



Serving
Alachua • Bradford
Columbia • Dixie • Gilchrist
Hamilton • Lafayette • Madison
Suwannee • Taylor • Union Counties

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

October 27, 2014

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, November 3, 2014 at 1:00 p.m. in the **City Commission Chambers located at 321 SW Rutledge Street, Madison, Florida**. All Board members are encouraged to attend this meeting.

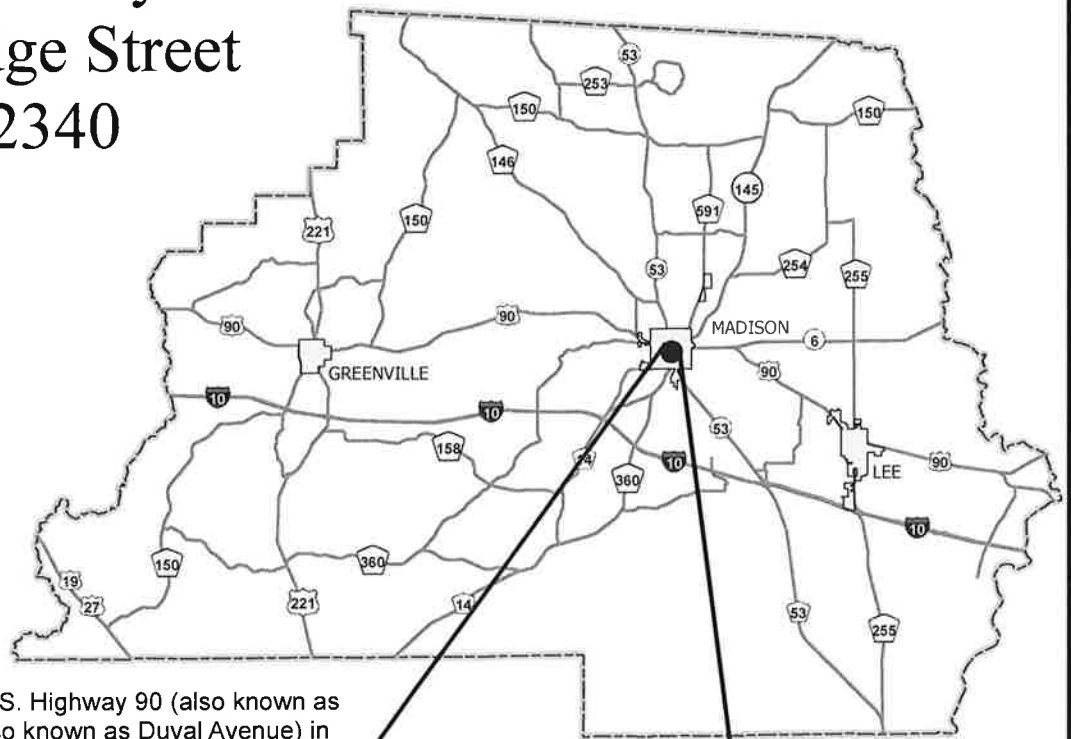
Attached is the meeting agenda and supporting materials. If you have any questions, please do not hesitate to contact me at extension 110.

Attachments

t:\lynn\td2014\madison\memos\nov.docx

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

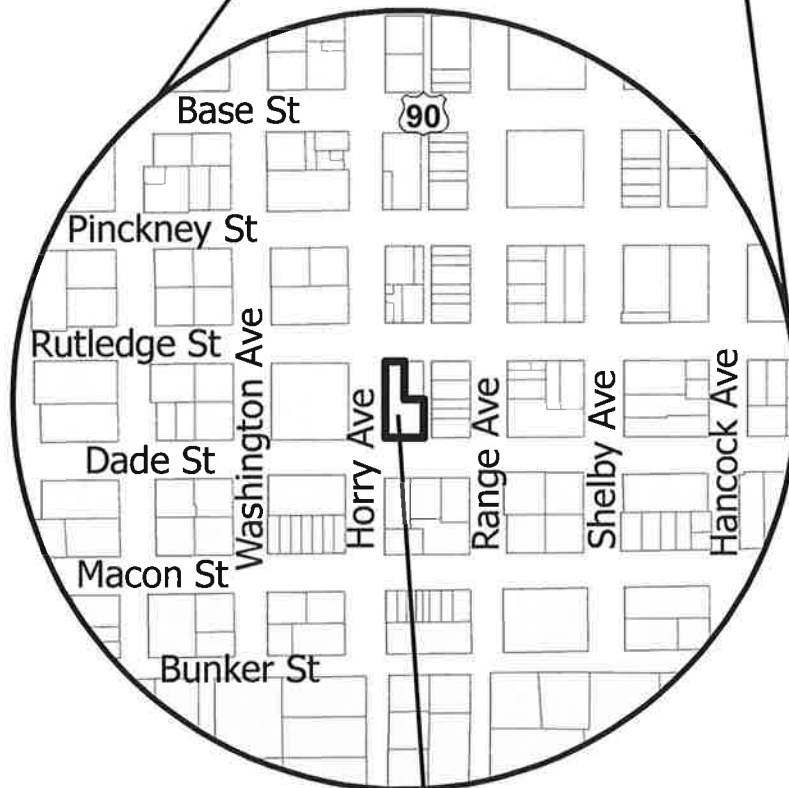
City of Madison City Hall 321 SW Rutledge Street Madison, FL 32340



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 three blocks to Range Avenue, turn left (South) onto Range Avenue, travel two blocks to Rutledge Street, turn right (West) and the City of Madison City Hall will be on the left, on the South side of Rutledge Street.



