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May 26, 2015

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Public Hearing and Meeting Announcement

The Madison County Transportation Disadvantaged Coordinating Board will hold its annual public hearing and regular business meeting Monday, June 1, 2015 at 1:00 p.m. in the meeting room of the Madison County Courthouse Annex located at 112 E. Pinckney Street, Madison, Florida. All Board members are encouraged to attend the public hearing and business 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\td2015\madison\memos\june.docx



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**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**PUBLIC HEARING AND MEETING
ANNOUNCEMENT AND AGENDA**

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

Monday
June 1, 2015
1:00 p.m.

I. PUBLIC HEARING – CALL TO ORDER

- A. Introductions**
- B. Receive Public Testimony**
- C. Close Public Hearing**

II. BUSINESS MEETING – CALL TO ORDER

- A. Approval of the Meeting Agenda** **ACTION REQUIRED**
- B. Approval of the February 2, 2015** **Page 7** **ACTION REQUIRED**

III. NEW BUSINESS

- A. Madison County Transportation Disadvantaged Service Plan** **Page 11** **ACTION REQUIRED**
The Board needs to review and approve the Madison County Transportation Disadvantaged Service Plan
- B. Elect Vice-Chair** **Page 83** **ACTION REQUIRED**
The Board needs to elect a new Vice-Chair

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Karen Page Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Rosa Richardson Florida Department of Elder Affairs	Margaret Minter Florida Department of Elder Affairs
Andrew Singer Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Matthew Pearson Florida Association for Community Action Grievance Committee Member Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Gladney Cherry Public Education Grievance Committee Member	Lori Newman Public Education
Oliver Bradley Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Shanetha Mitchell Citizen Advocate Term ending June 30, 2015	Vacant Citizen Advocate Term ending June 30, 2015
Vacant Citizen Advocate - User Term ending June 30, 2015	Cindy Hutto Citizen Advocate - User Term ending June 30, 2015
Vacant Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Leila C. Rykard Medical Community Term ending June 30, 2016	Kimberly Allbritton Medical Community Term ending June 30, 2016
Vacant Children at Risk Term ending June 30, 2016	Vacant Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

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

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

County Commission Meeting Room
Madison County Courthouse Annex
Madison, Florida

Monday
February 2, 2015
1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Ronnie Moore, Chair
Sandra Collins, Florida Department of Transportation Representative
Gladney Cherry, Public Education Representative
Donna Hagan, Citizen Advocate – User
Alana McKay, Florida Agency for Health Care Administration Representative
Margaret Minter representing Rosa Richardson, Florida Department of Elder Affairs Representative
Shanetha Mitchell, Citizen Advocate
Matthew Pearson representing Florida Association for Community Action Representative
Leila Rykard, Medical Community Representative

VOTING MEMBERS ABSENT

Oliver Bradley, Veterans Representative
Karen Page, Florida Department of Children and Families
Sheryl Rehberg, Workforce Development Board Representative

OTHERS PRESENT

Robert Craig, Big Bend Transit
Willie Ann Dickey, 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

There were no introductions.

Ms. Hagan said she is concerned that, with the large Medicaid eligible population residing in Madison County, the loss of Medicaid Transportation Program revenue will affect Big Bend Transit's services.

ACTION: Matthew Pearson moved to approve the amendments to the Madison County Transportation Disadvantaged Service Plan. Alana McKay seconded; motion passed on the following vote:

Commissioner Ronnie Moore - Yes
Sandra Collins - Yes
Gladney Cherry - Yes
Donna Hagan - Yes
Alana McKay - Yes
Margaret Minter - Yes
Shanetha Mitchell - Yes
Matthew Pearson - Yes
Leila Rykard - Yes

C. Rural Area Capital Assistance Program Grant Awards

Ms. Godfrey stated that Big Bend Transit has applied for Rural Area Capital Assistance Program Grant funds. She said a list of grant awards is included in the meeting packet for the Board's review.

F. Operations Reports

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

Ms. Alana McKay asked Big Bend Transit to report the number of HMO sponsored Medicaid trips Big Bend Transit is providing in future reports.

III. OTHER BUSINESS

A. Comments

1. Members

Ms. McKay stated that the Florida Agency for Health Care Administration has contracted with two vendors to provide Medicaid non-emergency transportation to Medicaid recipients not enrolled in a managed care plan. She said these contracts are effective March 1, 2015.

Mr. Craig stated that Big Bend Transit plans to contract with the vendor for Madison County.



