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October 23, 2015

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 2, 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 this meeting.

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

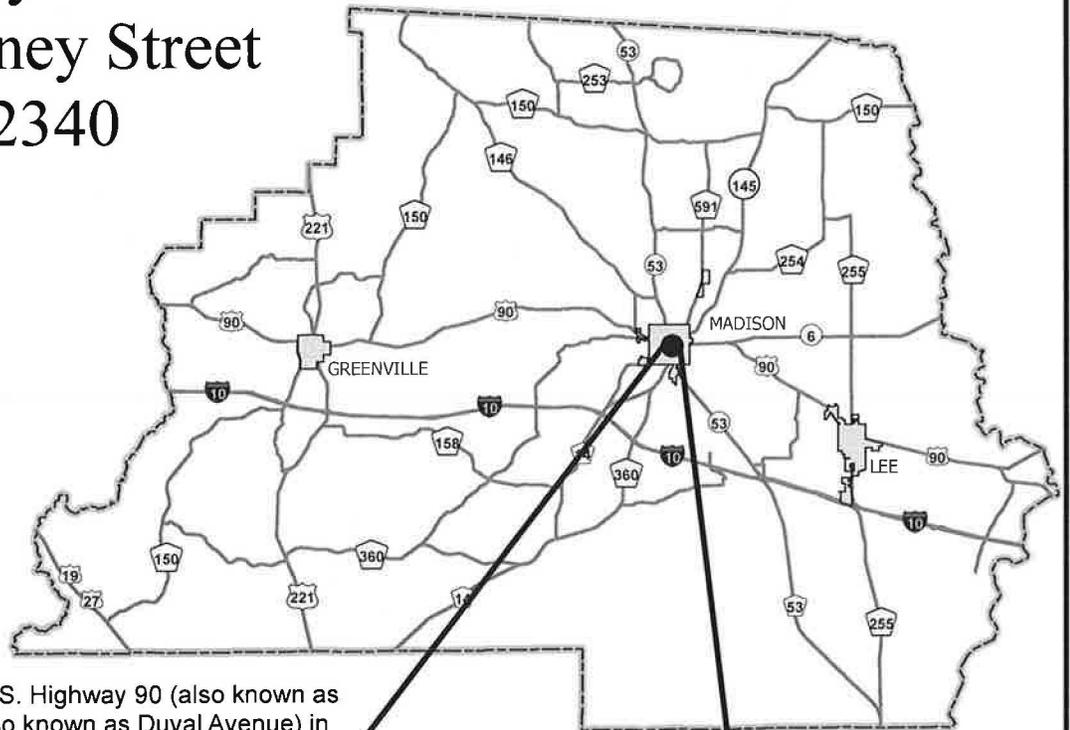
Attachments

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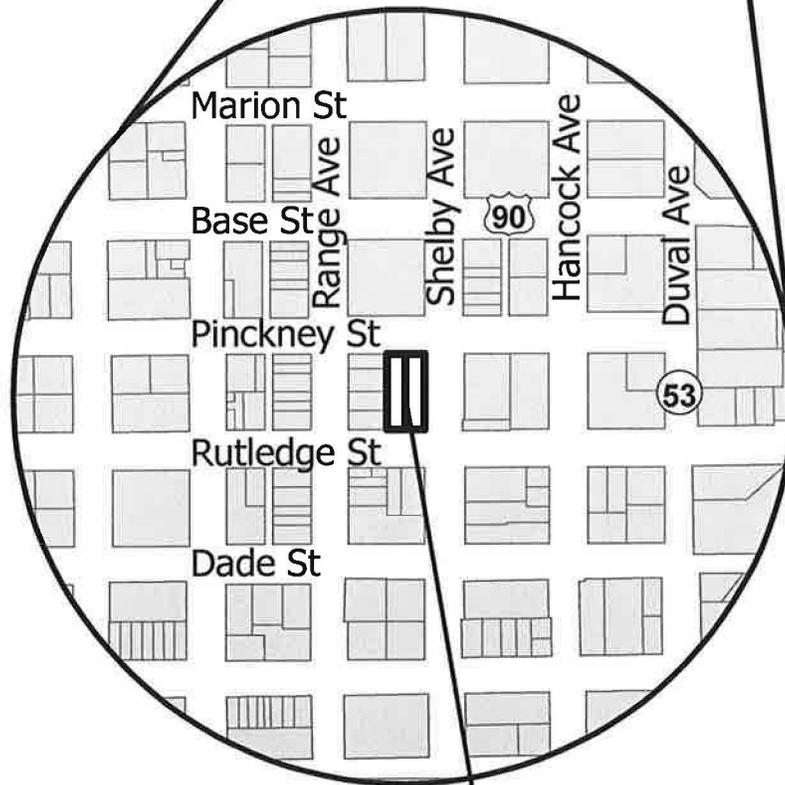
Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

