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

October 25, 2021

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

The Madison County Transportation Disadvantaged Coordinating Board will meet Monday, November 1, 2021 at 1:00 p.m. in the meeting room of the Madison County Courthouse Annex located at 229 Pinckney Street, Madison, Florida. The meeting will also be conducted via communications media technology in the following format:

DIAL IN NUMBER: **Toll free 1.888.585.9008**

CONFERENCE CODE: **864 183 272**

**\*\*Please note that at least two (2) Board members must be present in person in addition to at least three (3) Board members present via communications media technology to establish a quorum in order to vote on agenda items that require formal action.\*\***

Per the Centers for Disease Control and Prevention guidelines, fully vaccinated people are not required to wear a mask or physically distance except where required by federal, state, and local laws, rules, and regulations including local business and workplace guidance. It is recommended that unvaccinated people wear a mask that covers the nose and mouth and stay six feet apart from others who do not live with you.

Attached is the meeting agenda and supporting materials.

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

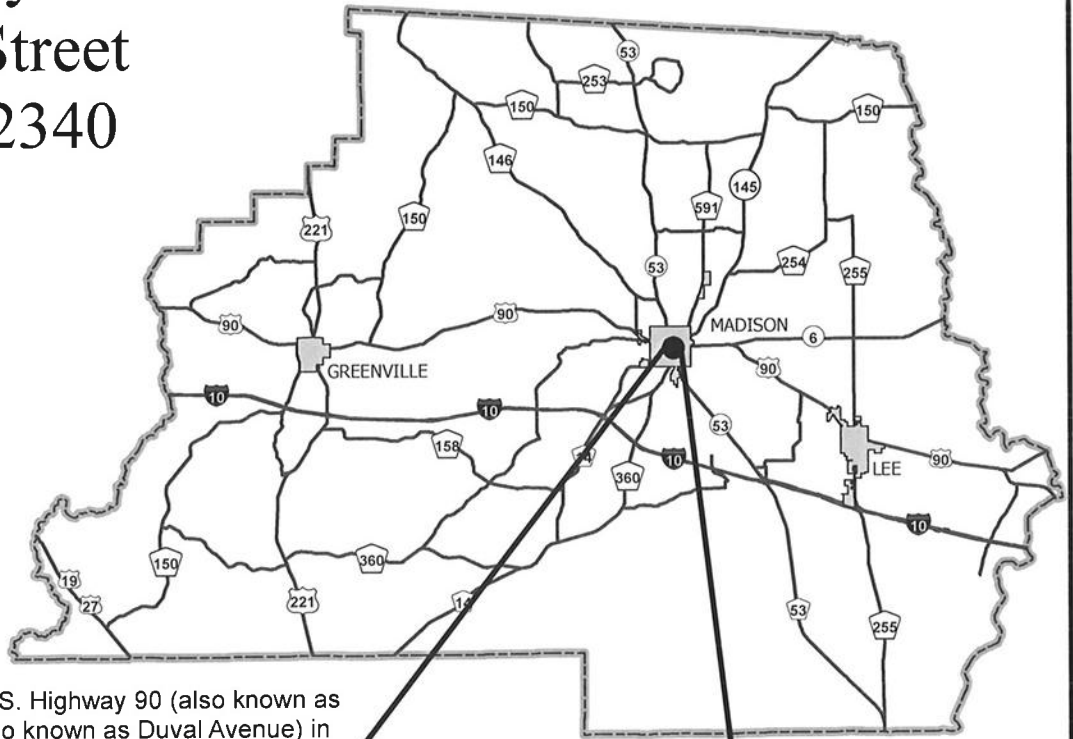
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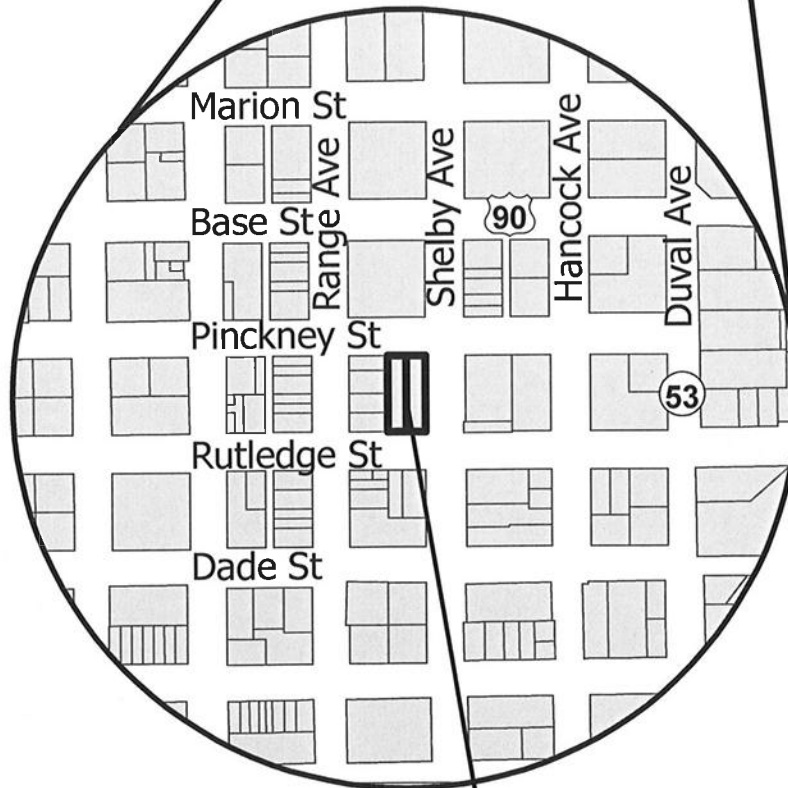
# Madison County Courthouse Annex