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May 26, 2015

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Fiscal Year 2015/16 Madison County Transportation Disadvantaged Service Plan

STAFF RECOMMENDATION

Approve the Fiscal Year 2015/16 Madison County Transportation Disadvantaged Service Plan.

BACKGROUND

Chapter 427, Florida Statutes requires Big Bend Transit to prepare a Transportation Disadvantaged Service Plan in cooperation with the North Central Florida Regional Planning Council for the local Coordinating Board's approval. This plan provides information needed by the local Coordinating Board to continually review and assess transportation disadvantaged needs for the service area. The Service Plan must be submitted to the Florida Commission for the Transportation Disadvantaged annually.

Attached is the draft Fiscal Year 2015/16 Madison County Transportation Disadvantaged Service Plan. If you have any questions concerning the Plan, please do not hesitate to contact me at extension 110.

Attachment

t:\lynn\td2015\madison\memos\tdsp.docx

Madison County Transportation Disadvantaged Service Plan

July 1, 2015 - June 30, 2016

Madison County Transportation Disadvantaged
Coordinating Board



Madison County Transportation Disadvantaged Service Plan

Approved by the
Madison County
Transportation Disadvantaged Coordinating Board

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

Ronnie Moore, Chair

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

and

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



June 1, 2015



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Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Madison County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

1. Background of Florida's Transportation Disadvantaged Program

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as:

"those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes."

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Section 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact Chapter 427, Florida Statutes with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427, Florida Statutes. In addition, Rule 41-2 of the Florida Administrative Code assigns the Florida Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of the Transportation Disadvantaged Program.

a. Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, Florida Statutes states that:

"the purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged."

The Governor appoints seven members to the Florida Commission for the Transportation Disadvantaged. Five of the members must have significant experience in the operation of a business and two of the members must have a disability and use the transportation disadvantaged system. The Chair is appointed by the Governor and Vice-Chair is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

- A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation services of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elderly Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

The following are some of the duties of the local coordinating board:

- Approving the Transportation Disadvantaged Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.

d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Big Bend Transit is the designated Community Transportation Coordinator for Madison County.

Big Bend Transit may provide all or a portion of transportation service in a designated service area. Big Bend Transit may subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of Big Bend Transit:

- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

1. the collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. the formulation of goals for future growth and development;
3. the development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;
4. the implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Madison County Comprehensive Plan.

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan as adopted by the North Central Florida Regional Planning Council is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Strategic Regional Policy Plan.

c. Transit Development Plans

Not applicable.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan establishes goals, objectives and a plan of action for the Florida Commission for the Transportation Disadvantaged. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan.

7. Madison County Transportation Disadvantaged Coordinating Board Membership

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Karen Page Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Rosa Richardson Florida Department of Elder Affairs	Margaret Minter Florida Department of Elder Affairs
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TABLE 2
POPULATION
MADISON COUNTY, 2010

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

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

According to Bureau of Economic and Business Research, 1,655 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households

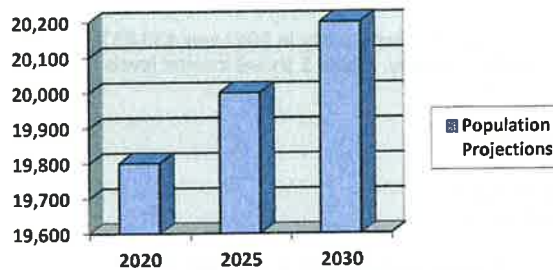
c. Population Densities

With approximately 652 square miles of land area, the County population density in 2010 was approximately 27 persons per square mile.

d. Population Projections

According to the Bureau of Economic and Business Research, Madison County will have a total population of 20,000 in the year 2025. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I



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

e. Population Age Distribution

Population age distribution is useful in determining mobility needs which might be met by transit. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-54 year-old age group is the largest age group within the County.

TABLE 5

**2015 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES
AND THE DISTRICT OF COLUMBIA**

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
7	\$36,730
8	\$40,890

* For families/households with more than 8 persons, add \$4,160 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

The Bureau of Economic and Business Research reports 1,033 individuals received Supplemental Security Income in 2013. The total number of Medicaid recipients in 2013 was 5,145. Table 6 shows income and poverty status data for Madison County. Table 7 shows individuals who received Supplemental Security Income.