Madison County Courthouse Annex

112 East Pinckney Street
Madison, FL 32340



Directions: From the intersection U.S. Highway 90 (also known as Base Street) and State Road 53 (also known as Duval Avenue) in the City of Madison, turn West onto U.S. Highway 90 (also known as Base Street), travel two blocks to Shelby Avenue, turn left (South) onto Shelby Avenue, travel one block to Pinckney Street, turn right (West) and the Madison County Courthouse Annex will be on the left, on the South side of Pinckney Street.



1 inch = 500 feet

Madison County
Courthouse Annex





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**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

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

Monday
November 2, 2015
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 14, 2015
Minutes**

Page 7

ACTION REQUIRED

II. NEW BUSINESS

**A. Madison County Transportation
Disadvantaged Service Plan Amendment**

Page 11

ACTION REQUIRED

The Board needs to review and approve an amendment to the Madison County
Transportation Disadvantaged Service Plan

B. Annual Performance Evaluation

Page 15

ACTION REQUIRED

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

C. Annual Operations Report

Page 45

NO ACTION REQUIRED

The Board needs to review the 2014/15 Annual Operations Report

D. Operations Report

NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

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

IV. FUTURE MEETING DATES

- A. February 8, 2016 at 1:00 p.m.**
- B. May 9, 2016 at 1:00 p.m.**
- C. September 12, 2016 at 1:00 p.m.**
- D. November 7, 2016 at 1:00 p.m.**

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

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

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
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
Pamela Hagley 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, Vice-Chair 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, 2018	Vacant Citizen Advocate Term ending June 30, 2018
Vacant Citizen Advocate - User Term ending June 30, 2018	Cindy Hutto Citizen Advocate - User Term ending June 30, 2018
Vacant Persons with Disabilities Term ending June 30, 2018	Vacant Persons with Disabilities Term ending June 30, 2018
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
September 14, 2015
1:00 p.m.

VOTING MEMBERS PRESENT

Commissioner Ronnie Moore, Chair
Gladney Cherry, Public Education Representative
Anthony Jennings representing Sheryl Rehberg, Workforce Development Board Representative
Margaret Minter representing Rosa Richardson, Florida Department of Elder Affairs Representative
Deweece Ogden, Florida Agency for Health Care Administration Representative
Matthew Pearson representing Florida Association for Community Action Representative

VOTING MEMBERS ABSENT

Sandra Collins, Florida Department of Transportation Representative
Oliver Bradley, Veterans Representative
Karen Page, Florida Department of Children and Families
Leila Rykard, Medical Community Representative
Shanetha Mitchell, Citizen Advocate

OTHERS PRESENT

Paula Arnold, ARC of Big Bend, Inc.
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. Deweece Ogden seconded; motion passed unanimously.

C. Approval of the June 1, 2015 Minutes

ACTION: Matthew Pearson moved to approve the June 1, 2015 minutes. Gladney Cherry seconded; motion passed unanimously.

II. UNFINISHED BUSINESS

A. Elect Vice-Chair

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that Ms. Donna Hagan served as the Board's Vice-Chair. She said Ms. Hagan resigned from the Board.

The Board elected Mr. Matthew Pearson as Vice-Chair.

III. NEW BUSINESS

A. Bylaws

Ms. Godfrey stated that the Board needs to review and approve the Bylaws.

The Board reviewed the Bylaws.

ACTION: Gladney Cherry moved to approve the Bylaws. Matthew Pearson seconded; motion passed unanimously.

B. Grievance Procedures

Ms. Godfrey stated that the Board needs to review and approve the Grievance Procedures. She said staff recommends deleting the reference to the Medicaid Program Grievance System since Medicaid Program transportation is no longer coordinated through Florida's Coordinated Transportation System.

ACTION: Matthew Pearson moved to approve the Grievance Procedures as amended. Gladney Cherry seconded; motion passed unanimously.

C. Operations Reports

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

IV. OTHER BUSINESS

A. Comments

1. Members

Chairman Moore announced that the Madison County Board of County Commissioners provided \$14,000 to continue the operation of the Madison Shuttle. He said he does not know if the City of Madison will continue providing operating assistance for the shuttle operation.