229 Pinckney Street

Madison, FL 32340



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



1 inch = 500 feet

Madison County  
Courthouse Annex





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**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**BUSINESS MEETING ANNOUNCEMENT AND AGENDA**

Madison County Courthouse Annex  
229 Pinckney Street  
Madison, Florida 32340

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

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

**I. BUSINESS MEETING – CALL TO ORDER**

- A. Approval of the Meeting Agenda ACTION REQUIRED**
- B. Approval of the August 2, 2021 Minutes Page 7 ACTION REQUIRED**

**II. NEW BUSINESS**

- A. 2020/21 Annual Performance Evaluation Page 11 ACTION REQUIRED**

The Board needs to approve Big Bend Transit, Inc.'s 2020/21 annual performance evaluation

- B. 2020/21 Annual Operating Report Page 55 NO ACTION REQUIRED**

The Board needs to review the 2020/21 Madison County Annual Operating Report

- C. Big Bend Transit, Inc. Ridership Report Page 65 NO ACTION REQUIRED**

**III. OTHER BUSINESS**

- A. Comments**

**IV. FUTURE MEETING DATES**

- A. February 7, 2022 at 1:00 p.m.**  
**B. May 2, 2022 at 1:00 p.m.**  
**C. August 1, 2022 at 1:00 p.m.**  
**D. November 7, 2022 at 1:00 p.m.**

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

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

T:\Lynn\TD2021\Madison\Agendas\nov.docx



**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

<b>MEMBER/REPRESENTING</b>	<b>ALTERNATE/REPRESENTING</b>
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Christina Nalsen Florida Department of Transportation	Lauren Adams Florida Department of Transportation Grievance Committee Member
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
Elizabeth Frieman Blakely Florida Department of Elder Affairs	Janice Presley Florida Department of Elder Affairs
Vacant Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Diane Head Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Sheryl Dick-Stanford Florida Agency for Persons with Disabilities	Sylvia Bamburg Florida Agency for Persons with Disabilities
Matthew Pearson, Vice-Chair Florida Association for Community Action Grievance Committee Member Term ending June 30, 2023	Vacant Florida Association for Community Action Term ending June 30, 2023
Melinda Richie Public Education	Vacant Public Education
Alvin Swilley Veterans Term ending June 30, 2023	Vacant Veterans Term ending June 30, 2023
Vacant Citizen Advocate Term ending June 30, 2024	Vacant Citizen Advocate Term ending June 30, 2024
Vacant Citizen Advocate - User Term ending June 30, 2024	Vacant Citizen Advocate - User Term ending June 30, 2024
Paula Arnold Persons with Disabilities Term ending June 30, 2024 Grievance Committee Member	Vacant Persons with Disabilities Term ending June 30, 2024
Carl A. Sims, Jr. Elderly Term ending June 30, 2023	Vacant Elderly Term ending June 30, 2023
Leila C. Rykard Medical Community Term ending June 30, 2022	Kimberly Allbritton Medical Community Term ending June 30, 2022
Vacant Children at Risk Term ending June 30, 2022	Vacant Children at Risk Term ending June 30, 2022
Vacant Private Transit Term ending June 30, 2022	Vacant Private Transit Term ending June 30, 2022

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



**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**MEETING MINUTES**

Madison County Courthouse Annex  
229 Pinckney Street  
Madison, Florida 32340  
Dial in Number: Toll free 1.888.585.9008  
Conference Code: 864 183 272

Monday  
August 2, 2021  
1:00 p.m.

**VOTING MEMBERS PRESENT IN PERSON**

Paul Arnold, Persons with Disabilities Representative  
Diane Head, Workforce Development Board Representative  
Matthew Pearson, Florida Association for Community Action Representative, Vice-Chair  
Leila Rykard, Medical Community Representative  
Steve Russell, Florida Department of Children and Families Representative  
Alvin Swilley, Veterans Representative

**VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY**

Lauren Adams, Florida Department of Transportation Representative  
Sheryl Dick-Stanford, Florida Agency for Persons with Disabilities Representative  
Carl Sims, Jr., Elderly Representative

**VOTING MEMBERS ABSENT**

Commissioner Ronnie Moore, Chair  
Melinda Richie, Public Education Representative

**OTHERS PRESENT**

Lisa Blakely, Madison County Senior Services  
Willie Ann Dickey, Big Bend Transit, Inc.

**STAFF PRESENT**

Lynn Godfrey, North Central Florida Regional Planning Council

**I. BUSINESS MEETING CALL TO ORDER**

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

**A. Introductions**

Vice-Chair Pearson asked everyone to introduce themselves.

**B. Approval of the Meeting Agenda**

**ACTION: Steve Russell moved to approve the meeting agenda. Leila Rykard seconded; motion passed unanimously.**

**C. Approval of the May 3, 2021 Meeting Minutes**

**ACTION: Paula Arnold moved to approve the May 3, 2021 meeting minutes. Steve Russell seconded; motion passed unanimously.**

**II. NEW BUSINESS**

**A. Big Bend Transit, Inc. Fiscal Year 2021/22 Service Rates**

Ms. Godfrey stated that the Board is required to annually approve Big Bend Transit, Inc.'s service rates and completed Rate Model Calculation worksheets.