TABLE 6

**INCOME AND POVERTY STATUS
MADISON COUNTY**

MEDIAN HOUSEHOLD INCOME 2009	PERCENTAGE OF PERSONS BELOW POVERTY LEVEL 2009
\$33,833	16.3%

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

TABLE 7

**PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
MADISON COUNTY, 2013**

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	82
Blind and Disabled	921

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

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation Disadvantaged population includes the estimates of all disabled, elderly, low income persons and children who are "high-risk" or "at-risk."

The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

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

2. Paratransit Service Demand Estimation

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

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Madison County				
County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age
<18	334	8.30%	145	3.60%
18-64	2,377	19.50%	561	4.80%
Total Non Elderly	2,611	16.63%	705	4.49%
65+	1,477	46.30%	252	7.90%
Total Elderly	1,477	46.30%	252	7.90%
Total	4,088	21.64%	957	5.07%

Census Data from: 2013

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	202
11.70%	29
	231

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	504	202	705
Elderly	223	29	252
TOTAL	726	231	957

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
Assumes	2,859	Calculation of Daily Trips	
27.2%		Daily Trip Rates	Total
		Per Person	Daily Trips
100%	xx % without auto access		
	778		
	xx % without transit access		
	776		
Total Actual Critical TD Population			
Severely Disabled	957	0.049	47
Low Income ND	778	1.899	1,477
Totals	1,735		1,523

Rural Area Capital Assistance Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase fleet monitoring software system	2014/15	Gadsden, Madison, Jefferson and Taylor Counties	\$101,578	Rural Area Capital Assistance Program Grant
Purchase replacement vehicle			\$11,236	Big Bend Transit

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2015/16	Madison County	\$208,432	Transportation Disadvantaged Trust Fund
			\$23,159	Big Bend Transit

5. Goals, Objectives and Strategies

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

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

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

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

Strategy c: Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: **Identify unmet transportation needs in Madison County.**

OBJECTIVE: Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy: Report quarterly the number and types of transportation services that are requested which it is unable to provide.

GOAL III: **Provide transportation services that are consumer oriented and effectively coordinate trips.**

- GOAL VIII:** **Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.**
- OBJECTIVE:** Complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** Complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL IX:** **Maintain the quality of service.**
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:** **The Community Transportation Coordinator shall provide courteous and professional service.**
- Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.
- GOAL X:** **Promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients' needs and limitations.
- GOAL XI:** **Ensure the provision of safe transportation services.**
- OBJECTIVE:** Ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.
- Strategy:** The System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule 14-90, Florida Administrative Code*.

Transportation Disadvantaged Service Plan

(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.	(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually
(1) Maintain a data base with pertinent information relative to clients needs and limitations.	(1) Ongoing
(1) The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.	Annually

Madison County
Transportation Disadvantaged Service Plan

Madison County to Blountstown and/or Panama City	Madison County to Calhoun and/or Bay County	Curb to Curb	Ambulatory Wheelchair		Tuesday
Madison County to Thomasville, GA and/or Valdosta, GA	Madison County to Georgia	Curb to Curb	Ambulatory Wheelchair		Wednesday
Madison County to Lake City and/or Jacksonville	Madison County to Columbia and/or Duval County	Curb to Curb	Ambulatory Wheelchair		Thursday
Madison County to Gainesville	Madison County to Alachua County	Curb to Curb	Ambulatory Wheelchair		Friday

Comment [SM8]: This was a Medicaid transportation route

Comment [SM9]: This was a Medicaid transportation route

Comment [SM10]: This was a Medicaid transportation route

Comment [SM11]: This was a Medicaid transportation route

m. Bariatric Transportation

Transportation Disadvantaged Program: Big Bend Transit is required to transport all "common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight may not to be transported.

n. Hours and Days of Service

Transportation Disadvantaged Program: Monday through Friday, 6:00 a.m. to 10:00 p.m. excluding holidays (see below).

Comment [SM12]: Monday through Saturday, 6 am to 6pm

o. Holidays

Transportation Disadvantaged Program sponsored service will not be provided on the following observed holidays.

Thanksgiving Day
Christmas Day
New Year's Day

Comment [SM13]:

8. Accessing Services

p. Office Hours

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

Transportation Disadvantaged Program sponsored services are provided on a first-come, first served basis. Service sponsored by the Transportation Disadvantaged Program may be denied if there are insufficient funds to provide that service.

