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November 3, 2016

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 14, 2016 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.

Attachment

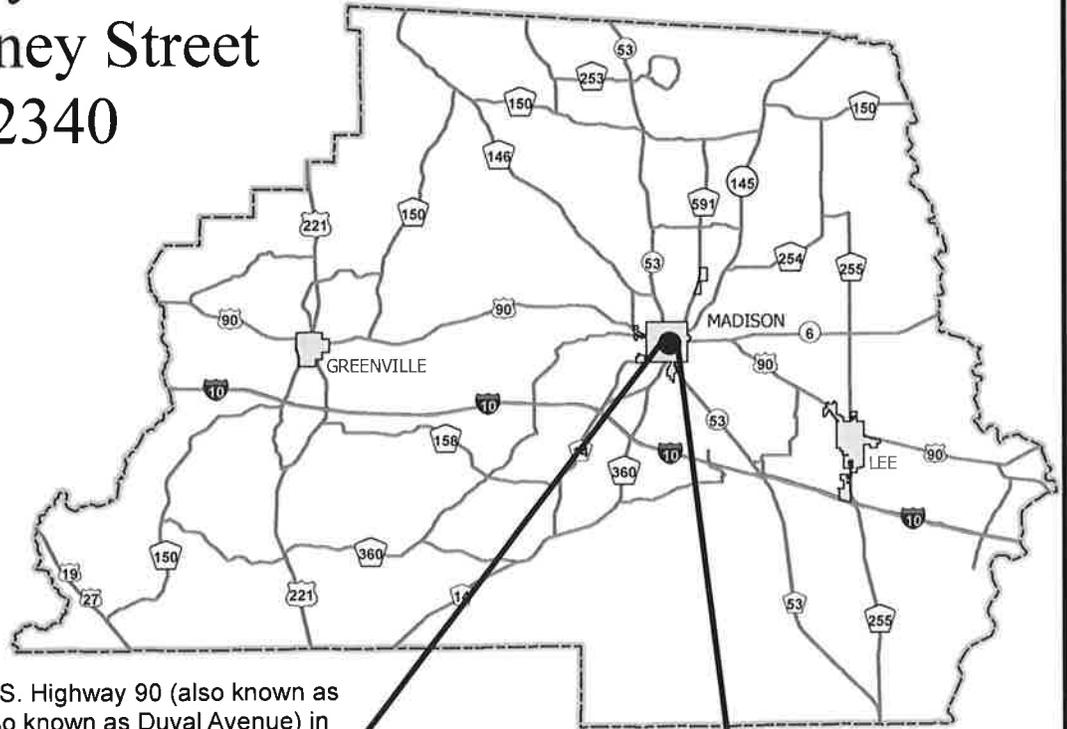
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Dedicated to improving the quality of life of the Region's citizens,
by coordinating growth management, protecting regional resources,
promoting economic development and providing technical services to local governments.

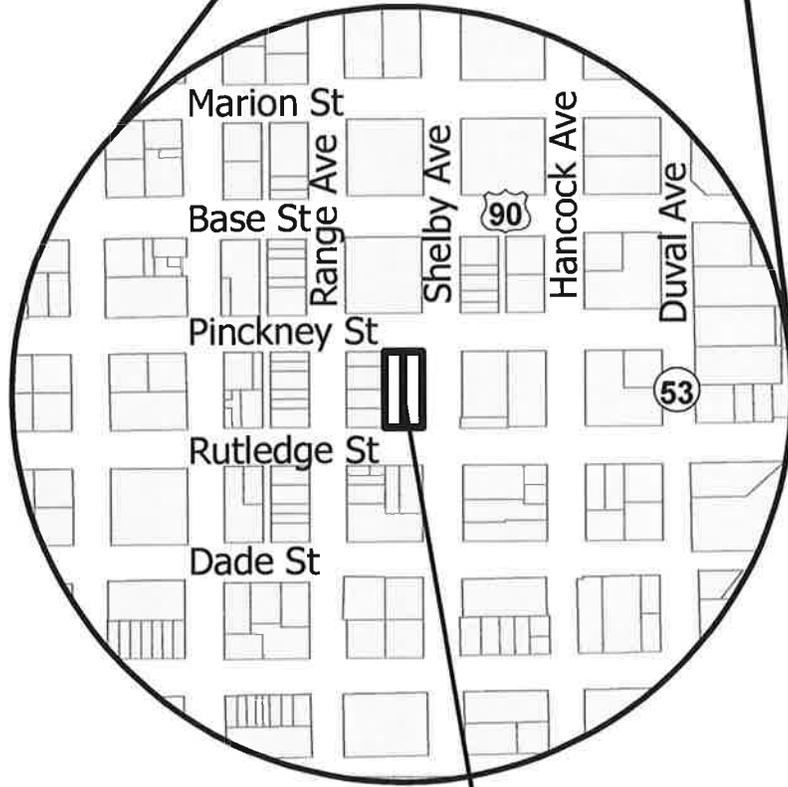
Madison County Courthouse Annex

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**

BUSINESS MEETING ANNOUNCEMENT AND AGENDA

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

Monday
November 14, 2016
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 12, 2016
Minutes**

Page 7

ACTION REQUIRED

II. NEW BUSINESS

A. Annual Performance Evaluation

Page 11

ACTION REQUIRED

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

B. 2015/16 Annual Operations Report

Page 51

NO ACTION REQUIRED

The Board needs to review the 2015/16 Annual Operations Report

C. Appoint Grievance Committee Members

Page 69

ACTION REQUIRED

The Chair needs to appoint two members of the Board to the Grievance Committee

D. Big Bend Transit Ridership Report

Page 71

NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

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

IV. FUTURE MEETING DATES

- A. February 6, 2017 at 1:00 p.m.**
- B. May 8, 2017 at 1:00 p.m.**
- C. September 11, 2017 at 1:00 p.m.**
- D. November 6, 2017 at 1:00 p.m.**

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

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Steve Russell Florida Department of Children and Families	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
Dewece Ogden Florida Agency for Health Care Administration	Pamela Hagley 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
Lori Newman Public Education Grievance Committee Member	Vacant 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	Vacant 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, 2019	Kimberly Allbritton Medical Community Term ending June 30, 2019
Vacant Children at Risk Term ending June 30, 2019	Vacant Children at Risk Term ending June 30, 2019
Vacant Private Transit Term ending June 30, 2019	Vacant Private Transit Term ending June 30, 2019

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

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING MINUTES

County Commission Meeting Room
Madison County Courthouse Annex
Madison, Florida

Monday
September 12, 2016
1:00 p.m.