1 inch = 500 feet



City of Madison
City Hall





Serving
Alachua • Bradford
Columbia • Dixie • Gilchrist
Hamilton • Lafayette • Madison
Suwannee • Taylor • Union Counties

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

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

**Madison City Commission Chambers
321 SW Rutledge Street
Madison, Florida 32340**

**Monday
November 3, 2014
1:00 p.m.**

I. BUSINESS MEETING – CALL TO ORDER

A. Introductions

B. Approval of the Meeting Agenda

ACTION REQUIRED

**C. Approval of the September 8, 2014
Minutes**

Page 5

ACTION REQUIRED

II. NEW BUSINESS

**A. Community Transportation Coordinator
Annual Performance Evaluation**

Page 9

ACTION REQUIRED

The Board needs to approve Big Bend Transit's annual performance evaluation

**B. Rural Area Capital Assistance Program
Grant Application**

Page 37

ACTION REQUIRED

The Board needs to approve Big Bend Transit's application for Rural Area Capital Assistance Program Grant funds

C. 2013/14 Annual Operations Report

Page 43

NO ACTION REQUIRED

The Board needs to review the 2013/14 Annual Operations Report

D. Madison In-Town Shuttle

Page 61

NO ACTION REQUIRED

Big Bend Transit will report on the status of the Madison In-Town Shuttle service

E. Appoint Grievance Committee Page 63 ACTION REQUIRED

The Chair needs to appoint five Board members to the Grievance Committee

F. Operations Reports Page 65 NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

- 1. Members**
- 2. Citizens**

IV. FUTURE MEETING DATES

- A. February 2, 2015 at 1:00 p.m.**
- B. May 4, 2015 at 1:00 p.m.**
- C. September 14, 2015 at 1:00 p.m.**
- D. November 2, 2015 at 1:00 p.m.**

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

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

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEETING MINUTES**

County Commission Meeting Room
Madison County Courthouse Annex
Madison, Florida

Monday
September 8, 2014
1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Ronnie Moore, Chair
Heather Austin representing Karen Page, Florida Department of Children and Families
Oliver Bradley, Veterans Representative
Gladney Cherry, Public Education Representative
Donna Hagan, Citizen Advocate – User
Matthew Pearson representing Florida Association for Community Action Representative
Shanetha Mitchell, Citizen Advocate
Sheryl Rehberg, Workforce Development Board Representative
Rosa Richardson, Florida Department of Elder Affairs Representative

VOTING MEMBERS ABSENT

Sandra Collins, Florida Department of Transportation Representative
Linda Jones, Early Childhood Services Representative
Leila Rykard, Medical Community Representative

OTHERS PRESENT

Willie Ann Dickey, Big Bend Transit
Shawn Mitchell, Big Bend Transit

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

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

A. Introductions

Chairman Moore asked everyone to introduce themselves.

B. Approval of the Meeting Agenda

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

C. Approval of the May 5, 2014 Minutes

ACTION: Matthew Pearson moved to approve the May 5, 2014 minutes. Donna Hagan seconded; motion passed unanimously.

II. NEW BUSINESS

A. Madison County Transportation Disadvantaged Service Plan Amendment

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Board must review and approve Transportation Disadvantaged Program service rates annually for inclusion in the Madison County Transportation Disadvantaged Service Plan. She said Big Bend Transit's proposed Fiscal Year 2014/15 Transportation Disadvantaged Program service rates are included in the meeting materials.

Mr. Shawn Mitchell, Big Bend Transit General Manager, stated that the Fiscal Year 2014/15 rates are the same as the Fiscal Year 2013/14 rates.

Mr. Oliver Bradley asked if Big Bend Transit provides non-emergency stretcher service for hospital discharges.

Mr. Mitchell said Big Bend Transit will provide non-emergency stretcher service to individuals sponsored by the Medicaid Program.

ACTION: Matthew Pearson moved to approve Big Bend Transit's Fiscal Year 2014/15 service rates. Donna Hagan seconded; motion passed unanimously.

B. Madison In-Town Shuttle

Mr. Shawn Mitchell, Big Bend Transit General Manager, stated that the City of Madison is holding a budget hearing at 5:30 p.m. He encouraged Board members to attend the hearing to support the City funding the Madison In-Town Shuttle. He said he and Commissioner Moore met with and provided the City Manager with information about the shuttle service.

Ms. Godfrey said Planning Council staff also met with the City Manager to discuss using fuel tax revenues for the shuttle operation.

C. Bylaws

Ms. Godfrey stated that the Board is required to review and approve the Bylaws annually.

The Board reviewed the Bylaws.

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

D. Grievance Procedures

Ms. Godfrey stated that the Board is required to review and approve the Grievance Procedures annually.

The Board reviewed the Grievance Procedures.

ACTION: Matthew Pearson moved to approve the Grievance Procedures. Donna Hagan seconded; motion passed unanimously.

E. Elect Vice-Chair

The Board re-elected Ms. Donna Hagan Vice-Chair.

F. Operations Reports

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

III. OTHER BUSINESS

A. Comments

1. Members

There were no member comments.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Chairman Moore stated that the next meeting of the Board will be held Monday, November 3, 2014 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 1:40 p.m.