Chairman Moore also said the Madison County Legislative Delegation will be visiting Madison County in October. He said he plans to make the Legislative Delegation members aware of the need for more Transportation Disadvantaged Program funding.

The Board thanked Chairman Moore for his support of the Transportation Disadvantaged Program.

2. Citizens

Mr. Shawn Mitchell asked the Board to include an amendment to the Madison County Transportation Disadvantaged Service Plan to the next meeting agenda. He said Big Bend Transit would like to use Transportation Disadvantaged Trust Funds to purchase bus passes.

V. FUTURE MEETING DATES

Chairman Moore stated that the next meeting of the Board will be held Monday, November 2, 2015 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 1:45 p.m.

Coordinating Board Chairperson

Date



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October 23, 2015

TO: Madison County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: Madison County Transportation Disadvantaged Service Plan Amendment

STAFF RECOMMENDATION

Approve the Madison County Transportation Disadvantaged Service Plan amendment.

BACKGROUND

The Madison County Transportation Disadvantaged Service Plan includes the rates charged for Transportation Disadvantaged Program sponsored services. Attached is a proposed amendment to the Transportation Disadvantaged Service Plan to include a Transportation Disadvantaged bus pass rate. The Board needs to review and approve the proposed amendment.

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

Attachment

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

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	\$35.43/passenger trip
Transportation Disadvantaged Program Wheelchair	\$60.74/passenger trip
Transportation Disadvantaged Program Bus Pass	\$35.00/month



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October 23, 2015

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

RECOMMENDATION

Approve the Big Bend Transit's annual performance evaluation.

BACKGROUND

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

Attachment

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

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

Community Transportation Coordinator: Big Bend Transit, Inc.

County: Madison

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

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

Review period: July 1, 2014 - June 30, 2015

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 2, 2015

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FINDINGS AND RECOMMENDATIONS

A. General Information

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

B. Chapter 427, F.S.

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

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

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

D. Bus/Van Ride

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

E. Surveys (see attachment)

Areas of Noncompliance: None

Recommendations: None

Timeline for Compliance: None

GENERAL 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. implemented vehicle locator software to their vehicle fleet for tracking and emergency response. Big Bend Transit also implemented an automated scheduled ride reminder system to reduce passenger no shows.

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. Big Bend Transit would like all agencies purchasing service for their clients in Madison County to use Florida's Coordinated Transportation System.
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 Transportation Disadvantaged Trust Fund revenue to rural areas.
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 transportation provided through Florida's Managed Medical Care Program.
19. How are you marketing the voluntary dollar?
Posters, e-mail and community outreach events.

Big Bend Translt, 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:

- | | |
|--|---|
| <input type="checkbox"/> Timeliness | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Vehicle Condition | <input type="checkbox"/> Poor Route Selection |
| <input type="checkbox"/> Vehicle Operation | <input type="checkbox"/> Trip Scheduling |
| <input type="checkbox"/> Other: _____ | |

Incident: _____

Incident Recorded By: _____

Local Grievance Procedure/Process

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

Transportation Service Information:

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

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

www.bigbendtransit.org



Florida Law and Title VI of the Civil Rights Act of 1964 prohibits discrimination in public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-489-7082 or 800-342-8170 (voice messaging)

BIG BEND TRANSIT, INC.
Community Transportation Coordinator of Madison County

BIG BEND TRANSIT

Big Bend Transit, Inc
Post Office Box 1721
Tallahassee, Florida 32302

Go to our website to learn about our other Madison County transit services:

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

www.bigbendtransit.org www.bigbendtransit.org

Courteous and Personalized Service...



Where is the Transportation Service Available?

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

What Transportation Will be Provided?

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

How Can I Access the Transportation Service?

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

What is the Cost of the Transportation Service?