VOTING MEMBERS PRESENT

Kimberly Allbritton representing Leila Rykard, Medical Community Representative
Sandra Collins, Florida Department of Transportation Representative
Margaret Minter representing Rosa Richardson, Florida Department of Elder Affairs Representative
Matthew Pearson representing Florida Association for Community Action Representative
Steve Russell, Florida Department of Children and Families

VOTING MEMBERS ABSENT

Oliver Bradley, Veterans Representative
Shanetha Mitchell, Citizen Advocate
Lori Newman, Public Education Representative
Dewece Ogden, Florida Agency for Health Care Administration
Commissioner Ronnie Moore, Chair
Sheryl Rehberg, Workforce Development Board Representative

OTHERS PRESENT

Robert Adams, Big Bend Transit
Paula Arnold, ARC of Big Bend, Inc.
Shawn Mitchell, Big Bend Transit
Sherilyn Pickels, Madison County

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

Due to Chairman Moore's absence, Vice-Chair Matthew Pearson called the meeting to order at 1:00 p.m.

A. Approval of the Meeting Agenda

ACTION: Sandra Collins moved to approve the meeting agenda. Steve Russell seconded; motion passed unanimously.

B. Approval of the May 9, 2016 Minutes

ACTION: Steve Russell moved to approve the May 9, 2016 minutes. Sandra Collins seconded; motion passed unanimously.

II. NEW BUSINESS

A. Bylaws

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually. She discussed recommended changes to the Bylaws for the Board to consider. She also noted a correction to Section J, Subsection i.

The Board reviewed the Bylaws.

ACTION: Sandra Collins moved to approve the Bylaws with the recommended changes and the correction to Section J, Subsection i. Kimberly Allbritton seconded; motion passed unanimously.

B. Grievance Procedures

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She discussed one recommended change to the Grievance Procedures.

The Board reviewed the Grievance Procedures.

ACTION: Sandra Collins moved to approve the Grievance Procedures with the recommended change. Steve Russell seconded; motion passed unanimously.

C. Elect Vice-Chair

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

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

D. Big Bend Transit Ridership Report

Mr. Shawn Mitchell, Big Bend Transit General Manager, presented Big Bend Transit's Ridership Report.

III. OTHER BUSINESS

A. Comments

1. Members

Ms. Sandra Collins stated that she observed a Big Bend Transit Shuttle driver and that the driver followed safety regulations and that the vehicle was in good condition.

2. Citizens

There were no citizen comments.

IV. FUTURE MEETING DATES

Vice-Chair Pearson stated that the next meeting of the Board will be held November 7, 2016 at 1:00 p.m.

ADJOURNMENT

The meeting adjourned at 1:30 p.m.

Coordinating Board Chairperson

Date



II.A

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November 3, 2016

TO: Madison County Transportation Disadvantaged Coordinating Board

FROM: Lynn Godfrey, AICP, Senior Planner

SUBJECT: Annual Performance Evaluation

RECOMMENDATION

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

BACKGROUND

The Board is required to annually evaluate 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\td2016\madison\memos\eval.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, 2015 - June 30, 2016

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
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November 14, 2016

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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

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 Big Bend Transit provides Career Source North Florida with low cost bus passes.
14. What innovative ideas have you implemented in your coordinated system?
Big Bend Transit, Inc. implemented a software application that allows passengers to receive real time stop and vehicle location information.

15. Are there any areas where coordination can be improved?
Big Bend Transit would like all agencies that purchase transportation for their clients to use Florida's Coordinated Transportation System.
16. What barriers are there to the coordinated system?
Lack of funding and coordination.
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?
Big Bend Transit would like the Florida Commission for the Transportation Disadvantaged to allow the use of Transportation Disadvantaged Trust Funds for community shuttle service.
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 Persons with Disabilities to improve coordination.
19. How are you marketing the voluntary dollar?
Posters, e-mail and community outreach events.

Big Bend Transit, Inc.

P.O. Box 1721
Tallahassee, Florida 32302
904/574-8266

COMPLAINT/COMMENDATION FORM

Date Called In: _____ Time Called In: _____

Incident Called In By: _____ Telephone: _____

Date Of Incident: _____ Time Of Incident: _____

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

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

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

If Yes, Address sent To: _____

Nature Of Incident:

Timeliness
 Vehicle Condition
 Vehicle Operation
 Other: _____

Customer Service
 Poor Route Selection
 Trip Scheduling

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 850-488-7022 or 800-342-9170 (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.

Transportation Disadvantaged Application

Section I: General Information

Full Name: _____
Last First M.I.

Address: _____
Street Address Apartment/Lot #

City State ZIP Code

Check one: House Apartment Mobile home Nursing home
 Group home

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

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

How often do you plan to travel? Daily Weekly Monthly

Mailing Address: _____
Street Address Apartment/Lot #

City State ZIP Code

Home Phone#: _____ Alternate Phone#: _____

Email: _____

SSN#: _____

Gender: _____ Birth Date: _____

Emergency Contact Name: _____

Relationship: _____ Emergency Contact Phone#: _____

3. What is your annual household income? _____

(Must attach most current supporting documentation.)

4. Do you or anyone in your household have a car? Yes No

5. Do you have friends or relatives who can transport you? Yes No

Would you be interested in a free **Madison Shuttle** bus pass for travel within your county?

Yes No

Section IV: Applicant Release

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

Applicant Signature

Date

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

Signature

Date

Section V:

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

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

Please initial the following:

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

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

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

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

Print or type name of medical professional *License Number*

Office Address: _____
Street Address *Building/Suite #*

City *State* *ZIP Code*

Office Phone#: _____ Extension: _____

Signature *Date*

****IF ANY SECTION IS LEFT BLANK, OR ANY REQUIRED DOCUMENTATION IS NOT SUBMITTED, THIS FORM WILL BE RETURNED AND ELIGIBILITY CONSIDERATION WILL BE DELAYED****

Return this application along with supporting documentation to the following address:

Big Bend Transit, Inc.
PO Box 1721
Tallahassee, FL 32302

Visit our website www.bigbendtransit.org for more information about the services that Big Bend Transit, Inc. offers in your community.

Office Use Only:

Received date-- _____ Approved date-- _____ Denied date-- _____



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COORDINATED TRANSPORTATION SYSTEM OF MADISON COUNTY

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



[Download the Madison Shuttle Brochure](#)

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



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

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

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

TRANSPORTATION SERVICE INFORMATION

- The driver will assist you in boarding the vehicle, if necessary.
- The driver will wait five minutes for you.
- You must use the seatbelt provided.
- You must have the ability to carry your own personal items.
- Return trips will be made within an hour of the requested time.
- No smoking, eating or drinking on the vehicle.
- Accessible formats are available upon requests.
- Advanced purchase of coupons/tickets is available.



TRANSPORTATION SERVICE FREQUENTLY ASKED QUESTIONS

Who are the Transportation Disadvantaged?