Coordinating Board Chairperson

Date



II.A

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

October 27, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

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

BACKGROUND

The Board is required to annually evaluate Big Bend Transit's performance as the Madison County Community Transportation Coordinator. Attached is Big Bend Transit's draft annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

t:\lynn\td2014\madison\memos\eval.docx

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

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: 850-574-62665

Review period: July 1, 2013 - June 30, 2014

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

November 3, 2014

THIS PAGE LEFT BLANK INTENTIONALLY

TABLE OF CONTENTS

General Questions _____ 3

Compliance With Chapter 427, Florida Statutes _____ 5

Compliance With Rule 41-2, F.A.C. _____ 6

On-Site Observation of the System _____ 8

Level of Cost _____ 10

Level of Competition _____ 11

Level of Coordination _____ 12



Community Transportation Coordinator Annual Performance Evaluation

Community Transportation Coordinator: Big Bend Transit, Inc.

County: Madison

Review Period: July 1, 2013 - June 30, 2014

I. Findings and Recommendations

A. General Information

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, F.S.

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

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

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. Bus/Van Ride

Areas of Noncompliance: None.

Recommendations: None.

Timeline for Compliance: None

E. Surveys (see attachment)

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL QUESTIONS

1. What was the designation date of the Community Transportation Coordinator?
7/01/12
2. What is the complaint process?
See attached complaint process.
3. Does the community transportation coordinator have a complaint form?
☒ Yes (attached) ☐ No
4. Does the form have a section for resolution of the complaint?
☒ Yes ☐ No
5. Is a summary of complaints given to the Transportation Disadvantaged Board on a regular basis?
☒ Yes ☐ No
6. When is the dissatisfied party referred to the Florida Commission for the Transportation Disadvantaged Helpline?

If the Transportation Director is unable to resolve a complaint, the complainant will be referred to the Transportation Disadvantaged Helpline
7. When a complaint is forwarded to your office from the Transportation Disadvantaged Helpline, is the complaint entered into the local complaint file/process?
☒ Yes ☐ No
8. Does the Community Transportation Coordinator provide written rider/beneficiary information or brochures to inform riders/beneficiaries about transportation disadvantaged services?
☒ Yes (attached) ☐ No
9. Does the rider/ beneficiary information or brochure list the Transportation Disadvantaged Helpline phone number?
☒ Yes ☐ No
10. Does the rider/ beneficiary information or brochure list the complaint procedure?
☒ Yes ☐ No
11. What is the eligibility process for Transportation Disadvantaged sponsored riders?
Individuals needing transportation assistance from Florida's Transportation Disadvantaged Program must complete an eligibility application (attached).
13. Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?
☐ Yes ☒ No
14. What innovative ideas have you implemented in your coordinated system?
Big Bend Transit, Inc. is installing mobile data terminals on their vehicles for increased on-time performance through GPS tracking. They have also installed Spanish language translation software on their vehicles to better service the Latino community.

15. Are there any areas where coordination can be improved?
Funding for the Madison In-Town shuttle would improve service within the City of Madison and could possibly expand service provision to the outlying areas of Madison County.
16. What barriers are there to the coordinated system?
The fragmentation of the Medicaid Non-Emergency Medical Transportation system is the biggest barrier to coordinated transportation. Currently, two Medicaid non-emergency transportation systems are operating in Madison County resulting in inefficiencies and higher service costs
17. Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?
The Florida Commission for the Transportation Disadvantaged could assist by increasing revenue through the Transportation Disadvantaged Trust Fund.
18. What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated system?
The Florida Commission for the Transportation Disadvantaged should continue working with the Florida Agency for Health Care Administration to coordinate the Medicaid Non-Emergency Medical Transportation Program.
19. How are you marketing the voluntary dollar?
Flyers are posted in offices and on vehicles promoting the voluntary dollar.

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: _____

-41-

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.

- j. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.
- k. **FAIR HEARING REQUIREMENTS:** In addition to the appeals process described above, Medicaid beneficiaries who have been denied non-emergency transportation services have an additional avenue of relieve available to them. The beneficiary has the right to request a Medicaid Fair Hearing

at anytime during the appeals process from the Office of Public Assistance Appeals Hearings at the Department of Children and Families (DCF). The beneficiary, or their representative, must request a Medicaid Fair Hearing within 90 calendar days of the date of the notice of action by contacting the Department of Children and Families, Office of Public Assistance Appeals Hearings, 1317 Winewood Boulevard, Building 5, Room 203, Tallahassee, Florida 32399-0700 or by telephone at (850) 488-1429 or by facsimile at (850) 487-0662.

Aggrieved persons with proper standing may also have recourse through the Chapter 120, Florida Statutes administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

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."

Where is the Transportation Service Available?

Generally, you can ride to and from any location within Madison and the surrounding counties. The service is designed to get transportation disadvantaged individuals and the general public to the closest life-sustaining activities available.

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 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

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 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?

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.

To Whom Do I Complain if I am Unhappy 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 973-4418. Let the Transportation Manager know that you wish to register a complaint about the transportation company, a driver, or any other aspect of the service. Should your complaint not be resolved, you may forward the complaint to the Madison County Transportation Disadvantaged Coordinating Board by calling 352-955-2200 (the North Central Florida Regional Planning Council).

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 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 ambulatory person anywhere in Taylor County, Monday through Saturday, between 6:00 AM and 6:00 PM is \$5.00 and for a General Public wheelchair person the fare is \$6.50. A companion accompanying you on your trip pays 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.