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

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

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

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

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

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

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

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

COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

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

Annual Operating Report
 Yes No

Memorandum of Agreement
 Yes No

Transportation Disadvantaged Service Plan
 Yes No

Transportation Disadvantaged Trust Fund Grant Application
 Yes No

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

COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE

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

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

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



Annual Grant Self Certification

Certifying compliance with United States Code Section 5309, 5310, 5311/ARRA, 5316, 5317, and 5339 Programs to the Florida Department of Transportation

Certification Date (Current): 2015

Certification Year: (Previous): 2014

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

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

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

Blue Ink Signature:  **Date:** 1/15/15
(Individual responsible for assurance of compliance)

Name: Shawn Mitchell Title: General Manager

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

Name: Domingo Ortiz

Address: Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

Name: Domingo Ortiz

Address: Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE

725-030-10
TRANSIT
12/01

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

DATE 1/15/2015

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)



Bus Transit System Annual Safety and Security Certification

*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

Certification Date (Current): 2015

Certification Year: (Previous): 2014

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

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

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature:  *Date:* 1/15/2015
(Individual Responsible for Assurance of Compliance)

Name: Shawn Mitchell *Title:* General Manager

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

Name: Domingo Ortiz

Address: 2201 Eisenhower Street, Tallahassee FL. _____

Name of Qualified Mechanic who Performed Annual Inspections: Domingo Ortiz

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

ON-SITE OBSERVATION OF THE SYSTEM

1. Date of Observation:
10/16/15
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
4

Ambulatory:
4

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

PURCHASING AGENCY SURVEY

Purchasing Agency name: ARC of Big Bend
Representative of Purchasing Agency: TIM RESSLER

1) Do you purchase transportation from Big Bend Transit, Inc.?

- YES
- NO

2) What is the primary purpose for purchasing transportation service for your clients?

- Medical
- Employment
- Education/Training/Day Care
- Nutritional
- Life Sustaining/Other

3) On average, how often do your clients use Big Bend Transit, Inc.'s services?

- 7 Days/Week
- 1-2 Times/Week
- 3-5 Times/Week
- 1-3 Times/Month
- Less than 1 Time/Month

5) Have you had any problems with Big Bend Transit, Inc.?

- Yes
- No If no, skip to question 7

6) If you have had problems with Big Bend Transit, Inc., please identify the types of problems:

- Advance notice requirement
- Cost
- Service area limits
- Pick up times not convenient
- Vehicle condition
- Lack of passenger assistance
- Accessibility concerns
- Complaints about drivers
- Complaints about timeliness
- Length of wait for reservations
- Other _____

7) Overall, are you satisfied with the transportation you have purchased from Big Bend Transit, Inc.?

- Yes
- No If no, why? GREAT FOLKS!

PURCHASING AGENCY SURVEY

Purchasing Agency name: Florida Commission for the Transportation Disadvantaged
Representative of Purchasing Agency: Shaun Williams

1) Do you purchase transportation from Big Bend Transit, Inc.?

YES

NO

2) What is the primary purpose for purchasing transportation service for your clients?

- Medical
- Employment
- Education/Training/Day Care
- Nutritional
- Life Sustaining/Other

3) On average, how often do your clients use Big Bend Transit, Inc.'s services?

- 7 Days/Week
- 1-2 Times/Week
- 3-5 Times/Week
- 1-3 Times/Month
- Less than 1 Time/Month

5) Have you had any problems with Big Bend Transit, Inc.?

- Yes
- No If no, skip to question 7

6) If you have had problems with Big Bend Transit, Inc., please identify the types of problems:

- Advance notice requirement
- Cost
- Service area limits
- Pick up times not convenient
- Vehicle condition
- Lack of passenger assistance
- Accessibility concerns
- Complaints about drivers
- Complaints about timeliness
- Length of wait for reservations
- Other _____

7) Overall, are you satisfied with the transportation you have purchased from Big Bend Transit, Inc.?

- Yes
- No If no, why? _____

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

County: Madison		Fiscal Year: July 1, 2014 - June 30, 2015	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$361,598.00	\$0.00	\$361,598.00
Fringe Benefits (502):	\$183,432.00	\$0.00	\$183,432.00
Services (503):	\$12,118.00	\$0.00	\$12,118.00
Materials and Supplies Cons. (504):	\$138,623.00	\$0.00	\$138,623.00
Utilities (505):	\$6,811.00	\$0.00	\$6,811.00
Casualty and Liability (506):	\$34,131.00	\$0.00	\$34,131.00
Taxes (507):	\$193.00	\$0.00	\$193.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$3,623.00	\$0.00	\$3,623.00
Miscellaneous (509):	\$5,543.00	\$0.00	\$5,543.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$8,341.00	\$0.00	\$8,341.00
Annual Depreciation (513):	\$67,268.00	\$0.00	\$67,268.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$821,681.00	\$0.00	\$821,681.00

LEVEL OF COMPETITION

1. Inventory of Transportation Operators in the Service Area

	Transportation Providers Available	Transportation Providers Contracted in the System.
Private Non-Profit	2	1
Private For-Profit	1	1
Government	0	0
Public Transit Agency	0	0
Total	3	2

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

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

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

	Low bid
√	Requests for qualifications
√	Negotiation only

	Requests for proposals
√	Requests for interested parties

LEVEL OF COORDINATION

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

All plans for providing transportation disadvantaged services are coordinated.