Transportation Disadvantaged (TD) means "those persons who because of physical or mental disability, income status, or age, or for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent

upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high risk as defined in Chapter 411.202, F.S.". You may download the Madison County Transportation Disadvantaged brochure [here](#) for more details.

Where is the Transportation Service Available?

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

What is the Cost of Transportation Service?

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

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

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

What Transportation Will be Provided?

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

How Can I Access the Transportation Service?

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

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

Should you need to change your plans or cancel your ride, call (850) 973-4418 as soon as possible. Failure to cancel your ride within 2 hours of your time of travel will cause a "NO-SHOW" charge and/or cancellation of transportation privileges.

What is the Phone Number for the Coordinated Transportation System?

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

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

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

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

BIG BEND TRANSIT

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- [Frequently Asked Questions](#)

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Madison SHUTTLE

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

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

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

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

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

	7:30 am	8:30 am	9:30 am	10:30 am	11:30 am	12:30 pm	1:30 pm	2:30 pm
1 Southern Hills								
2 Colonial Esplanade	7:32 am	8:32 am	9:32 am	10:32 am	11:32 am	12:32 pm	1:32 pm	
3 Cambridge Station	7:34 am	8:34 am	9:34 am	10:34 am	11:34 am	12:34 pm	1:34 pm	
4 Village Apartments	7:36 am	8:36 am	9:36 am	10:36 am	11:36 am	12:36 pm	1:36 pm	
5 South Department	7:40 am	8:40 am	9:40 am	10:40 am	11:40 am	12:40 pm	1:40 pm	
6 Madison Heights	7:44 am	8:44 am	9:44 am	10:44 am	11:44 am	12:44 pm	1:44 pm	
7 St. Joseph's Hospital & Health	7:49 am	8:49 am	9:49 am	10:49 am	11:49 am	12:49 pm	1:49 pm	
8 Lakeside West Bank, Center	7:54 am	8:54 am	9:54 am	10:54 am	11:54 am	12:54 pm	1:54 pm	
9 Lakeside Country Club, East	8:04 am	9:04 am	10:04 am	11:04 am	12:04 pm	1:04 pm	2:04 pm	
10 1115 Williams	8:07 am	9:07 am	10:07 am	11:07 am	12:07 pm	1:07 pm	2:07 pm	
11 Old Hospital	8:09 am	9:09 am	10:09 am	11:09 am	12:09 pm	1:09 pm	2:09 pm	
12 County Courthouse	8:13 am	9:13 am	10:13 am	11:13 am	12:13 pm	1:13 pm	2:13 pm	
13 Capitol Square	8:17 am	9:17 am	10:17 am	11:17 am	12:17 pm	1:17 pm	2:17 pm	
14 Capitol Square West	8:19 am	9:19 am	10:19 am	11:19 am	12:19 pm	1:19 pm	2:19 pm	
15 Madison County Hospital	8:21 am	9:21 am	10:21 am	11:21 am	12:21 pm	1:21 pm	2:21 pm	
16 North Hill Community College	8:23 am	9:23 am	10:23 am	11:23 am	12:23 pm	1:23 pm	2:23 pm	
17 Madison County Courthouse	8:25 am	9:25 am	10:25 am	11:25 am	12:25 pm	1:25 pm	2:25 pm	
18 Adams at Madison	8:25 am	9:25 am	10:25 am	11:25 am	12:25 pm	1:25 pm	2:25 pm	
19 Madison County Hospital	8:27 am	9:27 am	10:27 am	11:27 am	12:27 pm	1:27 pm	2:27 pm	

Service resumes at 7:30 am.



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



Reliable & Inexpensive Transportation for Madison Residents.

The Madison Shuttle provides reliable, affordable transportation for Madison residents. The Shuttle serves most of Madison with stops at key locations throughout the city.

Inside this brochure, you'll find a detailed schedule and route map for planning your trip.

The Madison Shuttle is affordable, too, at just \$1 per trip. Save even more with a 20 ride pass for \$18 or a 40 ride pass for \$35.

Visit www.bigbendtransit.org to see an interactive map with real-time bus routing & scheduling information. You can also download our app to your smartphone.

For more information about the Madison Shuttle and other Madison County services, visit our website or call us at 850.973.4418.

Madison SHUTTLE

is powered by

Madison County
the City of Madison

In partnership with



Florida Law and Rule, 61 of the 1st and 6th, 11 of 1961 prohibit discrimination on public accommodations on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons who may have been discriminated against by Big Bend Transit may file a complaint with the Florida Commission on Human Relations at 850.282.4100 (TDD) or 850.282.4100 (voice).

This brochure was developed with technical assistance provided by the Institute for Applied Learning, Florida State University College of Business.

Madison SHUTTLE

route & schedule information

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.
	Big Bend Transit, Inc. provides inter-county service. Service between Madison County and Leon County is provided only to the