Big Bend Transit, Inc.

P.O. Box 1721
Tallahassee, Florida 32302
850/574-6266

COORDINATED TRANSPORTATION OF MADISON COUNTY NOTICE OF APPROVAL

October 10, 2014

[REDACTED]
Lake Park of Madison
259 SW Captain Brown Rd.
Madison, FL 32340

Dear [REDACTED]

You are eligible for the transportation disadvantage (TD) reduced rate rides through Big Bend Transit (BBT) and the Coordinated Transportation System of Madison County under the State Transportation Disadvantaged Trust Fund. Your eligibility is effective as of:

[REDACTED]

unless your situation changes to an extent that would alter your eligibility. Should there be any change in your address and/or telephone number, or in the conditions that established your eligibility, such as mobility requirement, disability, etc, you must notify BBT at once.

To arrange TD transportation, call BBT at 1-850-973-4418, or, Florida Relay Service at 1-800-955-8711 for TDD Access.. Be sure to review the information regarding ride requirements and fares presented in the brochure provided with this notice.

There may be times when a trip is not available under the TD reduced rate because all of the allocated funds have been booked for that day(s). If this is the case, you will generally be informed of it when you call to schedule your ride so that you may make other arrangements. IF YOU ARE UNABLE TO MAKE YOUR TRIP AS SCHEDULED BE SURE AND CANCEL TO ALLOW ANOTHER PERSON TO MAKE A TRIP AT THE TD RATE. If you don't make your trip and don't cancel a scheduled trip you may be charged with the total trip cost and may risk suspension of service.

If you have any question, you may speak to a BBT staff person by calling 1-850-973-4418, or, Florida Relay Service at 1-800-955-8711 for TDD Access.

h:tdmc/tw
see Attached List

APPLICATION FORM
TRANSPORTATION DISADVANTAGED TRUST FUND
Coordinated Transportation System of Madison County
(850) 973-4418

Applicant's Last Name [REDACTED] First Name Madison MI FL
Street Address [REDACTED] City Madison Zip Code 32308

Mailing Address, if different _____ City _____ Zip Code _____
Social Security Number XXX-XX-XXXX Date of Birth 06/17/34 Telephone Number [REDACTED]

DESCRIPTION OF ELIGIBILITY STATUS (check all that apply)

☒ Mobility Aid required, if checked, which type?
☒ Manual wheelchair ☐ Powered wheelchair ☐ Oversized/wide/geri-chair
☐ Can transfer into a regular passenger seat
☐ Cane ☐ Walker ☐ Crutches
☐ Totally blind ☐ Legally blind
☐ Guide dog
☐ Totally deaf ☐ Severely hearing impaired
☐ Mental disability, if checked are you able to:
Give your address and telephone number upon request? ☐ yes ☐ no
Deal with unexpected situations or changes in routine? ☐ yes ☐ no
Ask for, understand and follow instructions? ☐ yes ☐ no
Do you or anyone who lives with you have a vehicle? ☒ yes ☐ no
Can you afford to purchase transportation? ☐ yes ☒ no
Are you eligible for AFDC, food stamps or Medicaid? ☐ yes ☒ no
To travel, do you need a personal care escort? ☒ always ☐ sometimes ☐ no
Explain "always" or "sometimes" Resident @ 1. Pom
Signature of Applicant [REDACTED]
(may be custodian, parent, guardian)

Date 8/7/14

Mail completed form to: Big Bend Transit, Inc.
Post Office Box 1721
Tallahassee, Florida 32302

RECEIVED

AUG 13 2014

(revised 07/01/03) appForm(dw26)

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

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

Annual Operating Report

☒ Yes ☐ No

Memorandum of Agreement

☒ Yes ☐ No

Transportation Disadvantaged Service Plan

☒ Yes ☐ No

Transportation Disadvantaged Trust Fund Grant Application

☒ Yes ☐ No

Other grant applications

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

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

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

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

Standards	Comments
Out-of-Service Area trips	Big Bend Transit, 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. requires that all drivers be certified in first aid.
Driver Criminal Background Screening	Big Bend Transit, Inc. requires a criminal records check of all drivers through the Florida Department of Law Enforcement. This criminal records check covers a period of 15 years prior to the records check.
Passenger Property	Big Bend Transit, Inc. allows passengers to have two pieces of personal property that they can place in their lap or stow under the seat.
Advance reservation requirements	Big Bend Transit, Inc. requires Medicaid sponsored trips to be scheduled 72 hours in advance. All other trips shall be scheduled 24 hours in advance.
Pick-up Window	Big Bend Transit has a 90 minute pick-up window for inter-county advance reservation trips. There is a 60 minute pick-up window for intra-county and advance reservation trips.

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

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE 14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2013.

DATE: January 14, 2014

TRANSIT SYSTEM: BIG BEND TRANSIT, INC.

ADDRESS: PO BOX 1721 TALLAHASSEE, FLORIDA 32302

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit System(s) (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP & SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: 

Name: Shawn Mitchell
(Type or Print)

Title: Interim General Manager

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

Name/Company: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

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

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE

725-030-10
TRANSIT
12/01

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

DATE 1/1/2014

Section 5311 Subrecipient Information:

AGENCY NAME: Big Bend Transit, Inc.