The Board asked how the new rates compare to the previous Fiscal Year rates.

Ms. Godfrey stated that she will send that information to the Board.

**ACTION: Steve Russell moved to approve Big Bend Transit, Inc.'s Fiscal Year 2021/22 service rates. Leila Rykard seconded; motion passed unanimously.**

**B. Bylaws**

Ms. Godfrey stated that, the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Bylaws annually.

**ACTION: Steve Russell moved to approve the Bylaws as with the following amendment to the quorum definition: Quorum. At all meetings of the Board, the presence in person of at least two voting members or their alternates in addition to voting or alternate member presence via communications media technology sufficient to make up 40 percent of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. Paula Arnold seconded; motion passed unanimously.**



**C. Grievance Procedures**

Ms. Godfrey stated that the Florida Commission for the Transportation Disadvantaged requires the Board to review and approve the Grievance Procedures annually. She said staff is not recommending any changes to the Grievance Procedures.

**ACTION: Leila Rykard moved to approve the Grievance Procedures. Paula Arnold seconded; motion passed unanimously.**

**D. Elect Vice-Chair**

**ACTION: Paula Arnold moved to re-elect Matt Pearson as Vice-Chair. Leila Rykard seconded; motion passed unanimously.**

**E. Appoint Grievance Committee Member**

Vice-Chair Pearson appointed Lauren Adams, Florida Department of Transportation Representative to the Grievance Committee.

**F. Big Bend Transit, Inc. Ridership Report**

Ms. Willie Ann Dickey discussed Big Bend Transit, Inc.'s April - June 2021 ridership report.

**III. OTHER BUSINESS**

**A. Comments**

There were no comments.

**IV. FUTURE MEETING DATES**

Vice-Chair Pearson stated that the next meeting of the Board will be held November 1, 2021 at 1:00 p.m. He thanked everyone for attending the meeting.

**ADJOURNMENT**

The meeting adjourned at 1:30 p.m.

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Coordinating Board Chair

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Date





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October 25, 2021

TO: Madison County Transportation Disadvantaged Coordinating Board  
 FROM: Lynn Godfrey, AICP, Senior Planner  
 SUBJECT: 2020/21 Annual Performance Evaluation

RECOMMENDATION

**Approve the Big Bend Transit, Inc.'s 2020/21 annual performance evaluation.**

BACKGROUND

The Board is required to annually evaluate the transportation services provided by Big Bend Transit, Inc. Attached is Big Bend Transit, Inc.'s draft 2020/21 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

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



# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION WORKBOOK

Florida Commission for the



## Transportation Disadvantaged

Community Transportation Coordinator: Big Bend Transit, Inc.

County: Madison

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

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

Review period: July 1, 2020 - June 30, 2021



# 2020/21 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](http://www.ncfrpc.org/mtpo)  
352.955.2000

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**Ronnie Moore, Chair**

with Assistance from



North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, FL 32653-1603  
[www.ncfrpc.org](http://www.ncfrpc.org)  
352.955.2200

November 1, 2021

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Surveys _____	23
Cost _____	24
Level of Competition _____	25
Level of Coordination _____	26

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## I. FINDINGS AND RECOMMENDATIONS

- A. General Information**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- B. Chapter 427, Florida Statutes**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- C. Rule 41-2, Florida Administrative Code**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- D. On Site Observation**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- E. Surveys**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- F. Cost**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- G. Level of Competition**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None
- H. Level of Coordination**  
Areas of Noncompliance: None  
Recommendations: None  
Timeline for Compliance: None

## II. ENTRANCE INTERVIEW

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

Number of Calls	Resolved Cases	Unresolved Cases
0	0	0

### III. GENERAL INFORMATION

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

7/01/17

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

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

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

Yes (attached)

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

Yes

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

Yes

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

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

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

Yes

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

Yes (attached)

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

Yes

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

Yes

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

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

12. **Does public information state that accessible formats are available upon request?**  
 Yes \_\_\_\_\_
13. **Is public information available in accessible formats upon request?**  
 Yes \_\_\_\_\_
14. **What arrangements are in place to have accessible materials produced upon request?**  
 Accessible materials are available upon request. \_\_\_\_\_
15. **Is the Florida Relay System phone number provided in informational materials?**  
 Yes \_\_\_\_\_
16. **Does the Community Transportation Coordinator have a contract or agreement with the Regional Workforce Board?**  
 No \_\_\_\_\_
17. **What innovative ideas have been implemented in the coordinated transportation system?**  
 Big Bend Transit, Inc. provides bus passes and online passenger scheduling. \_\_\_\_\_
18. **Are there any areas where coordination can be improved?**  
 Transportation services purchased with local, state or federal funds should be purchased through Florida's Coordinated Transportation System. Currently, Florida's Managed Medical Care Program provides transportation services to its clients outside of Florida's Coordinated Transportation System. \_\_\_\_\_
19. **What barriers are there to the coordinated system?**  
 Loss of Florida Managed Medical Care Program client transportation and funding. Ability to purchase transportation outside of Florida's Coordinated Transportation System. \_\_\_\_\_
20. **Are there any areas that the Community Transportation Coordinator feels the Florida Commission for the Transportation Disadvantaged should be aware of or assist with?**  
 Rural service areas need additional Transportation Disadvantaged Program funding to meet the transportation needs of rural communities. \_\_\_\_\_
21. **What funding agencies does the Florida Commission for the Transportation Disadvantaged need to work closely with in order to facilitate a better coordinated transportation system?**  
 Florida Agency for Health Care Administration. \_\_\_\_\_
22. **How is the Community Transportation Coordinator marketing the voluntary dollar?**  
 Posters, e-mail and community outreach events. \_\_\_\_\_

# Big Bend Transit, Inc.

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

## COMPLAINT/COMMENDATION FORM

Date Called In: \_\_\_\_\_ Time Called In: \_\_\_\_\_

Incident Called In By: \_\_\_\_\_ Telephone: \_\_\_\_\_

Date Of Incident: \_\_\_\_\_ Time Of Incident: \_\_\_\_\_

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

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

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

If Yes, Address sent To: \_\_\_\_\_

Nature Of Incident:

- |  |   |
|--|---|
| <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](http://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.