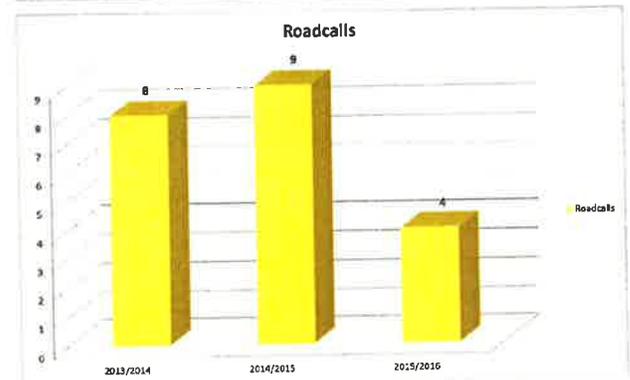
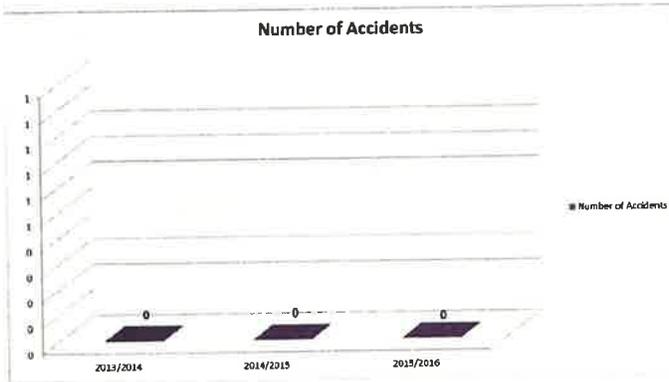
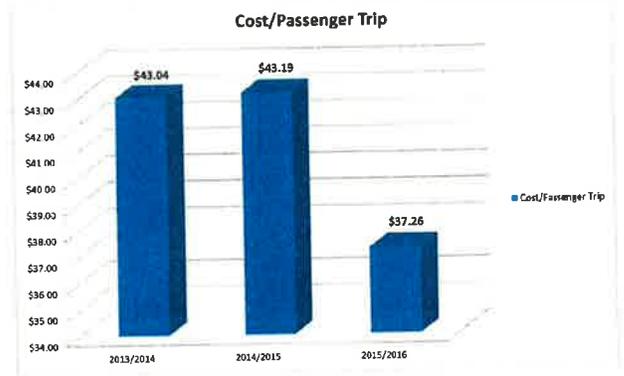
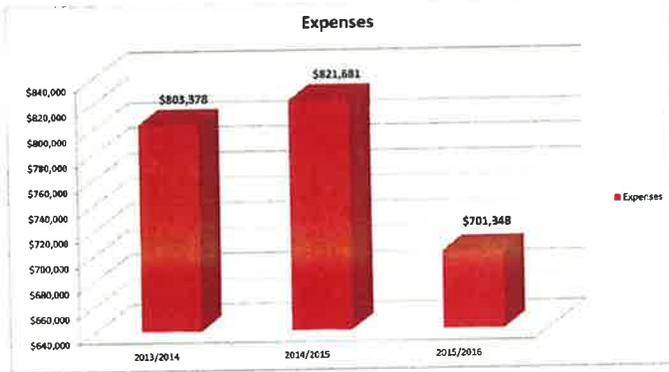
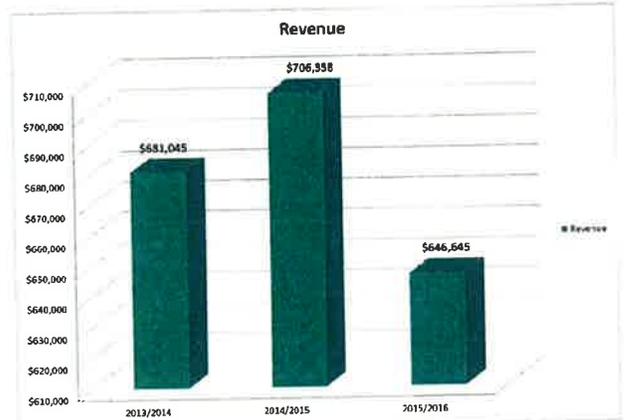
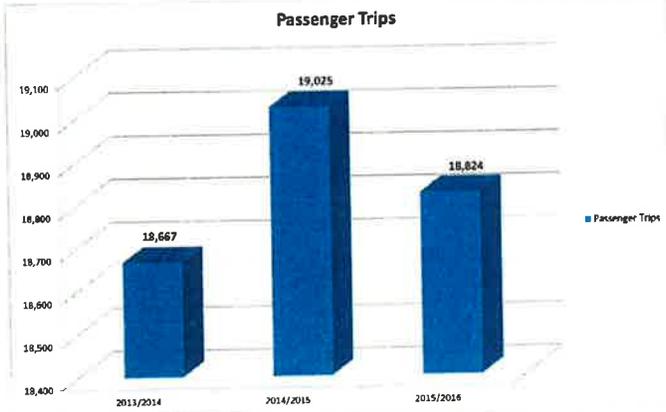
Standards	Comments
Out-of-Service Area trips	extent of the availability and no more than once per day.
CPR/1st Aid	Big Bend Transit, Inc. requires that all drivers be certified in first aid.
Driver Criminal Background Screening	Big Bend Transit, Inc. requires a criminal records check of all drivers through 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

**PERFORMANCE TRENDS
MADISON COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2013/2014	Fiscal Year 2014/2015	Fiscal Year 2015/2016	PERCENT CHANGE 2014/2015 - 2015/2016
TOTAL SERVICE	Passenger Trips	18,667	19,025	18,824	-1.1%
	Ambulatory Trips	14,111	13,539	14,436	6.2%
	Non-Ambulatory Trips	1,328	3,296	3,255	-1.3%
	Stretcher Trips	30	26	0	#DIV/0!
	Deviated Fixed Route Trips	0	0	1,133	100.0%
	Revenue Vehicle Miles	211,797	327,433	185,067	-76.9%
	Vehicle Miles	267,637	257,330	229,709	-12.0%
SERVICE EFFECTIVENESS	Driver Hours	12,906	15,405	12,117	-27.1%
	Passenger Trips/Revenue Vehicle Mile	0.09	0.06	0.10	42.9%
	Passenger Trips/Vehicle Mile	0.07	0.07	0.08	9.8%
COST EFFECTIVENESS & EFFICIENCY	Passenger Trips/Driver Hour	1.4	1.2	1.6	20.5%
	Revenue	\$681,045	\$706,358	\$646,645	-9.2%
	Expenses	\$803,378	\$821,681	\$701,348	-17.2%
	Cost/Passenger Trip	\$43.04	\$43.19	\$37.26	-15.9%
	Cost/Revenue Vehicle Mile	\$3.79	\$2.51	\$3.79	33.8%
	Cost/Vehicle Mile	\$3.00	\$3.19	\$3.05	-4.6%
	Cost/Vehicle	\$50,211	\$68,473	\$77,928	12.1%
VEHICLE UTILIZATION	Cost/Driver Hour	\$62.25	\$53.34	\$57.88	7.8%
	Vehicles	16	12	9	-33.3%
	Passenger Trips/Vehicle	1,167	1,585	2,092	24.2%
	Vehicle Miles/Vehicle	16,727	21,444	25,523	16.0%
	Revenue Vehicle Miles/Vehicle	13,237	27,286	20,563	-32.7%
	Vehicle Miles/Driver Hour	21	17	19	11.9%
	Revenue Vehicle Miles/Driver Hour	16	21	15	-39.2%
SAFETY	Vehicle Hours/Vehicle	807	1,284	1,346	4.6%
	Number of Accidents	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Accidents/100,000 Miles	0	0	0	#DIV/0!
	Average Vehicle Miles Between Roadcalls	33,455	28,592	57,427	50.2%
	Roadcalls	8	9	4	-125.0%
	Passenger No-Shows	229	406	407	0.2%
	Number of Trip Denials	21	0	12	100.0%

Source: Big Bend Transit Annual Operations Reports





Annual Grant Self Certification

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

Certification Date (Current): 2016

Certification Year: (Previous): 2015

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

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

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

Blue Ink Signature:  Date: 1/4/2015
 (Individual responsible for assurance of compliance)

Name: Shawn Mitchell Title: General Manager

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

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

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

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE

725-030-10
TRANSIT
1201

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

DATE 1/4/2016

Section 5311 Subrecipient Information:

AGENCY NAME: Big Bend Transit, Inc.

ADDRESS: 2201 Eisenhower St. Tallahassee, FL

PHONE: 850-574-6266

FDOT District Office Information:

NAME: Doreen Joyner-Howard, AICP

ADDRESS: 2198 Edison Avenue, Jacksonville, FL

PHONE: 904-360-5650

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

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

contractor(s) (listing attached hereto) for NA (Name of Subrecipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention program in accordance with the provisions of 49 CFR Parts 40 and 655 as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655 as amended.