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

PHONE: 850-574-6266 Ext. 111

FDOT District Office Information:

NAME: Doreen Joyner-Howard, AICP

ADDRESS: 2198 Edison Avenue, Jacksonville, FL

PHONE: 904-360-5650

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

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

contractor(s) (listing attached hereto) for N/A
(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)

ON-SITE OBSERVATION OF THE SYSTEM

1. Date of Observation:
9/8/14
2. Please list any special guests that were present:
None
3. Location:
Madison In-Town Shuttle route
4. Number of Passengers picked up/dropped off
6

Ambulatory:
6

Non-Ambulatory
0
5. Was the driver on time?
☒ Yes
☐ No If no, how many minutes late/early?
6. Did the driver provide any passenger assistance?
☒ Yes
☐ No
7. Was the driver wearing any identification?
☒ Yes
☐ No
8. Did the driver render an appropriate greeting?
☒ Yes
☐ No
9. Did the driver ensure the passengers were properly belted?
☒ Yes
☐ No
10. Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
☒ Yes
☐ No
11. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Helpline for comments/complaints/commendations?
☒ Yes
☐ No
12. Does the vehicle have working heat and air conditioning?
☒ Yes
☐ No

13. Does the vehicle have two-way communications in good working order?
☒ Yes
☐ No
14. If used, was the lift in good working order?
☐ Yes
☐ No
☒ Not Applicable
15. Was there safe and appropriate seating for all passengers?
☒ Yes
☐ No
16. Did the driver properly use the lift and secure the passenger?
☐ Yes
☐ No
☒ Not Applicable

LEVEL OF COST

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	1	1
Government	0	0
Public Transit Agency	0	0
Total	3	3

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

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

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

	Low bid
✓	Requests for qualifications
✓	Negotiation only

	Requests for proposals
✓	Requests for interested parties

LEVEL OF COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

Big Bend Transit, Inc. determines passenger eligibility except HMO Medicaid transportation eligibility.

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 HMO Medicaid .

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

Big Bend Transit, Inc. handles all trip reservations.

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

Big Bend Transit, Inc. handles all trip allocations.

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

Big Bend Transit, Inc. schedules all trips.

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

Big Bend Transit, Inc. monitors transportation operators.



Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

October 27, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Rural Area Capital Assistance Program Grant Application

RECOMMENDATION**Approve Big Bend Transit's application for Rural Area Capital Assistance Program Grant funds.****BACKGROUND**

The Rural Area Capital Assistance Program is administered by the Florida Commission for the Transportation Disadvantaged. Grant funds awarded by this program can be used to address capital transportation needs in rural areas of the State. Eligible applicants are designated Community Transportation Coordinators.

Attached is Big Bend Transit's application for Rural Area Capital Assistance Program Grant funds. If you have any questions concerning this grant application, please do not hesitate to contact me.

Attachment

t:\lynn\td2014\madison\memos\rcag.docx

EXHIBIT A

Commission for the Transportation Disadvantaged Grant Application Information Form for the Shirley Conroy Rural Area Capital Assistance Program Grant

1. DATE SUBMITTED: October 1, 2014
2. LEGAL NAME OF APPLICANT: Big Bend Transit, Inc.
3. FEDERAL IDENTIFICATION NUMBER: 59-1909296
4. REMITTANCE ADDRESS: P.O Box 1721
5. CITY AND STATE: Tallahassee, Florida ZIP CODE: 32302
6. CONTACT PERSON FOR THIS GRANT: Shawn Mitchell
7. PHONE NUMBER: 850.574.6266 Ext. 111 FAX NUMBER: 850.574.1531
8. E-MAIL ADDRESS: Shawnmitch-bbt@comcast.net
9. PROJECT LOCATION [County(ies)]: Gadsden, Jefferson, Madison and Taylor Counties
10. PROPOSED START DATE: November 1, 2014 ENDING DATE: June 30, 2015
11. ESTIMATED PROJECT FUNDING REQUESTED:
Grant Funds \$ 117,404.10
Local \$ 13,044.90
TOTAL \$ 130,449.00

12. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE

SIGNATURE OF AUTHORIZED REPRESENTATIVE

DATE

13. **Local Coordinating Board Approval**

I hereby certify that this grant has been reviewed in its entirety by the

County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE

EXHIBIT B

PROPOSED PROJECT FUNDING

I. Project Description and Cost – Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

Capital equipment - **Prioritize based on need.**

If vehicle, specify type of vehicle and fuel type
(gas, diesel, alternative)

1 Fleet monitoring software system to provide more efficient Transportation services in Gadsden, Jefferson, Madison and Taylor Counties. \$ 58,300.00

2 one (1) 23' Cutaway buses, (12 ambulatory, 2 wheelchairs Passengers), W/C lifts, W/C Securements, Gasoline vehicle for Taylor County. \$ 72,149.00

3. \$

Total Project Cost \$ 130,449.00

II. Funding Participation

A. Transportation Disadvantaged Trust Funds (90%) \$117,404.10

B. Local Match (10%) \$ 13,044.90

C. **Total Project Cost** **\$ 130,449.00**



II.C

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

October 27, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2013-2014 Annual Operations Report

RECOMMENDATION

Review the 2013/2014 Annual Operations Report.