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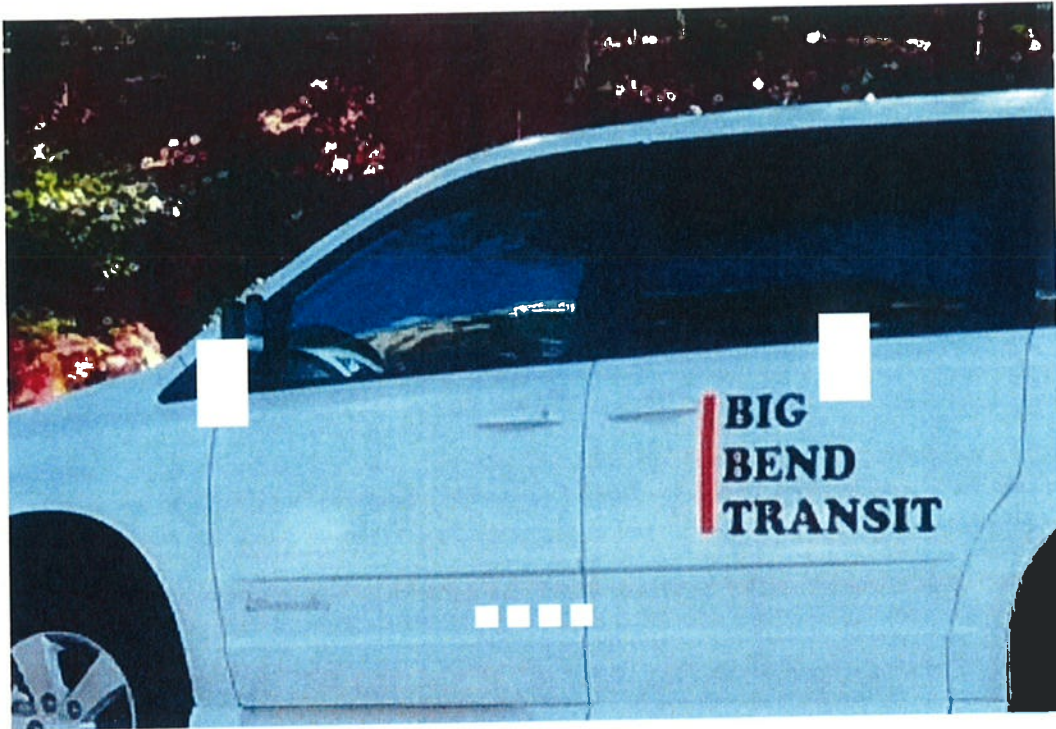
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## **WELCOME TO BIG BEND TRANSIT**

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

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



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**(850) 627-9958**



**TAYLOR COUNTY**  
**(850) 584-5566**



**MADISON COUNTY**  
**(850) 973-4418**



**JEFFERSON COUNTY**  
**(850) 997-1323**



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## COORDINATED TRANSPORTATION SYSTEM OF MADISON COUNTY

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



[Download the Madison Shuttle Brochure](#)

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



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

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

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

### TRANSPORTATION SERVICE INFORMATION

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

The driver will wait five minutes for you.

You must use the seatbelt provided.

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

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

No smoking, eating or drinking on the vehicle.

Accessible formats are available upon requests.

Advanced purchase of coupons/tickets is available.



### TRANSPORTATION SERVICE FREQUENTLY ASKED QUESTIONS

#### Who are the Transportation Disadvantaged?

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

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

**Where is the Transportation Service Available?**

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

**What is the Cost of Transportation Service?**

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

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

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

**What Transportation Will be Provided?**

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

**How Can I Access the Transportation Service?**

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

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

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

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

**What is the Phone Number for the Coordinated Transportation System?**

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

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

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

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

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## PARATRANSIT

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

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

Mobility Management Services Brochure

### Paratransit

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

#### **This may be due to an inability to:**

- board, ride or disembark independently from any readily accessible vehicle on the regular fixed-route system
- access existing accessible fixed-route transportation because that transportation is not available at the needed time on that route
- get to boarding/alighting locations of regular public transportation

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

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

### Eligibility Requirements

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

#### **Category 1:**

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

#### **Category 2:**

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

#### **Category 3:**

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



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

**BIG BEND TRANSIT**

[About Us](#)  
[Our History](#)  
[Paratransit](#)  
[Van Pool Commute](#)  
[Frequently Asked Questions](#)

**COUNTIES**

[Leon County](#)  
[Gadsden County](#)  
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[Madison County](#)  
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No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination or retaliation, under any Federally or non-federally funded activity or program administered by a recipient of Federal financial assistance.