X. Transportation Disadvantaged Program Trip Priorities

Big Bend Transit in cooperation with the Coordinating Board has established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds:

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

9. Transportation Operators And Coordination Contractors

Big Bend Transit has an operator contract with Capital Transit, LLC (Exhibit C).

Comment [SM16]: We no longer have any coordination contracts

10. Public Transit Utilization

Not applicable. There is no fixed route, public transit system operating in Madison County.

11. School Bus Utilization

Currently, there is no need to use school buses at this time. If Big Bend Transit determines a need to use school buses in the future, the Madison County School Board will be contacted for assistance.

12. Vehicle Inventory

Big Bend Transit's vehicle inventory is shown as Exhibit D.

13. System Safety Program Plan Certification

Big Bend Transit's System Safety Program Plan Certification is shown as Exhibit E.

aa. Use, Responsibility and Cost of Child Restraint Devices

Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Local Policy: All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device will be provided by the passenger.

bb. Passenger Property

Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Local Policy: Passengers shall be allowed to have two pieces of personal property which they can place in their lap or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle.

Comment [SM17]: Passengers will not be allowed to stow items under the seat

cc. Vehicle Transfer Points

Rule 41-2.006 (4) (e), F.A.C.: Vehicle transfer points shall provide shelter, security and safety of passengers.

Big Bend Transit shall comply with this standard.

dd. Local Toll Free Phone Number

Rule 41-2.006 (4) (f), F.A.C.: A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The Transportation Disadvantaged Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) Will include the Transportation Disadvantaged Helpline phone number.

Big Bend Transit shall comply with this standard.

ee. Out-Of-Service Area Trips

Rule 41-2.006 (4) (g), F.A.C.: Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

Local Policy: Inter-county services between Madison and Leon Counties is available weekly. Other inter-county services are provided when available.

ff. Vehicle Cleanliness

Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

Local Policy: Drivers are not permitted individually to assist persons in wheelchairs up or down more than one step, through grass or sand or include of more than 8.33% (1:12 slope).

II. Smoking, Eating, and Drinking

Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

Local Policy: The use of tobacco products on vehicles is prohibited. Eating and drinking on board the vehicle is also prohibited. Stops will be made to accommodate the needs of passengers at the discretion of the driver.

mm. Passenger No-Shows

Rule 41-2.006 (4) (o), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Local Policy: - Passenger no-shows are defined as trips not cancelled a minimum of two (2) hours prior to the scheduled pick-up time. Passengers shall be notified if they are considered a no-show.

nn. Two-Way Communications

Rule 41-2.006 (4) (p), F.A.C.: All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

Local Policy: All vehicles shall have cellular phones or two-way radios.

Comment [SM18]: We use push to talk radios

oo. Air Conditioning/Heating

Rule 41-2.006 (4) (q), F.A.C.: All vehicles providing service within the coordinated system shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

Local Policy: Big Bend Transit shall comply with this standard.

pp. First Aid

Local Policy: Big Bend Transit will have a 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

vv. Advance Reservation Requirement

Rule 41-2.006 (4) (x), F.A.C.: The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: Twenty-four hours advanced notice is required for all other trips scheduled within the coordinated system.

ww. Safety

Rule 41-2.006 (4) (y), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 1.2 chargeable accidents per 100,000 miles during the evaluation period.

xx. Reliability

Rule 41-2.006 (4) (z), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 5 roadcalls during the evaluation period.

yy. Call-Hold Time

Rule 41-2.006 (4) (aa), F.A.C.: This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the local Coordinating Board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: This standard is not applicable to this service area.

zz. Quality of Service

No passenger who is under the influence of alcohol or illegal drugs will be transported. If a passenger is scheduled to be returned home and they are under the influence, they will be required to find alternative means of transportation. If a pattern of such behavior exists, a suspension of transportation privileges shall be invoked.

ddd. Penalties

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program. Service suspension for Medicaid NET sponsored passengers must follow the Medicaid Program guidelines.

Verbal Abuse

First offense – written warning
Second offense – one week suspension of services
Third offense – 30 day suspension of services
Fourth offense – 90 day suspension of services
Fifth offense – permanently removed from service

Physical Abuse

First offense - Big Bend Transit will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Big Bend Transit intends to suspend his or her riding privileges and the reason for such action.