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

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

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

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

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

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

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

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

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

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

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

Not applicable.



II.C

Serving

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

October 23, 2015

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: 2014-2015 Annual Operations Report

RECOMMENDATION

Review the 2014/2015 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 2014-2015 Annual Operations Report. If you have any questions concerning the attached report, please contact me at extension 110.

Attachment

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

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Madison	Fiscal Year: July 1, 2014 - June 30, 2015
Status: Ready	
Report Date:	09/14/2015
Period Covered:	July 1, 2014 - June 30, 2015
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:	Sole Source
Organization Type:	Private Non-Profit
CTC Certification:	
<p>I, SHAWN MITCHELL, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	

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

FLCTD
Annual Operations Report
Section II: General Info

County: **Madison**

Fiscal Year: **July 1, 2014 - June 30, 2015**

Status: **Ready**

Section II: Coordinated System General Information

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

Number of Private Non-Profits: 1

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 1

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

0

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Madison		Fiscal Year: July 1, 2014 - June 30, 2015	
Status: Saved with Issues			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		Total
	Within	Outside	
Fixed Route/Fixed Schedule			
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	2164	0	2164
Paratransit			
Ambulatory	11987	1552	13539
Non-Ambulatory	3131	165	3296
Stretcher	0	26	26
Other Services			
School Board Trips	0	0	0
Total Trips	17282	1743	19025
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			0
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			344
Agency for Persons with Disabilities			4536
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			8113
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			0
Department of Health			1

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	2164
Local Non-Government	3867
Other Federal Programs	0
Total:	19025
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	3539
Disabled:	54
Low Income and Disabled:	2238
Other:	364
Children	
Low Income:	74
Disabled:	0
Low Income and Disabled:	2
Other:	126
Other	
Low Income:	7506
Disabled:	214
Low Income and Disabled:	1916
Other:	2992
Total:	19025
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	5213
Employment Purpose	6914
Education/Training/Daycare Purpose	4846
Nutritional Purpose	1658
Life-Sustaining/Other Purpose	394
Total:	19025
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	517

5b. Fixed Route	240
Total:	757
6. Number of Unmet Trip Requests	
	0
Unmet Trip Requests by Type of Trip	
Unmet Medical	0
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	
	406
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, 2014 - June 30, 2015	
Status: Ready			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	327433		257330
Transportation Providers:	0		0
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	327433		257330
2. Roadcalls			
	9		
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			
	12		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		11	91.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD
Annual Operations Report
Section V: Employee Info

County: Madison		Fiscal Year: July 1, 2014 - June 30, 2015	
Status: Ready			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	7		15405
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			15405
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: 15405

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Madison		Fiscal Year: July 1, 2014 - June 30, 2015	
Status: Ready			
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	\$17,629.00	\$0.00	\$17,629.00
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	\$38,740.00	\$0.00	\$38,740.00
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	\$208,432.00	\$0.00	\$208,432.00

Non-Sponsored Cap. Equip.	\$11,476.00	\$0.00	\$11,476.00
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	\$0.00	\$0.00	\$0.00
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.	\$40.00	\$0.00	\$40.00

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)	\$57,327.00	\$0.00	\$57,327.00
49 USC 5311 (Section 18)	\$83,962.00	\$0.00	\$83,962.00
49 USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$27,037.00	\$0.00	\$27,037.00
Commuter Assistance Program	\$275.00	\$0.00	\$275.00
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	\$19,888.00	\$0.00	\$19,888.00
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	\$35,964.00	\$0.00	\$35,964.00

Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$205,588.00	\$0.00	\$205,588.00
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:			
	\$706,358.00	\$0.00	\$706,358.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Madison		Fiscal Year: July 1, 2014 - June 30, 2015	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$361,598.00	\$0.00	\$361,598.00
Fringe Benefits (502):	\$183,432.00	\$0.00	\$183,432.00
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Casualty and Liability (506):	\$34,131.00	\$0.00	\$34,131.00
Taxes (507):	\$193.00	\$0.00	\$193.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$3,623.00	\$0.00	\$3,623.00
Miscellaneous (509):	\$5,543.00	\$0.00	\$5,543.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$8,341.00	\$0.00	\$8,341.00
Annual Depreciation (513):	\$67,268.00	\$0.00	\$67,268.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$821,681.00	\$0.00	\$821,681.00