## Courteous and Personalized Service....



### **Where is the Transportation Service Available?**

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

### **What Transportation Will be Provided?**

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

### **How Can I Access the Transportation Service?**

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

### **What is the Cost of the Transportation Service?**

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

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

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

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

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

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

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

### Transportation Service Information:

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

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

[www.bigbendtransit.org](http://www.bigbendtransit.org)

**Madison**  
SHUTTLE

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

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

**BIG BEND TRANSIT**  
Accessibility

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

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

[www.bigbendtransit.org](http://www.bigbendtransit.org)

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

[www.bigbendtransit.org](http://www.bigbendtransit.org)

# Madison SHUTTLE

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

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

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

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

For assistance, please call Big Bend Transit at **850.973.4418** or visit [www.bigbendtransit.org](http://www.bigbendtransit.org)

1	Southern Villas 1000 W Pinckney St.	7:30 am	8:30 am	9:30 am	10:30 am	11:30 am	12:30 pm	1:30 pm	2:30 pm
2	Colonial Apartments 200 Sumatra Road	7:32 am	8:32 am	9:32 am	10:32 am	11:32 am	12:32 pm	1:32 pm	
3	Cambridge Manor 404 SW Sumatra Road	7:34 am	8:34 am	9:34 am	10:34 am	11:34 am	12:34 pm	1:34 pm	
4	Hilltop Apartments 411 Merritt Drive	7:36 am	8:36 am	9:36 am	10:36 am	11:36 am	12:36 pm	1:36 pm	
5	Health Department 218 SW 3rd Avenue	7:40 am	8:40 am	9:40 am	10:40 am	11:40 am	12:40 pm	1:40 pm	
6	Madison Heights 130 SW Burn Garden Drive	7:44 am	8:44 am	9:44 am	10:44 am	11:44 am	12:44 pm	1:44 pm	
7	FL Dept. of Children & Families 1001 SW Range Avenue	7:49 am	8:49 am	9:49 am	10:49 am	11:49 am	12:49 pm	1:49 pm	
8	Sarasota River Econ. Council 146 SE Bunker Street	7:54 am	8:54 am	9:54 am	10:54 am	11:54 am	12:54 pm	1:54 pm	
9	DeFato Crossing (Food Gland) 717 E. Rose Street	8:04 am	9:04 am	10:04 am	11:04 am	12:04 pm	1:04 pm	2:04 pm	
10	CVS Pharmacy 407 E. Rose Street	8:07 am	9:07 am	10:07 am	11:07 am	12:07 pm	1:07 pm	2:07 pm	
11	Old Hospital 309 NE Madison Street	8:09 am	9:09 am	10:09 am	11:09 am	12:09 pm	1:09 pm	2:09 pm	
12	County Courthouse 229 Pinckney Street	8:13 am	9:13 am	10:13 am	11:13 am	12:13 pm	1:13 pm	2:13 pm	
13	Bright Days Kids 250 NW Hayes Street	8:17 am	9:17 am	10:17 am	11:17 am	12:17 pm	1:17 pm	2:17 pm	
14	Madison County Hospital 224 NW Crane Avenue	8:19 am	9:19 am	10:19 am	11:19 am	12:19 pm	1:19 pm	2:19 pm	
15	North FL Community College 325 Turner Davis Drive	8:21 am	9:21 am	10:21 am	11:21 am	12:21 pm	1:21 pm	2:21 pm	
16	County Library 378 NW College Loop	8:23 am	9:23 am	10:23 am	11:23 am	12:23 pm	1:23 pm	2:23 pm	
17	Arbors at Madison 134 SW Arbors Circle	8:25 am	9:25 am	10:25 am	11:25 am	12:25 pm	1:25 pm	2:25 pm	
18	Madison Square Shopping Ctr. 729 W. Rose Street	8:27 am	9:27 am	10:27 am	11:27 am	12:27 pm	1:27 pm	2:27 pm	

Service resumes at 7:30 am.



**THERE'S AN APP FOR THAT ...**

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

Available on the App Store and Google play



# MADISON COUNTY

## Transportation Disadvantaged Application

### Section I: General Information

Full Name: \_\_\_\_\_  
*Last First M.I.*

Address: \_\_\_\_\_  
*Street Address Apartment/Lot #*

\_\_\_\_\_ *City State ZIP Code*

Check one:  House  Apartment  Mobile home  Nursing home  
 Group home

Is this address within the city limits? Check one:  Yes  No  
For what type of travel do you intend to use this service? \_\_\_\_\_

How often do you plan to travel?  Daily  Weekly  Monthly

Mailing Address: \_\_\_\_\_  
*Street Address Apartment/Lot #*

\_\_\_\_\_ *City State ZIP Code*

Home Phone#: \_\_\_\_\_ Alternate Phone#: \_\_\_\_\_

Email: \_\_\_\_\_

SSN#: \_\_\_\_\_

Gender: \_\_\_\_\_ Birth Date : \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Emergency Contact Phone#: \_\_\_\_\_



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](http://www.bigbendtransit.org) for more information about the services that Big Bend Transit, Inc. offers in your community.