Second offense – 180 day suspension of services

Third offense - permanently removed from service

eee. Appeals

A rider has ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Madison County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program. All requests for reconsideration must be in writing and delivered to:

Big Bend Transit
P.O. Box 70
Live Oak, FL 32060

and

Transportation Disadvantaged Program
Coordinating Board Grievance Committee
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue. Upon receipt of letter requesting the

Chapter III: Quality Assurance

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

C. Community Transportation Coordinator Evaluation Process

The local Coordinating Board will evaluate the Community Transportation Coordinator's performance on an annual basis using the Commission for the Transportation Disadvantaged Quality Assurance Program Evaluation/Local Coordinating Board, Community Transportation Coordinator Evaluation Workbook. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators). The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

Appendix A: Madison County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Madison County Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Madison County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

- (3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes grants no adjudicative powers to anyone.

E. Membership

- (1) The Chair, subject to approval by the Board, shall appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the County in the service area.
- (2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

- (1) The Grievance Committee shall elect a Chair and Vice-Chair.

G. Meetings

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

Madison County
Transportation Disadvantaged Service Plan

- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Madison County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance individuals to prepare written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the person requesting the hearing.

M. Prohibition Against Retaliation

No individual shall be unlawfully denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

Apart from these grievance processes, aggrieved parties with proper standing, may also have recourse through Chapter 120, Florida Statutes, administrative hearings process or the judicial court system.

Appendix B: Cost/Revenue Allocation and Rate Structure Justification

BIG BEND TRANSIT, INC.

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: Big Bend Transit

COUNTY: Madison

CONTRACT PERIOD: July 1, 2015 - June 30, 2016

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or Passenger Trip)
Transportation Disadvantaged Program Ambulatory	\$35.5243/passenger trip
Transportation Disadvantaged Program Wheelchair	\$60.8974/passenger trip

Comprehensive Budget Worksheet Version 1.4 CTC: Big Bend Transit, Inc. County: Madison

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

	Prior Year's ACTUALS from July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget, as amended from July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2015 to June 30th of 2016	% Change from Prior Year to Current Year	% Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain changes in Column 6 that are + or -10% and also + or - \$50,000
	1	2	3	4	5	6
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors)						
Local Non-Govt						
Fares	\$ 57,570	\$ 67,524	\$ 55,412	47.6%	-59.2%	all of fares in 2015 to 2016 are 2015
Medicaid Co-Pay Received						
Donations/Contributions						
In-Kind, Contributed Services						
Other	\$ 2,940	\$ 2,145	\$ 10,900	205.8%	182.7%	
Bus Pass Program Revenue						
Local Government						
District School Board						
Journal - ADA Services						
County Cash			\$ 11,917			
County In-Kind, Contributed Services						
City Cash			\$ 8,940			
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spec. Trip Program	\$ 142,718	\$ 169,710	\$ 218,581	3.6%	-72.0%	
Non-Spec. Capital Equipment			\$ 25,600			
Rural Capital Equipment	\$ 76,415	\$ 95,588	\$ 11,000	-21.1%	27.7%	
Other TD (specify in explanation)						
Bus Pass Program Revenue			\$ 11,500			
USDOT & FDOT						
49 USC 5307						
49 USC 5310		\$ 138,325	\$ 142,000	2.7%		5,115 for vehicles with 10% higher than 2013 counts per
49 USC 5311 (Operating)	\$ 247,615	\$ 166,889	\$ 116,374	-51.4%	-55.9%	(11) - change in bus system subsidy with a 50% reduction by 2017
49 USC 5311(Capital)						
Block Grant						
Service Development			\$ 25,000			
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
ANCA						
Medicaid	\$ 1,405,443	\$ 1,335,544		-5.0%	-100.0%	
Other ANCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Disabling & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services			\$ 100			
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (State)						
Carl Perkins						
Div of Blind Services			\$ 1,200			
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWR						
WAGES/Workforce Board						
Other AWR (specify in explanation)						
Bus Pass Program Revenue						
DOCA						
Older Americans Act						
Community Care for Elderly						
Other DOCA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Budgeted Rate Base Worksheet

Version 1.4

CTC: Big Bend Transit, Inc.