BACKGROUND

Big Bend Transit is required to submit an annual operations report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is the Fiscal Year 2013-2014 Annual Operations Report for Madison County. If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

t:\lynn\td2014\madison\memos\lor.docx

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

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Madison	Fiscal Year: July 1, 2013 - June 30, 2014
Status: Complete	
FLCTD Status: Approved	
Report Date:	09/15/2014
Period Covered:	July 1, 2013 - June 30, 2014
Coordinator's Name:	Big Bend Transit
Address:	Post Office Box 1721
City:	Tallahassee
Zip Code:	32302
Service Area:	Madison
Contact Person:	SHAWN MITCHELL
Title:	GENERAL MANAGER
Phone:	(850) 576 - 6266
Fax:	(850) 571 - 1531
Email:	shawnmitch-bbt@comcast.net
Network Type:	Partial Brokerage
Organization Type:	Private Non-Profit
CTC Certification:	
<p>I, SHAWN MITCHELL, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
<p>CTC Representative (signature) SHAWN MITCHELL - 09/04/2014</p>	
LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
<p>LCB Signature _____</p>	

FLCTD

Annual Operations Report

Section II: General Info

County: Madison

Fiscal Year: July 1, 2013 - June 30, 2014

Status: Complete

FLCTD Status: Approved

Section II: Coordinated System General Information

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

Number of Private Non-Profits: 1

Number of Private For-Profits: 1

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 2

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

0

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Madison		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Complete			
FLCTD Status: Approved			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	3198	0	3198
Paratransit			
Ambulatory	7628	6483	14111
Non-Ambulatory	973	355	1328
Stretcher	0	30	30
Other Services			
School Board Trips	0	0	0
Total Trips	11799	6868	18667
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			30
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration	2746		
Agency for Persons with Disabilities	4672		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	7053		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	4		
Department of Elder Affairs	0		

Department of Health	0
Department of Juvenile Justice	0
Florida Department of Transportation	2555
Local Government	643
Local Non-Government	994
Other Federal Programs	0
Total:	18667
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	2091
Disabled:	1149
Low Income and Disabled:	2676
Other:	0
Children	
Low Income:	44
Disabled:	0
Low Income and Disabled:	0
Other:	0
Other	
Low Income:	6445
Disabled:	2054
Low Income and Disabled:	772
Other:	3436
Total:	18667
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	7069
Employment Purpose	3871
Education/Training/Daycare Purpose	5624
Nutritional Purpose	204
Life-Sustaining/Other Purpose	1899
Total:	18667
5. Unduplicated Passenger Head Count	

5a. Paratransit/Deviated Fixed Route/ School Brd	683
5b. Fixed Route	0
Total:	683
6. Number of Unmet Trip Requests	21
Unmet Trip Requests by Type of Trip	
Unmet Medical	21
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	229
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	0
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
Complaint Total:	0
9. Commendations	

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

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Madison		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	264196		208356
Transportation Providers:	0		0
Coordination Contractors:	3441		3441
School Bus Utilization Agreement:	0		0
Total:	267637		211797
2. Roadcalls			
	8		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	0		0
Total Accidents Person & Vehicle:	0		0
Total Accidents:	0		0
Grand Total:	0		
4. Total Number of Vehicles			
	16		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		10	62.00%
b. Total vehicles that are stretcher equipped:		4	25.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Madison		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	7		12906
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			12906
Maintenance Employees	3		
Dispatchers	1		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	1		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	2		
Management Employees	4		
Total	19		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			0
Maintenance Employees	0		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	0		

Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	0	
Management Employees	0	
Total	0	
		TOTAL HOURS: 12906

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Madison		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$218,611.00	\$0.00	\$218,611.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$39,535.00	\$0.00	\$39,535.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$201,720.00	\$0.00	\$201,720.00

Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$781.00	\$0.00	\$781.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$0.00	\$0.00	\$0.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00

County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$17,600.00	\$0.00	\$17,600.00
49 USC 5311 (Section 18)	\$95,073.00	\$0.00	\$95,073.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$53,150.00	\$0.00	\$53,150.00
Commuter Assistance Program	\$166.00	\$0.00	\$166.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$6,381.00	\$0.00	\$6,381.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$34,291.00	\$0.00	\$34,291.00

Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$13,737.00	\$0.00	\$13,737.00
Other Federal or State Programs			
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$681,045.00	\$0.00	\$681,045.00

FLCTD

Annual Operations Report

Section VII: Expense Sources

County: Madison		Fiscal Year: July 1, 2013 - June 30, 2014	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$347,403.00	\$0.00	\$347,403.00
Fringe Benefits (502):	\$182,642.00	\$0.00	\$182,642.00
Services (503):	\$9,472.00	\$0.00	\$9,472.00
Materials and Supplies Cons. (504):	\$134,122.00	\$0.00	\$134,122.00
Utilities (505):	\$7,059.00	\$0.00	\$7,059.00
Casualty and Liability (506):	\$28,471.00	\$0.00	\$28,471.00
Taxes (507):	\$376.00	\$0.00	\$376.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$3,084.00	\$0.00	\$3,084.00
Miscellaneous (509):	\$5,878.00	\$0.00	\$5,878.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$9,298.00	\$0.00	\$9,298.00
Annual Depreciation (513):	\$75,573.00	\$0.00	\$75,573.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$803,378.00	\$0.00	\$803,378.00