\*\*\*\*\*

**Office Use Only:**

Received Date: \_\_\_\_\_ Approved Date: \_\_\_\_\_ Denied Date: \_\_\_\_\_

**IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES**

1. **Are the Community Transportation Coordinator subcontracts uniform?**  
Not applicable, no subcontracted operators.
2. **Is the Florida Commission for the Transportation Disadvantaged standard contract utilized?**  
Not applicable, no subcontracted operators.
3. **Do the contracts include performance standards for the transportation operators?**  
Not applicable, no subcontracted operators.
4. **Do the contracts include the proper language concerning payment to subcontractors?**  
Not applicable, no subcontracted operators.
5. **Were the following items submitted on time?**
  - a) **Annual Operating Report:** Yes
  - b) **Memorandum of Agreement:** Yes
  - c) **Transportation Disadvantaged Service Plan:** Yes
  - d) **Transportation Disadvantaged Trust Fund Grant Application:** Yes
  - e) **Other grant applications:** Yes
6. **Does the Community Transportation Coordinator monitor its subcontractors and how often is monitoring conducted?**  
Not applicable, no subcontracted operators.
7. **Is a written report issued to the operator?**  
Not applicable, no subcontracted operators.
8. **What type of monitoring does the Community Transportation Coordinator perform on its coordination contractors and how often is it conducted?**  
Not applicable, no coordination contractors.
11. **Are coordination contracts reviewed annually as to the effectiveness and efficiency of the coordination contractor or the renewal of any Coordination Contracts?**  
Not applicable, no coordination contractors.
12. **Are there any transportation alternatives?**  
No



## IV COMPLIANCE WITH CHAPTER 427, FLORIDA STATUTES

**1. Hours of Service:**

Advance Reservation	Within Madison-County  Between Madison County and other Florida Counties (on occasion south Georgia Counties)	Curb to Curb  Door to Door (on exception)	Ambulatory Wheelchair	24 Hour Advance Notice	Monday - Saturday  6:00 a.m. to 6:00 p.m.
Madison In-Town Shuttle	Within the City of Madison	Curb to Curb	Ambulatory Wheelchair	Fixed schedule service	Monday, Wednesday and Friday  7:30 a.m. to 2:30 p.m.
Evacuation	Within Madison County	Door to Door	Ambulatory Wheelchair	Service provided according to agreement.	Service provided according to agreement.

**2. Call Intake Hours:**

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

**3. After Hours Reservations/Cancellations:**

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

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

**4. Minimum required notice for reservations:**

Trip reservations must be placed by 2:00 p.m. the day before travel and no more than 14 days in advance of the day of travel. Trips are scheduled Monday through Friday from 8:00 a.m. to 5:00 p.m.

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

No more than 14 days in advance.

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

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

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

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

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

Yes \_\_\_\_\_

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

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

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

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



**V. COMPLIANCE WITH RULE 41-2 FLORIDA ADMINISTRATIVE CODE**

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

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

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

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

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

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

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

\$200,000/\$300,000

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

Not applicable, no subcontracted operators/coordination contractors.

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

No

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

January 2021

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

Not applicable, no subcontracted operators.