County: Madison

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

Upcoming Year's BUDGETED Revenues	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue = col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4
REVENUES (CTC/Operators ONLY)			
Local Non-Local			
Fares	\$ 26,743	\$ 83,879	\$ (56,136)
Medicaid Co-Pay Received	\$ -	\$ -	\$ -
Donations/Contributions	\$ -	\$ -	\$ -
In-kind Contributed Services	\$ -	\$ -	\$ -
Other	\$ 60,900	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
Local Government	\$ -	\$ -	\$ -
District School Board	\$ -	\$ -	\$ -
Comp. ADA Services	\$ -	\$ -	\$ -
County Chair	\$ -	\$ -	\$ -
County In-kind Contributed Services	\$ 70,000	\$ -	\$ -
City Chair	\$ -	\$ -	\$ -
City In-kind Contributed Services	\$ 5,000	\$ -	\$ -
Other Cash	\$ -	\$ -	\$ -
Other In-kind Contributed Services	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
CTC			
Non-Spare Trip Program	\$ 215,587	\$ 215,587	\$ -
Non-Spare Capital Equipment	\$ 20,000	\$ -	\$ 20,000
Rural Capital Equipment	\$ 71,000	\$ -	\$ 71,000
Other CTC	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ 11,500	\$ -	\$ -
USDOT & FDOT			
#9 USDC 5307	\$ -	\$ -	\$ -
#9 USDC 5310	\$ 143,000	\$ 143,000	\$ -
#9 USDC 5311 (Operating)	\$ 138,212	\$ 138,212	\$ -
#9 USDC 5311 (Capital)	\$ -	\$ -	\$ -
Bus Grant	\$ -	\$ -	\$ -
Service Development	\$ -	\$ -	\$ -
Computer Assistance	\$ 25,000	\$ -	\$ 25,000
Other DOT	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
AFCA			
Medicaid	\$ -	\$ -	\$ -
Other AFCA	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
DCF			
Alcohol Drug & Mental Health	\$ -	\$ -	\$ -
Family Safety & Prevention	\$ -	\$ -	\$ -
Senior Care & Aging & Adult Serv.	\$ -	\$ -	\$ -
Other DCF	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
DOH			
Children Medical Services	\$ -	\$ -	\$ -
County Public Health	\$ 500	\$ -	\$ -
Other DOH	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
DOE (State)			
Car Pools	\$ -	\$ -	\$ -
Dis. of Blind Services	\$ -	\$ -	\$ -
Vocational Rehabilitation	\$ 1,200	\$ -	\$ -
Dis. Care Programs	\$ -	\$ -	\$ -
Other DOE	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
AWI			
WAGS/WAGS Board	\$ -	\$ -	\$ -
AWI	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
DOEA			
Elder Americans Act	\$ -	\$ -	\$ -
Community Care for Elderly	\$ -	\$ -	\$ -
Other DOEA	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
DCA			
Community Services	\$ -	\$ -	\$ -
Other DCA	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be
GENERATED through the application of authorized per mile,
per trip, or combination per trip plus per mile rates. Also,
include the amount of funds that are earmarked as local match
for Transportation Services and NOT Capital Equipment
purchases.

If the Farebox Revenue are used as a source of Local Match
Dollars, then identify the appropriate amount of Farebox
Revenue that represents this portion of Local Match required on
any state or federal grants. This does not mean that Farebox is
the only source for Local Match.

Please review all Grant Applications and Agreements
containing State and/or Federal funds for the proper Match
Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in
Column 4 that will come from Funds Earmarked by the Funding
Source for Purchasing Capital Equipment. Also include the
portion of Local Funds earmarked as Match related to the
Purchase of Capital Equipment if a match amount is required
by the Funding Source.

Worksheet for Program-wide Rates

CTC: Big Bend Transit, Version 1.4
County: Madison

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	160,000
Rate Per Passenger Mile = \$	1.89
Total Projected Passenger Trips =	7,700
Rate Per Passenger Trip = \$	39.37

Fiscal Year	2015 - 2016
-------------	-------------

Avg. Passenger Trip Length =	20.8 Miles
------------------------------	------------

Rates if No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	4.50
Rate Per Passenger Trip = \$	93.58

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells standing in Section I for all services.
2. Follow the DASH-RED prompts directing you to map or add to current stations and sections based on previously addressed.

City: Madison
County: Madison

SECTION III: Exempt Service

1. Do you want to charge all requests a fee?
☐ Yes ☒ No

2. If you answered "Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?
☐ Trip ☒ Mile

3. If you answered "Yes to #1 and completed #2, for how many of the following Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

4. How much will you charge each escort?

SECTION IV: Group Service Loading

1. If the maximum number of passengers per trip is greater than 1, what is the proposed total number of Group Service Passenger Miles? (otherwise leave blank)

And what is the resulting total number of Group Vehicle Revenue Miles? : to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Proposed Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically.
2. Mile and Trip you input must sum to the total for all Services entered on the "Programwide Rates" Worksheet. Multiple rates are calculated for each service based on the input.
3. Be sure to leave the service BUSES if you answered "NO" in question #1 or "YES" in question #2 in Section I).