Signature

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



Bus Transit System Annual Safety and Security Certification

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

Certification Date (Current): 2016

Certification Year: (Previous): 2015

Name and Address of Bus Transit System: Big Bend Transit, Inc. 2201 Eisenhower Street
Tallahassee, Florida

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

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

Blue Ink Signature:  Date: 1/4/2015
(Individual Responsible for Assurance of Compliance)

Name: Shawn Mitchell Title: General Manager

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

Name: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee, Florida

Name of Qualified Mechanic who Performed Annual Inspections: Domingo Ortiz

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

ON-SITE OBSERVATION

1. Date of Observation:

10/28/2016

2. Location:

City of Madison - Madison In-Town Shuttle

3. Number of Passengers picked up/dropped off:

Ambulatory:

3

Non-Ambulatory

0

4. Did the driver provide passenger assistance?

Yes

No

5. Was the driver wearing identification?

Yes

No

6. Did the driver ensure the passengers were properly secured?

Yes

No

7. Was the interior of the vehicle free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger?

Yes

No

8. Is there a sign posted on the interior of the vehicle with both a local phone number and the Transportation Disadvantaged Program Helpline for comments/complaints/commendations?

Yes

No

9. Did the vehicle have working heat and air conditioning?

Yes

No

10. Did the vehicle have two-way communications in good working order?

Yes

No

11. Did the driver properly use the lift and secure passengers?

Yes

No

Not Applicable

PURCHASING AGENCY SURVEY

Purchasing Agency name: ARC of Big Bend
Representative of Purchasing Agency: Paula Arnold

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? _____

PURCHASING AGENCY SURVEY

Purchasing Agency name: Florida Commission for the Transportation Disadvantaged
Representative of Purchasing Agency: Sheri Powers

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 ①
- Employment
- Education/Training/Day Care ②
- 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? _____

PASSENGER SURVEY

How often do your ride?

Daily 7 days/week	1-2 Times/Week	3-5 Times/Week	Other
0	3	3	0

Have you been denied transportation services?

Yes 0

No 6

What is your trip purpose?

Medical	Education/Training	Employment	Other
5	1		

Do you have concerns with your service?

Yes 0

No 6

What types of concerns do you have?

Late Trips	Driver Behavior	Availability	Vehicle Condition	Customer Service	Cost
0	0	0	0	0	0

COST

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

County: Alachua		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,505,648.00	\$0.00	\$1,505,648.00
Fringe Benefits (502):	\$24,877.00	\$0.00	\$24,877.00
Services (503):	\$102,803.00	\$0.00	\$102,803.00
Materials and Supplies Cons. (504):	\$461,599.00	\$0.00	\$461,599.00
Utilities (505):	\$54,174.00	\$0.00	\$54,174.00
Casualty and Liability (506):	\$185,734.00	\$0.00	\$185,734.00
Taxes (507):	\$4,944.00	\$0.00	\$4,944.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$2,477.00	\$0.00	\$2,477.00
Interest (511):	\$24,301.00	\$0.00	\$24,301.00
Leases and Rentals (512):	\$116,854.00	\$0.00	\$116,854.00
Annual Depreciation (513):	\$8,454.00	\$0.00	\$8,454.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$126,161.00	\$0.00	\$126,161.00
GRAND TOTAL:	\$2,618,026.00	\$0.00	\$2,618,026.00

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.



November 3, 2016

TO: Madison County Transportation Disadvantaged Coordinating Board
FROM: Lynn Godfrey, AICP, Senior Planner
SUBJECT: 2015-2016 Annual Operations Report

RECOMMENDATION

Review the 2015/2016 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 2015-2016 Annual Operations Report for Madison County.

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

Attachment

t:\lynn\td2016\madison\memos\laor.docx

FLCTD
Annual Operations Report
Section I: Face Sheet

County: Madison	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
FLCTD Status: Returned	
Report Date:	09/08/2016
Period Covered:	July 1, 2015 - June 30, 2016
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:	smitchell@bigbendtransit.org
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, 2015 - June 30, 2016**

Status: **Submitted to FLCTD**

FLCTD Status: **Returned**

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, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
FLCTD Status: Returned			
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			
	1133	0	1133
Paratransit			
Ambulatory	13340	1096	14436
Non-Ambulatory	2952	303	3255
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	17425	1399	18824
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			4078
Agency for Persons with Disabilities			4653
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			8137
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			149
Department of Elder Affairs			0

Department of Health	6
Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	1133
Local Non-Government	668
Other Federal Programs	0
Total:	18824
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	4722
Disabled:	27
Low Income and Disabled:	1678
Other:	525
Children	
Low Income:	25
Disabled:	0
Low Income and Disabled:	1
Other:	190
Other	
Low Income:	8099
Disabled:	8
Low Income and Disabled:	1645
Other:	1904
Total:	18824
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	yes
Medical Purpose	6701
Employment Purpose	3297
Education/Training/Daycare Purpose	5048
Nutritional Purpose	6
Life-Sustaining/Other Purpose	3772
Total:	18824
5. Unduplicated Passenger Head Count	

5a. Paratransit/Deviated Fixed Route/ School Brd	614
5b. Fixed Route	0
Total:	614
6. Number of Unmet Trip Requests	
	12
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	12
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	4
Other:	8
7.) Number of Passenger No-shows	
	407
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, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
FLCTD Status: Returned			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	229709		185067
Transportation Providers:	0		0
Coordination Contractors:	0		0
School Bus Utilization Agreement:	0		0
Total:	229709		185067
2. Roadcalls			
	4		
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			
	9		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		9	100.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD
Annual Operations Report
Section V: Employee Info

County: Madison		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
FLCTD Status: Returned			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	6		12117
Part-Time Drivers	0		0
Volunteer Drivers	0		0
Total Hours:			12117
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	18		
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: 12117

FLCTD
Annual Operations Report
Section VI: Revenue Sources

County: Madison		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
FLCTD Status: Returned			
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	\$190,000.00	\$0.00	\$190,000.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$39,826.00	\$0.00	\$39,826.00
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	\$208,433.00	\$0.00	\$208,433.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00

Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$1,761.00	\$0.00	\$1,761.00
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.	\$515.00	\$0.00	\$515.00
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)	\$62,370.00	\$0.00	\$62,370.00
49 USC 5311 (Section 18)	\$87,386.00	\$0.00	\$87,386.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$1,560.00	\$0.00	\$1,560.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
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	\$16,248.00	\$0.00	\$16,248.00
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	\$36,452.00	\$0.00	\$36,452.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$2,094.00	\$0.00	\$2,094.00