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

Yes

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

January 2021

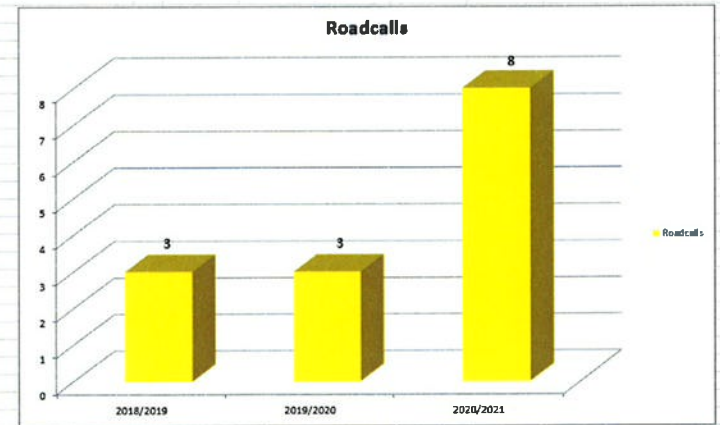
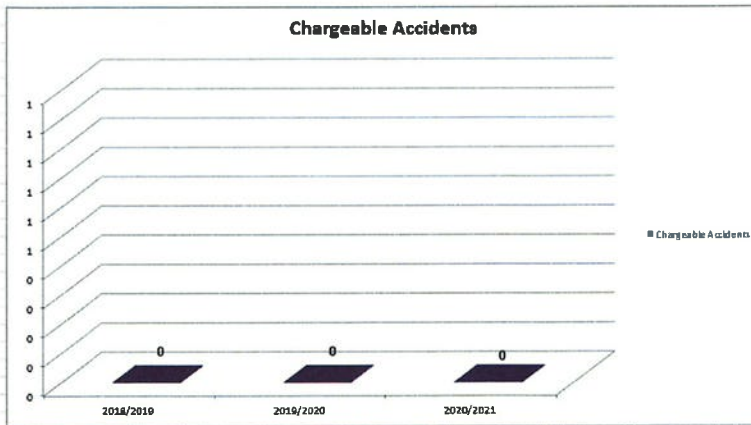
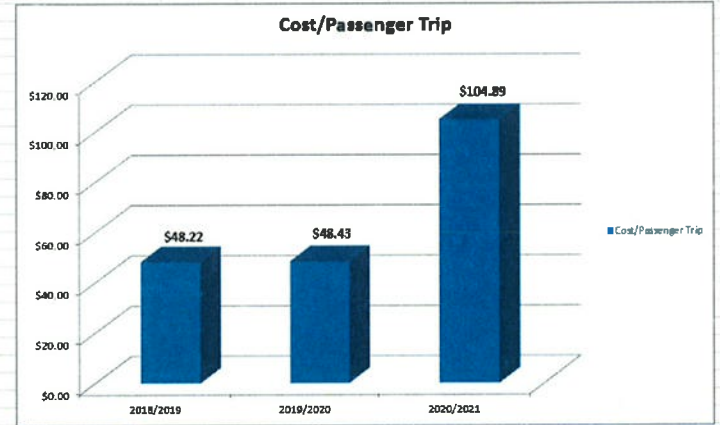
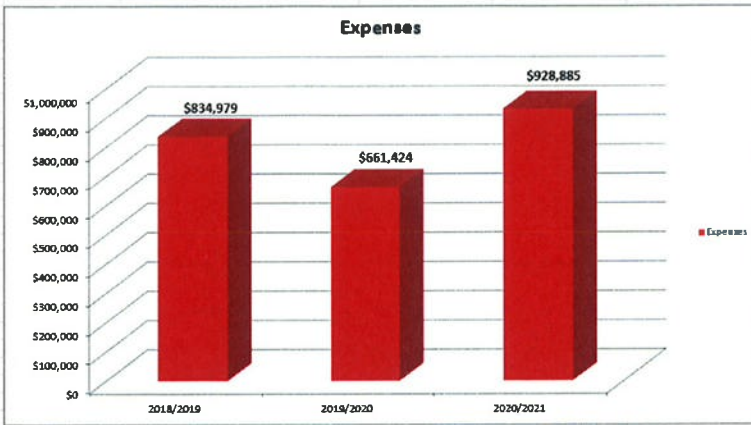
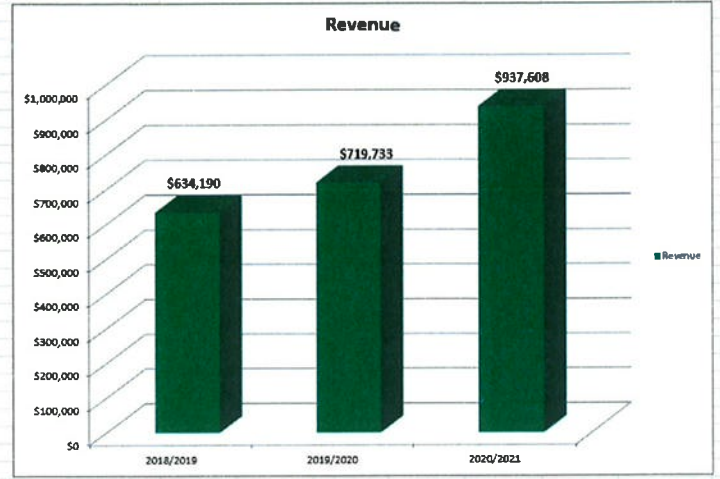
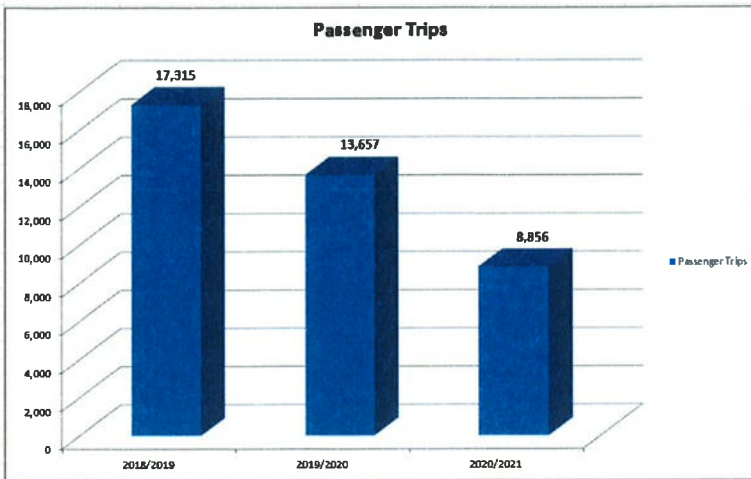
<b>Standards</b>	<b>Comments</b>
Local toll free phone number must be posted in all vehicles.	Big Bend Transit, Inc., Inc. posts local toll free phone number in all vehicles.
Vehicle Cleanliness	Big Bend Transit, Inc., Inc. cleans all vehicles (interior/exterior) at least once a week.
Passenger/Trip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

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

**PERFORMANCE TRENDS  
MADISON COUNTY**

MEASURE	Fiscal Year 2018/2019	Fiscal Year 2019/2020	Fiscal Year 2020/2021	PERCENT CHANGE 2019/2020 - 2020/2021
Passenger Trips	17,315	13,657	8,856	-54%
Vehicle Miles	320,907	252,498	173,161	-46%
Revenue	\$634,190	\$719,733	\$937,608	23%
Expenses	\$834,979	\$661,424	\$928,885	29%
Cost/Passenger Trip	\$48.22	\$48.43	\$104.89	54%
Cost/Vehicle Mile	\$2.60	\$2.62	\$5.36	51%
Vehicles	9	9	8	-13%
Chargeable Accidents	0	0	0	0%
Chargeable Accidents/100,000 Miles	0	0	0	0%
Roadcalls	3	3	8	63%
Average Vehicle Miles Between Roadcalls	106,969	84,166	21,645	-289%
Passenger No-Shows	432	233	109	-114%
Number of Trip Denials	0	0	2	100%

Source: Big Bend Transit, Inc. Annual Operating Reports



STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATION OF COMPLIANCE**  
for  
PUBLIC-SECTOR BUS TRANSIT SYSTEMS  
(Certifying compliance with F.S. 341.061 & RULE14-90 F.A.C.)  
to  
Florida Department of Transportation

***This Certifies year 2020.***

DATE: **January 26, 2021**

TRANSIT SYSTEM: **Big Bend Transit, Inc.**

ADDRESS: **2201 Eisenhower street, Tallahassee, Florida**

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

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

Signature: \_\_\_\_\_

Name: **Shawn Mitchell**

Title: **General Manager**

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

Name/Company: **Big Bend Transit, Inc.**

Address: **2201 Eisenhower street, Tallahassee, Florida**

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

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATE OF COMPLIANCE**

725-030-10  
TRANSIT  
12/01

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

DATE 1/15/2021

Section 5311 Subrecipient Information:

AGENCY NAME: Big Bend Transit, Inc.