RATES FOR FY 2015 - 2016			
Amput	Wheel Chair	Stretcher	Group
134,400	25,000	0	0
\$1.70	\$2.52	\$0.00	\$0.00
Rate per Passenger Mile =			
Projected Passenger Miles (including totally contracted services addressed in Section II) = 100,000			
Rate per Passenger Mile =			
Amput	Wheel Chair	Stretcher	Group
8,000	1,200	0	0
\$3,642	\$40.74	\$0.00	\$0.00
Rate per Passenger Trip =			
Projected Passenger Trips (including totally contracted services addressed in Section II) = 7,700			
Rate per Passenger Trip =			
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired Rate per Trip (but must be LESS than per trip rate above) =			
Rate per Passenger Mile for Balance =			

SECTION VI: Rate Calculations for Multiple Services:

1. Input Proposed Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically.
2. Mile and Trip you input must sum to the total for all Services entered on the "Programwide Rates" Worksheet. Multiple rates are calculated for each service based on the input.
3. Be sure to leave the service BUSES if you answered "NO" in question #1 or "YES" in question #2 in Section I).

RATES FOR FY 2015 - 2016			
Amput	Wheel Chair	Stretcher	Group
134,400	25,000	0	0
\$1.70	\$2.52	\$0.00	\$0.00
Rate per Passenger Mile =			
Projected Passenger Miles (including totally contracted services addressed in Section II) = 100,000			
Rate per Passenger Mile =			
Amput	Wheel Chair	Stretcher	Group
8,000	1,200	0	0
\$3,642	\$40.74	\$0.00	\$0.00
Rate per Passenger Trip =			
Projected Passenger Trips (including totally contracted services addressed in Section II) = 7,700			
Rate per Passenger Trip =			
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired Rate per Trip (but must be LESS than per trip rate above) =			
Rate per Passenger Mile for Balance =			

SECTION VII: Rate Calculations for Multiple Services:

1. Input Proposed Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically.
2. Mile and Trip you input must sum to the total for all Services entered on the "Programwide Rates" Worksheet. Multiple rates are calculated for each service based on the input.
3. Be sure to leave the service BUSES if you answered "NO" in question #1 or "YES" in question #2 in Section I).

RATES FOR FY 2015 - 2016			
Amput	Wheel Chair	Stretcher	Group
134,400	25,000	0	0
\$1.70	\$2.52	\$0.00	\$0.00
Rate per Passenger Mile =			
Projected Passenger Miles (including totally contracted services addressed in Section II) = 100,000			
Rate per Passenger Mile =			
Amput	Wheel Chair	Stretcher	Group
8,000	1,200	0	0
\$3,642	\$40.74	\$0.00	\$0.00
Rate per Passenger Trip =			
Projected Passenger Trips (including totally contracted services addressed in Section II) = 7,700			
Rate per Passenger Trip =			
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired Rate per Trip (but must be LESS than per trip rate above) =			
Rate per Passenger Mile for Balance =			

Appendix C: Service Provider Contract

Appendix D: Vehicle Inventory

Appendix E: Safety Compliance Self Certification

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 1/15/2015

Section 5311 Subrecipient Information:

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

FDOT District Office Information:

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

I, Shawn Mitchell 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)

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

- * Marlie Sanderson, AICP, Director of Transportation Planning
- * Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



III.B.
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May 26, 2015

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Elect Vice-Chair

RECOMMENDATION

Elect a Vice-Chair.

BACKGROUND

Chapter I. F. of the Board's Bylaws requires the Board to hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall serve a term of one year starting with the next meeting. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chairperson and conduct the meeting.

Ms. Donna Hagan was serving as the Board's Vice-Chair. Ms. Hagan recently resigned from the Board.

If you have any questions concerning this matter, please contact me at extension 110.

t:\lynn\td2015\madison\memos\vicechair.docx



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May 26, 2015

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: Appoint Grievance Committee Member

RECOMMENDATION

The Chair needs to appoint a Board member 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.

Ms. Alana McKay was appointed to the Board's Grievance Committee. Ms. McKay recently resigned from the Board.

Please do not hesitate to contact me if you have any questions concerning this matter.