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:			
	\$646,645.00	\$0.00	\$646,645.00

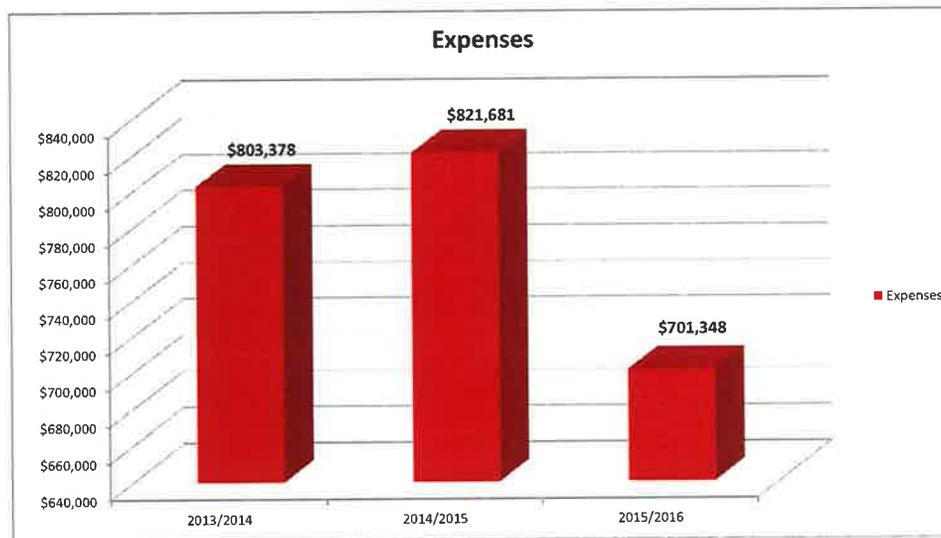
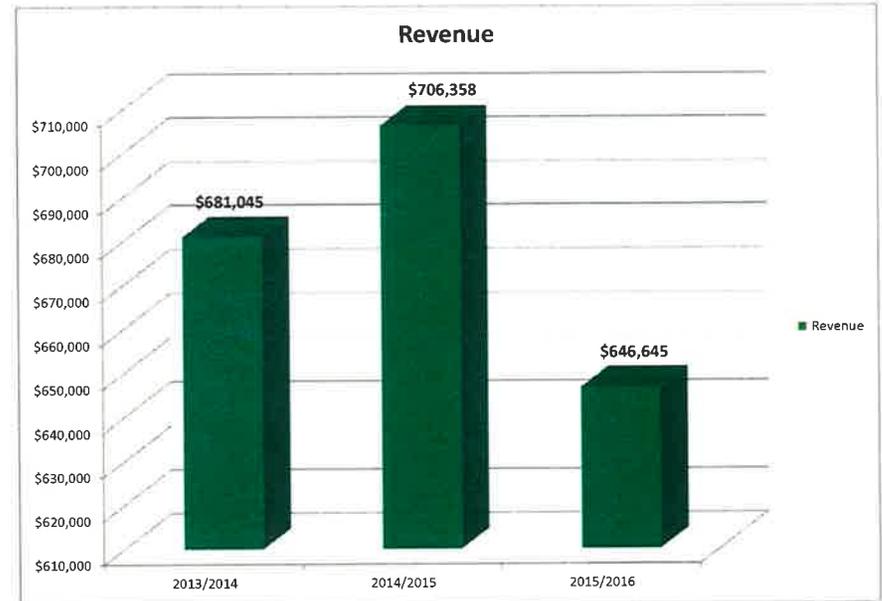
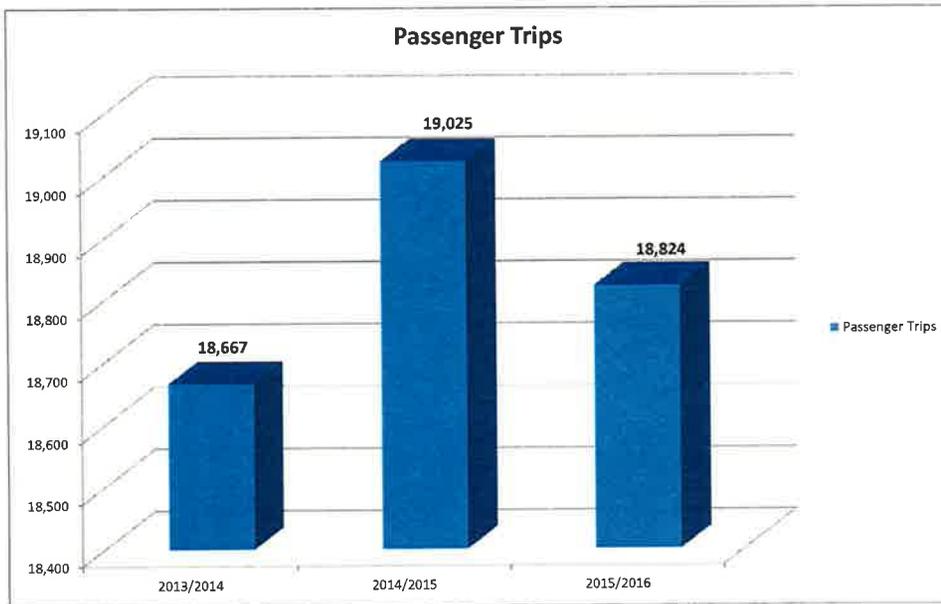
FLCTD
Annual Operations Report
Section VII: Expense Sources

