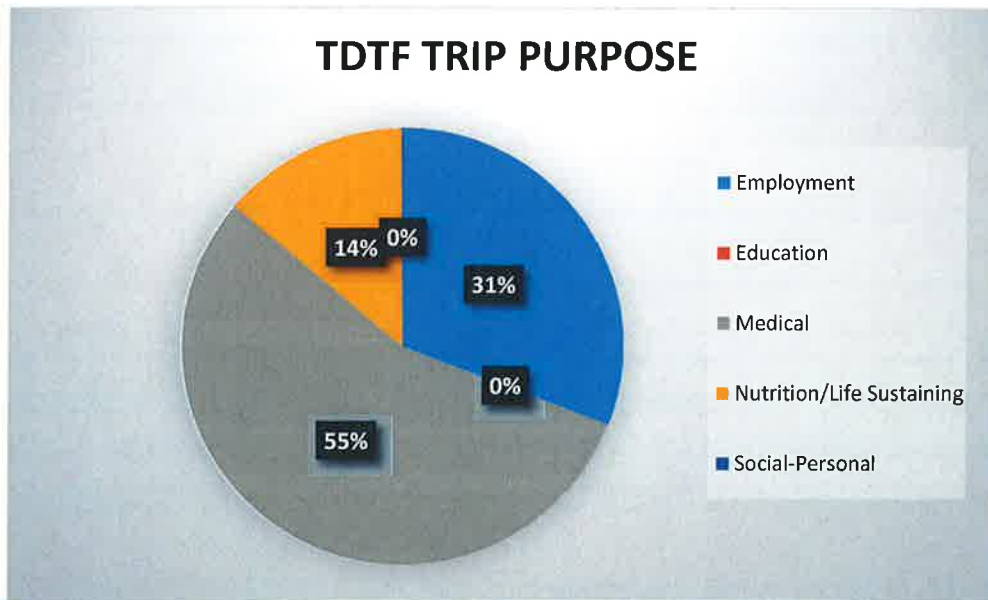


TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 37 percent were for employment; 49 percent for medical appointments, 0 percent for education, 13 percent for nutritional and life sustaining activities, and 1 percent for Social/Recreational.

TDTF TRIP PURPOSE

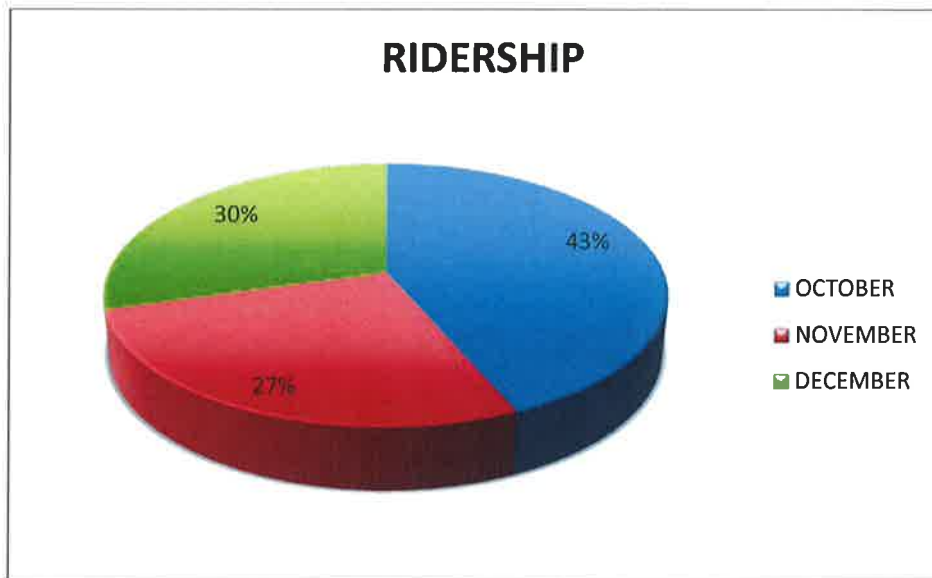
TDTF TRIP PURPOSE	OCTOBER	NOVEMBER	DECEMBER	TOTAL
Employment	122	120	154	396
Education	0	0	0	0
Medical	207	149	175	531
Nutrition/Life Sustaining	73	31	40	144
Social-Personal	1	1	3	5
Total	403	301	372	1,076



NUMBER OF GRIEVANCES FILED (0)

“IN TOWN SHUTTLE REPORT”

OCTOBER	NOVEMBER	DECEMBER	TOTAL
153	95	104	352



ATTENDANCE RECORD

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	12/2/19	2/3/20	6/1/20	8/3/20
Chair	Commissioner Ronnie Moore	A	P	P	P
Florida Department of Transportation Alternate Member	Sandra Collins Lauren Adams	A A	P A	P A	P A
Florida Department of Children and Families Alternate Member	Steve Russell Amanda Bryant	P A	A A	A A	A A
Florida Agency for Health Care Administration Alternate Member	(Vacant) (Vacant)				
Florida Department of Education Alternate Member	(Vacant) (Vacant)				
Florida Department of Elder Affairs Alternate Member	(Vacant) Janice Presley	A	P	A	A
Florida Agency for Persons with Disabilities Alternate Member	Sylvia Bamburg (Vacant)				A
Public Education Alternate Member	Melinda Richie (Vacant)			A	A
Citizen Advocate Alternate Member	Shanetha Mitchell (Vacant)	A	A	P	P
Citizen Advocate-User Alternate Member	(Vacant) (Vacant)				
Elderly Alternate Member	Carl A. Sims, Jr. (Vacant)	P	P	A	P
Veterans Alternate Member	(Vacant) (Vacant)				
Persons with Disabilities Alternate Member	Paula Arnold (Vacant)	P	P	A	P
Florida Association for Community Action Alternate Member	Matthew Pearson (Vacant)	P	A	P	P
Children at Risk Alternate Member	(Vacant) (Vacant)				
Local Medical Community Alternate Member	Leila C. Rykard Kimberly Allbritton	A A	A A	P A	P A
Regional Workforce Board Alternate Member	Diane Head Anthony Jennings	A P	P A	P A	A P

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