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May 26, 2015

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

RECOMMENDATION

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

BACKGROUND

Attached is Big Bend Transit's Operations Report for the Board's review..

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

Attachment

t:\lynn\td2015\madison\memos\statjune.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.



MADISON COUNTY RIDERSHIP REPORT

QUARTERLY REPORT

January 2015 – March 2015

COMMUNITY TRANSPORTATION QUARTERLY REPORT

(January 2015 – March 2015)

Number of Trips Provided From All Funding Sources

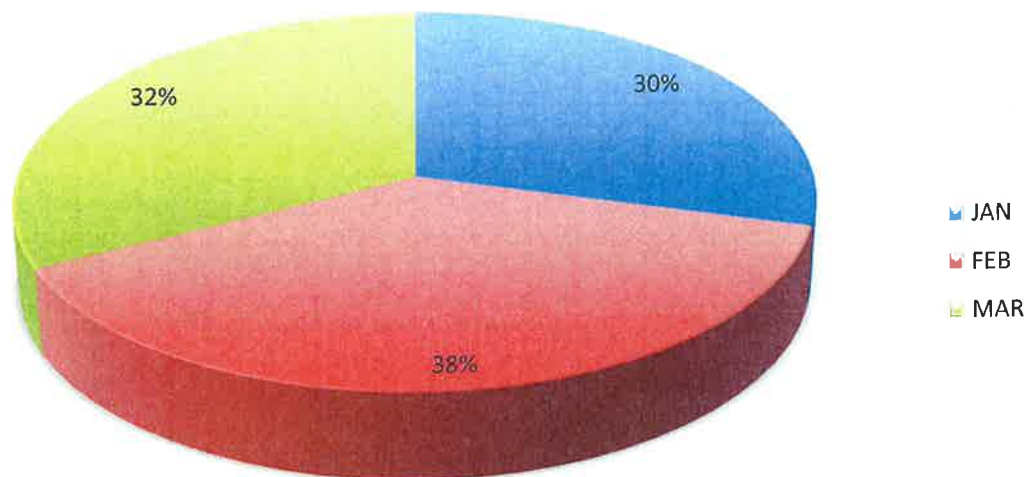
During this reporting period BBT scheduled a total 3,773 trips.

SOURCES	JAN	FEB	MAR	TOTAL
GENERAL PUBLIC	69	58	82	209
APD	364	350	435	1149
CTD-TDTF	570	634	685	1,889
CTD-MEDICAID	73	82	0	155
VA	50	54	62	166
NO SHOWS	18	12	8	38
CANCELS	71	44	52	167
TOTAL	1,144	1,190	1,272	3,773

"IN TOWN SHUTTLE REPORT"

JAN	FEB	MAR	TOTAL
156	202	171	529

SHUTTLE RIDERSHIP





ATTENDANCE RECORD

MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

MEMBER/ORGANIZATION	NAME	5/5/14	9/8/14	11/3/14	2/2/15
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation	Sandra Collins	P	A	P	P
Alternate Member	Janell Damato	A	A	A	A
Florida Department of Children and Families	Karen Page	A	A	A	A
Alternate Member	(Vacant)				
Florida Agency for Health Care Administration	Andrew Singer			A	A
Alternate Member	(Vacant)				
Florida Department of Education	(Vacant)				
Alternate Member	(Vacant)				
Public Education	Gladney Cherry	P	P	P	P
Alternate Member	Lori Newman				
Citizen Advocate	Shanetha Mitchell	A	P	A	P
Alternate Member	Pamela Robinson	A	A	A	A
Citizen Advocate-User	(Vacant)				
Alternate Member	Cindy Hutto	A	A	A	A
Elderly	(Vacant)				
Alternate Member	(Vacant)				
Veterans	(Vacant)				
Alternate Member	(Vacant)				
Persons with Disabilities	(Vacant)				
Alternate Member	(Vacant)				
Florida Association for Community Action	Matthew Pearson	P	P	P	P
Alternate Member	(Vacant)				
Florida Department of Elder Affairs	Rosa Richardson	A	P	A	A
Alternate Member	Margaret Minter				P
Children at Risk	(Vacant)				
Alternate Member	(Vacant)				
Local Medical Community	Leila C. Rykard	A	A	A	P
Alternate Member	Kimberly Allbritton				
Regional Workforce Board	Sheryl Rehberg	P	P	A	A
Alternate Member	Anthony Jennings			P	A

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