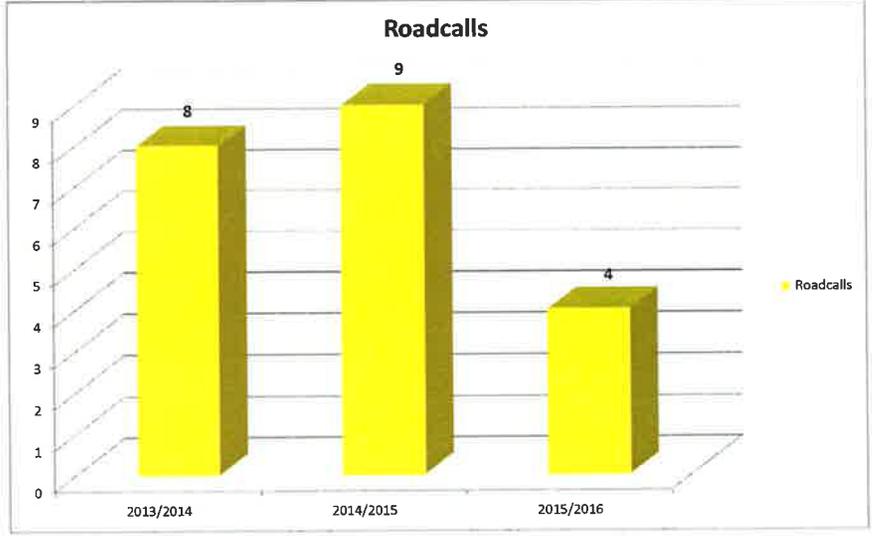
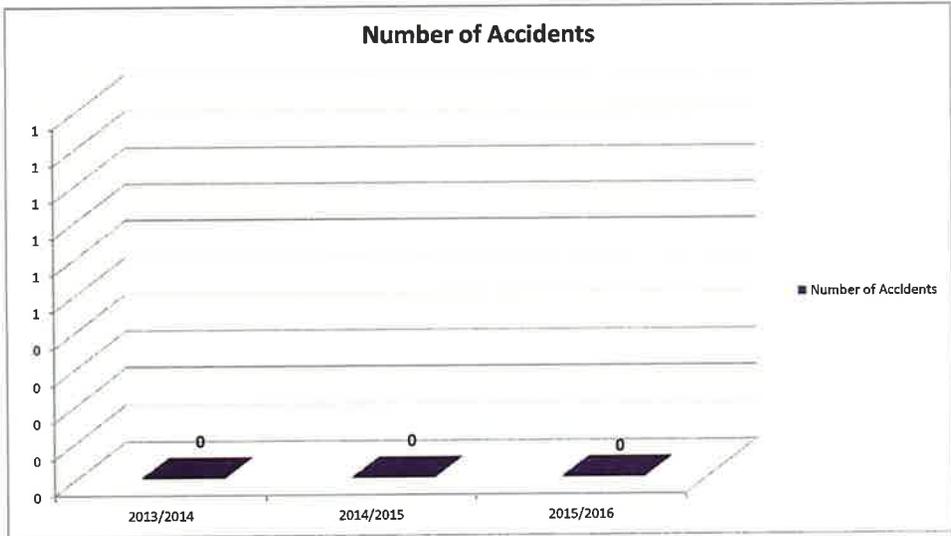
County: Madison		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
FLCTD Status: Returned			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$325,667.00	\$0.00	\$325,667.00
Fringe Benefits (502):	\$162,468.00	\$0.00	\$162,468.00
Services (503):	\$14,482.00	\$0.00	\$14,482.00
Materials and Supplies Cons. (504):	\$80,464.00	\$0.00	\$80,464.00
Utilities (505):	\$7,549.00	\$0.00	\$7,549.00
Casualty and Liability (506):	\$26,363.00	\$0.00	\$26,363.00
Taxes (507):	\$133.00	\$0.00	\$133.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$0.00	\$0.00
Miscellaneous (509):	\$21,576.00	\$0.00	\$21,576.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$8,757.00	\$0.00	\$8,757.00
Annual Depreciation (513):	\$53,889.00	\$0.00	\$53,889.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$701,348.00	\$0.00	\$701,348.00

**PERFORMANCE TRENDS
MADISON COUNTY**

PERFORMANCE STANDARD	MEASURE	Fiscal Year 2013/2014	Fiscal Year 2014/2015	Fiscal Year 2015/2016	PERCENT CHANGE 2014/2015 - 2015/2016
TOTAL SERVICE	Passenger Trips	18,667	19,025	18,824	-1.1%
	Ambulatory Trips	14,111	13,539	14,436	6.2%
	Non-Ambulatory Trips	1,328	3,296	3,255	-1.3%
	Stretcher Trips	30	26	0	#DIV/0!
	Deviated Fixed Route Trips	0	0	1,133	100.0%
	Revenue Vehicle Miles	211,797	327,433	185,067	-76.9%
	Vehicle Miles	267,637	257,330	229,709	-12.0%
SERVICE EFFECTIVENESS	Driver Hours	12,906	15,405	12,117	-27.1%
	Passenger Trips/Revenue Vehicle Mile	0.09	0.06	0.10	42.9%
	Passenger Trips/Vehicle Mile	0.07	0.07	0.08	9.8%
COST EFFECTIVENESS & EFFICIENCY	Passenger Trips/Driver Hour	1.4	1.2	1.6	20.5%
	Revenue	\$681,045	\$706,358	\$646,645	-9.2%
	Expenses	\$803,378	\$821,681	\$701,348	-17.2%
	Cost/Passenger Trip	\$43.04	\$43.19	\$37.26	-15.9%
	Cost/Revenue Vehicle Mile	\$3.79	\$2.51	\$3.79	33.8%
	Cost/Vehicle Mile	\$3.00	\$3.19	\$3.05	-4.6%
	Cost/Vehicle	\$50,211	\$68,473	\$77,928	12.1%
VEHICLE UTILIZATION	Cost/Driver Hour	\$62.25	\$53.34	\$57.88	7.8%
	Vehicles	16	12	9	-33.3%
	Passenger Trips/Vehicle	1,167	1,585	2,092	24.2%
	Vehicle Miles/Vehicle	16,727	21,444	25,523	16.0%
	Revenue Vehicle Miles/Vehicle	13,237	27,286	20,563	-32.7%
	Vehicle Miles/Driver Hour	21	17	19	11.9%
	Revenue Vehicle Miles/Driver Hour	16	21	15	-39.2%
SAFETY	Vehicle Hours/Vehicle	807	1,284	1,346	4.6%
	Number of Accidents	0	0	0	#DIV/0!
SERVICE AVAILABILITY	Accidents/100,000 Miles	0	0	0	#DIV/0!
	Average Vehicle Miles Between Roadcalls	33,455	28,592	57,427	50.2%
	Roadcalls	8	9	4	-125.0%
	Passenger No-Shows	229	406	407	0.2%
	Number of Trip Denials	21	0	12	100.0%

Source: Big Bend Transit Annual Operations Reports







November 3, 2016

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

RECOMMENDATION

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

BACKGROUND

Chapter I.E. of the Board's Grievance Procedures requires the Chair to appoint five (5) voting members to the Grievance Committee. The following Board members were appointed to serve on the Grievance Committee:

- Commissioner Ronnie Moore, Chair
- Sheryl Rehberg, Regional Workforce Development Board Representative
- Matthew Pearson, Florida Association for Community Action
- Lori Newman, Public Education Representative

The Chair needs to appoint two Board members to serve on the Grievance Committee.