**PERFORMANCE TRENDS
MADISON COUNTY, 2012-2014**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2011/2012	Fiscal Year 2012/2013	Fiscal Year 2013/2014	PERCENT CHANGE 2012/2013 - 2013/2014
TOTAL SERVICE	Passenger Trips	20,573	19,466	18,667	-4.3%
	Ambulatory Trips	16,907	15,059	14,111	-6.7%
	Non-Ambulatory Trips	2,615	1,717	1,328	-29.3%
	Stretcher Trips	90	59	30	-96.7%
	Fixed Route Trips	0	0	0	#DIV/0!
	Revenue Vehicle Miles	216,158	207,897	211,797	1.8%
	Vehicle Miles	256,953	258,428	267,637	3.4%
SERVICE EFFECTIVENESS	Driver Hours	15,337	14,606	12,906	-13.2%
	Passenger Trips/Revenue Vehicle Mile	0.10	0.09	0.09	-6.2%
	Passenger Trips/Vehicle Mile	0.08	0.08	0.07	-8.0%
COST EFFECTIVENESS & EFFICIENCY	Passenger Trips/Driver Hour	1.3	1.3	1.4	7.9%
	Revenue	\$664,709	\$768,548	\$681,045	-12.8%
	Expenses	\$739,812	\$819,342	\$803,378	-2.0%
	Cost/Passenger Trip	\$35.96	\$42.09	\$43.04	2.2%
	Cost/Revenue Vehicle Mile	\$3.42	\$3.94	\$3.79	-3.9%
	Cost/Vehicle Mile	\$2.88	\$3.17	\$3.00	-5.6%
	Cost/Vehicle	\$56,909	\$74,486	\$50,211	-48.3%
VEHICLE UTILIZATION	Cost/Driver Hour	\$48.24	\$56.10	\$62.25	9.9%
	Vehicles	13	11	16	31.3%
	Passenger Trips/Vehicle	1,583	1,770	1,167	-51.7%
	Vehicle Miles/Vehicle	19,766	23,493	16,727	-40.4%
	Revenue Vehicle Miles/Vehicle	16,628	18,900	13,237	-42.8%
	Vehicle Miles/Driver Hour	17	18	21	14.7%
	Revenue Vehicle Miles/Driver Hour	14	14	16	13.3%
SAFETY	Vehicle Hours/Vehicle	1,180	1,328	807	-64.6%
	Number of Accidents	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Accidents/100,000 Miles	0	0	0	#DIV/0!
	Average Vehicle Miles Between Roadcalls	256,953	129,214	33,455	-286.2%
	Roadcalls	1	2	8	75.0%
	Passenger No-Shows	282	242	229	-5.7%
	Number of Trip Denials	0	24	21	-14.3%

Source: Big Bend Transit Annual Operations Reports



II.D

Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

October 27, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Madison In-Town Shuttle

STAFF RECOMMENDATION

No action required. For information only.

BACKGROUND

Big Bend Transit staff will report on the status of the Madison In-Town Shuttle service.

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

t:\lynn\td2014\madison\memos\shuttlestatnov.docx

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



II.E

Serving

Alachua • Bradford

Columbia • Bradford • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

October 27, 2014

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Appoint Grievance Committee

RECOMMENDATION

The Chair needs to appoint five Board members to the Grievance Committee.

BACKGROUND

Chapter I.E. of the Board's Grievance Procedures requires the Chair to appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the service area.

t:\lynn\td2014\madison\memos\apptgrievcomm.docx

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



Serving

Alachua • Bradford

Columbia • Dixie • Gilchrist

Hamilton • Lafayette • Madison

Suwannee • Taylor • Union Counties

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

October 27, 2014

TO: Madison County Transportation Disadvantaged Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Operations Reports

RECOMMENDATION

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

BACKGROUND

Attached are the following reports for the Board's review:

1. Big Bend Transit Operations Reports; and
2. Medicaid Non-Emergency Transportation Program Encounter Data Report.

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

Attachments

t:\lynn\td2014\madison\memos\statnov.docx

The logo for Big Bend Transit, Inc. is contained within a black rectangular border. To the left of the text is a vertical orange bar. The text is arranged in three lines: "BIG", "BEND", and "TRANSIT, INC".

**BIG
BEND
TRANSIT, INC**

MADISON COUNTY RIDERSHIP REPORT

QUARTERLY REPORT

JULY 2014 – SEPTEMBER 2014

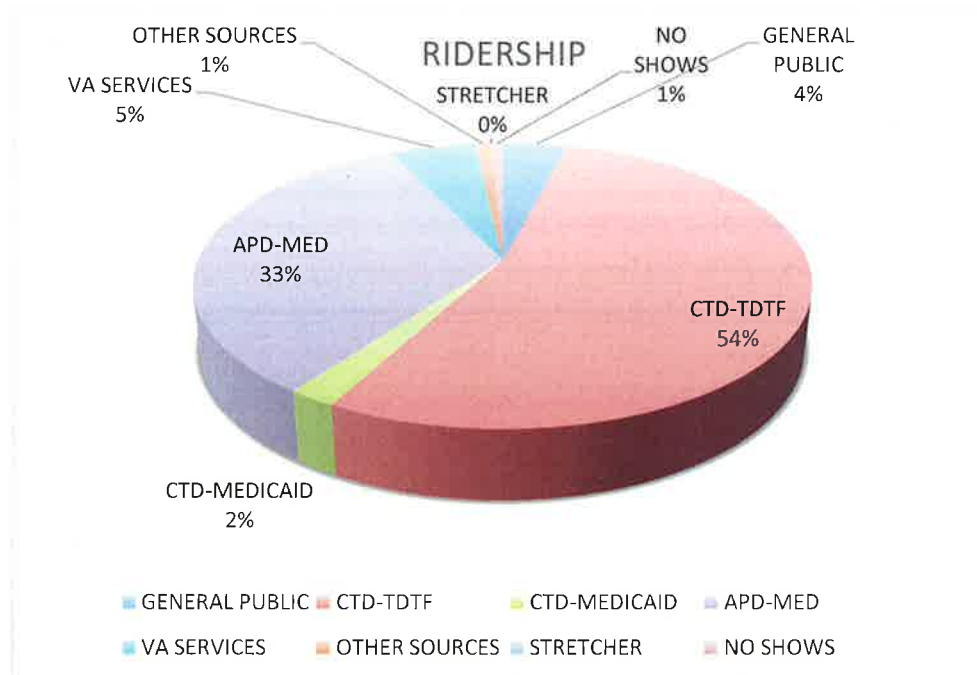
COMMUNITY TRANSPORTATION QUARTERLY REPORT