**PERFORMANCE TRENDS
MADISON COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2012/2013	Fiscal Year 2013/2014	Fiscal Year 2014/2015	PERCENT CHANGE 2013/2014 - 2014/2015
TOTAL SERVICE	Passenger Trips	19,466	18,667	19,025	1.9%
	Ambulatory Trips	15,059	14,111	13,539	-4.2%
	Non-Ambulatory Trips	1,717	1,328	3,296	59.7%
	Stretcher Trips	59	30	26	-15.4%
	Fixed Route Trips	0	0	0	#DIV/0!
	Revenue Vehicle Miles	207,897	211,797	327,433	35.3%
	Vehicle Miles	258,428	267,637	257,330	-4.0%
SERVICE EFFECTIVENESS	Driver Hours	14,606	12,906	15,405	16.2%
	Passenger Trips/Revenue Vehicle Mile	0.09	0.09	0.06	-51.7%
	Passenger Trips/Vehicle Mile	0.08	0.07	0.07	5.7%
COST EFFECTIVENESS & EFFICIENCY	Passenger Trips/Driver Hour	1.3	1.4	1.2	-17.1%
	Revenue	\$768,548	\$681,045	\$706,358	3.6%
	Expenses	\$819,342	\$803,378	\$821,681	2.2%
	Cost/Passenger Trip	\$42.09	\$43.04	\$43.19	0.4%
	Cost/Revenue Vehicle Mile	\$3.94	\$3.79	\$2.51	-51.2%
	Cost/Vehicle Mile	\$3.17	\$3.00	\$3.19	6.0%
	Cost/Vehicle	\$74,486	\$50,211	\$68,473	26.7%
VEHICLE UTILIZATION	Cost/Driver Hour	\$56.10	\$62.25	\$53.34	-16.7%
	Vehicles	11	16	12	-33.3%
	Passenger Trips/Vehicle	1,770	1,167	1,585	26.4%
	Vehicle Miles/Vehicle	23,493	16,727	21,444	22.0%
	Revenue Vehicle Miles/Vehicle	18,900	13,237	27,286	51.5%
	Vehicle Miles/Driver Hour	18	21	17	-24.1%
	Revenue Vehicle Miles/Driver Hour	14	16	21	22.8%
SAFETY	Vehicle Hours/Vehicle	1,328	807	1,284	37.2%
	Number of Accidents	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Accidents/100,000 Miles	0	0	0	#DIV/0!
	Average Vehicle Miles Between Roadcalls	129,214	33,455	28,592	-17.0%
	Roadcalls	2	8	9	11.1%
	Passenger No-Shows	242	229	406	43.6%
	Number of Trip Denials	24	21	0	#DIV/0!

Source: Big Bend Transit Annual Operations Reports

ATTENDANCE RECORD

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	11/3/14	2/2/15	6/1/15	9/14/15
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation Alternate Member	Sandra Collins Janell Damato	P A	P A	A A	A A
Florida Department of Children and Families Alternate Member	Karen Page (Vacant)	A	A	A	A
Florida Agency for Health Care Administration Alternate Member	Pamela Hagley (Vacant)				P
Florida Department of Education Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	Gladney Cherry Lori Newman	P	P	P	P
Citizen Advocate Alternate Member	Shanetha Mitchell Pamela Robinson	A A	P A	P A	A A
Citizen Advocate-User Alternate Member	(Vacant) Cindy Hutto	A	A	A	A
Elderly Alternate Member	(Vacant) (Vacant)				
Veterans Alternate Member	(Vacant) (Vacant)				
Persons with Disabilities Alternate Member	(Vacant) (Vacant)				
Florida Association for Community Action Alternate Member	Matthew Pearson (Vacant)	P	P	P	P
Florida Department of Elder Affairs Alternate Member	Rosa Richardson Margaret Minter	A	A P	A P	A P
Children at Risk Alternate Member	(Vacant) (Vacant)				
Local Medical Community Alternate Member	Leila C. Rykard Kimberly Allbritton	A	P	A	A
Regional Workforce Board Alternate Member	Sheryl Rehberg Anthony Jennings	A P	A A	A A	A P

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