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



November 3, 2016

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

RECOMMENDATION

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

BACKGROUND

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

Attachment

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MADISON COUNTY RIDERSHIP REPORT

QUARTERLY REPORT

JULY 2016 – SEPTEMBER 2016

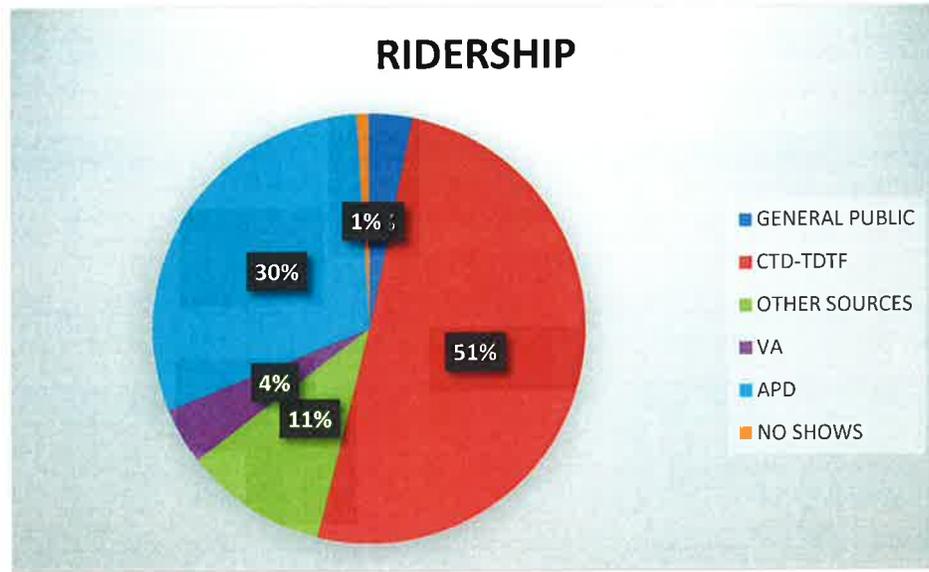
COMMUNITY TRANSPORTATION QUARTERLY REPORT

(JULY 2016 – SEPTEMBER 2016)

Number of Trips Provided From All Funding Sources

During this reporting period BBT provided a total of 4,000 trips. Approximately 51 percent of the trips provided were CTD-TDTF funded trips, 3 percent of the trips were GENERAL PUBLIC, 30 percent APD passengers, 11 percent other sources, 4 percent VA trips and 1 percent of the total scheduled trips were NO SHOWS.

SOURCES	JULY	AUGUST	SEPTEMBER	TOTAL
GENERAL PUBLIC	51	41	36	128
CTD-TDTF	716	707	605	2028
OTHER SOURCES	132	135	161	428
VA	55	68	48	171
APD	397	432	379	1208
NO SHOWS	9	16	12	37
TOTAL	1360	1399	1241	4000



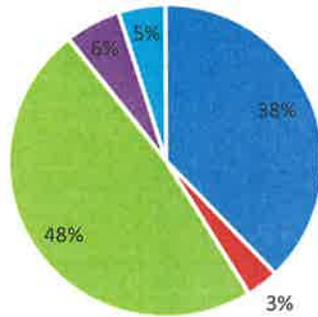
TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 38 percent were for employment; 48 percent for medical appointments, 3 percent for education, 6 percent for nutritional and life sustaining activities, and 5 percent for Social/Recreational.

TDTF TRIP PURPOSE

	JULY	AUGUST	SEPTEMBER	TOTAL
Employment	271	257	261	789
Education	24	37	28	89
Medical	345	324	266	935
Nutrition/Life Sustaining	41	47	29	117
Social-Personal	35	42	21	98
Total	716	707	605	2028

TDTF TRIP PURPOSE

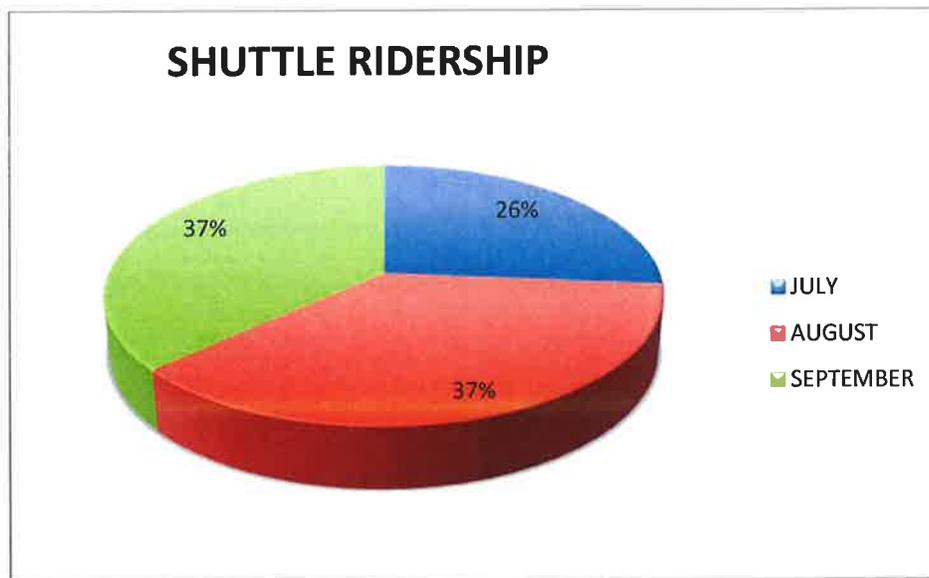


■ Employment ■ Education ■ Medical ■ Nutrition/Life Sustaining ■ Social-Personal

NUMBER OF COMPLAINTS RECEIVED (0)

"IN TOWN SHUTTLE REPORT"

JULY	AUGUST	SEPTEMBER	TOTAL
111	155	154	420



**MADISON COUNTY
UNMET TRANSPORTATION NEEDS
JULY 2016 - SEPTEMBER 2016**

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



ATTENDANCE RECORD

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	11/2/15	2/8/16	5/9/16	9/12/16
Chair	Commissioner Ronnie Moore	P	P	P	A
Florida Department of Transportation Alternate Member	Sandra Collins Janell Damato	P A	P A	A A	P A
Florida Department of Children and Families Alternate Member	Steve Russell (Vacant)			P	P
Florida Agency for Health Care Administration Alternate Member	Deweese Ogden Pamela Hagley	A P	A A	P A	A A
Florida Department of Education Alternate Member	(Vacant) (Vacant)				
Public Education Alternate Member	Lori Newman (Vacant)				A
Citizen Advocate Alternate Member	Shanetha Mitchell Pamela Robinson	A A	P A	A A	A A
Citizen Advocate-User Alternate Member	(Vacant) Cindy Hutto	A	A	A	A
Elderly Alternate Member	(Vacant) (Vacant)				
Veterans Alternate Member	Oliver Bradley (Vacant)	A	A	A	A
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 P	A A	A A	A P
Children at Risk Alternate Member	(Vacant) (Vacant)				
Local Medical Community Alternate Member	Leila C. Rykard Kimberly Allbritton	P	P P	A P	A P
Regional Workforce Board Alternate Member	Sheryl Rehberg Anthony Jennings	P A	P A	P A	A 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."