(JULY 2014 – SEPTEMBER 2014)

Number of Trips Provided From All Funding Sources

During this reporting period BBT scheduled a total 3,567 trips.

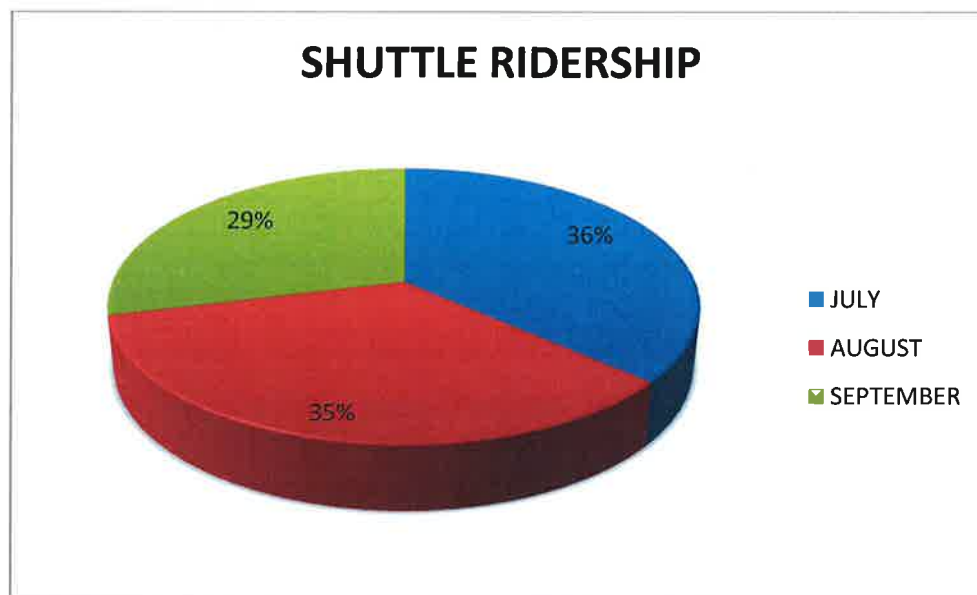
SOURCES	JULY	AUGUST	SEPTEMBER	TOTAL
GENERAL PUBLIC	21	67	47	135
CTD-TDTF	642	566	603	1811
CTD-MEDICAID	11	38	23	72
APD-MED	377	363	369	1109
VA SERVICES	62	68	49	179
OTHER SOURCES	23	4	6	33
STRETCHER	0	0	0	0
NO SHOWS	5	9	12	26
TOTAL	1141	1115	1109	3365



NUMBER OF COMPLAINTS RECEIVED (0)

“IN TOWN SHUTTLE REPORT”

JULY	AUGUST	SEPTEMBER	TOTAL
240	227	190	657



**MADISON COUNTY
UNMET TRANSPORTATION NEEDS
JULY 2014 - SEPTEMBER 2014**

REASON FOR TRIP DENIAL	NUMBER OF TRIP DENIALS
Lack of Funding	0
Trip Purpose	1
Out of Service Area Trip	2
Insufficient Advance Notice	0
After Hours Trip Request	0
Weekend Trip Request	0
Other	0
TOTALS	3



ATTENDANCE RECORD

MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	12/2/13	2/3/14	5/5/14	9/8/14
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation	Sandra Collins	P	P	P	A
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Karen Page	A	A	A	A
Alternate Member	(Vacant)		Bonita Hart		
Florida Agency for Health Care Administration	(Vacant)				
Alternate Member	(Vacant)				
Florida Department of Education	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Gladney Cherry	P	P	P	P
Alternate Member	Ramona Guess				
Citizen Advocate	Shanetha Mitchell	A	P	A	P
Alternate Member	Pamela Robinson	A	A	A	A
Citizen Advocate-User	Donna Hagan	A	P	P	P
Alternate Member	Cindy Hutto	A	A	A	A
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	(Vacant)				
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Member	(Vacant)				
Florida Association for Community Action	Matthew Pearson	A	P	P	P
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Rosa Richardson	A	A	A	P
Alternate Member	Janet Sparkman	A	A	A	A
Children at Risk	Linda Jones	A	A	A	A
Alternate Member	(Vacant)				
Local Medical Community	Leila C. Rykard	P	P	A	A
Alternate Member	(Vacant)				
Regional Workforce Board	Sheryl Rehberg	A	A	P	P
Alternate Member	Anthony Jennings				

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."