ADDRESS: 2201 Eisenhower street Tallahassee, FL

PHONE: 850-574-6266

FDOT District Office Information:

NAME: Doreen Joyner-Howard, AICP

PHONE: 904-360-5650

ADDRE

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

hereby certify that \_\_\_\_\_ and its applicable  
(Name of Subrecipient)

contractor(s) (listing attached hereto) for Big Bend Transit, Inc.  
(Name of Subrecipient)

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

  
\_\_\_\_\_  
Signature

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



## VI ON-SITE OBSERVATION OF THE SYSTEM

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

## VII PASSENGER SURVEYS

**How often do your ride?**

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

**Have you been denied transportation services?**

Yes 0

No 5

**What is your trip purpose?**

Medical	Education/Training	Employment	Other
5	0	0	0

**Do you have concerns with your service?**

Yes 0

No 5

**What types of concerns do you have?**

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

## VII PURCHASING AGENCY SURVEYS

### PURCHASING AGENCY SURVEY

**Purchasing Agency:** Florida Commission for the Transportation Disadvantaged  
**Representative of Purchasing Agency:** Sheri Powers, Project Manager - Area 5  
**County:** Madison

- 1) Does your agency 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 transportation services?
- 7 Days/Week  
 1-2 Times/Week  
 3-5 Times/Week  
 1-3 Times/Month  
 Less than 1 Time/Month
- 4) Have you had any problems with Big Bend Transit, Inc.?
- Yes  
 No     If no, skip to question 6
- 5) 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 \_\_\_\_\_
- 6) Overall, are you satisfied with the transportation services provided by Big Bend Transit, Inc.?
- Yes  
 No     If no, why? \_\_\_\_\_

## VIII COST



### CTC Expense Sources

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
Labor	\$ 302,067	\$ 0	\$ 302,067	\$ 303,801	\$ 0	\$ 303,801
Fringe Benefits	\$ 129,865	\$ 0	\$ 129,865	\$ 134,245	\$ 0	\$ 134,245
Services	\$ 36,119	\$ 0	\$ 36,119	\$ 43,875	\$ 0	\$ 43,875
Materials & Supplies Consumed	\$ 65,507	\$ 0	\$ 65,507	\$ 83,323	\$ 0	\$ 83,323
Utilities	\$ 8,379	\$ 0	\$ 8,379	\$ 8,617	\$ 0	\$ 8,617
Casualty & Liability	\$ 55,753	\$ 0	\$ 55,753	\$ 60,476	\$ 0	\$ 60,476
Taxes	\$ 246	\$ 0	\$ 246	\$ 55	\$ 0	\$ 55
Miscellaneous	\$ 9,075	\$ 0	\$ 9,075	\$ 10,870	\$ 0	\$ 10,870
Interest	\$ 1,273	\$ 0	\$ 1,273	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 12,916	\$ 0	\$ 12,916	\$ 16,162	\$ 0	\$ 16,162
Capital Purchases	\$ 307,655	\$ 0	\$ 307,655	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 928,855</b>	<b>\$ 0</b>	<b>\$ 928,855</b>	<b>\$ 661,424</b>	<b>\$ 0</b>	<b>\$ 661,424</b>

**IX LEVEL OF COMPETITION**

**1. Inventory of Transportation Operators in the Service Area**

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

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

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

Yes \_\_\_\_\_

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

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

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

**X LEVEL OF COORDINATION**

1. **Public Information – How is public information distributed about transportation services in the community?**  
Big Bend Transit, Inc. distributes brochures in the community.
2. **Eligibility – How is passenger eligibility coordinated for local transportation services?**  
Big Bend Transit, Inc. determines passenger eligibility except for passengers sponsored by Florida’s Managed Medical Care Program.
3. **Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?**  
Individuals call Big Bend Transit, Inc. to schedule all trips except trips provided through Florida’s Managed Medical Care Program.
4. **Reservations –How is the duplication of a reservation prevented?**  
Big Bend Transit, Inc. handles all trip reservations except trip reservations for Florida’s Managed Medical Care Program.
5. **Trip Allocation – How is the allocation of trip requests to providers coordinated?**  
Big Bend Transit, Inc. handles all trip allocations, except trips sponsored by Florida’s Managed Medical Care Program.
6. **Scheduling – How is the trip assignment to vehicles coordinated?**  
Big Bend Transit, Inc. schedules all trips except for trips provided in Florida’s Managed Medical Care Program.
7. **General Service Monitoring – How is the overseeing of transportation operators coordinated?**  
Not applicable, no subcontracted operators.



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October 25, 2021

TO: Madison County Transportation Disadvantaged Coordinating Board  
 FROM: Lynn Godfrey, AICP, Senior Planner  
 SUBJECT: 2020/2021 Annual Operating Report

RECOMMENDATION

**Review Big Bend Transit, Inc's 2020/2021 Annual Operating Report.**

BACKGROUND

Big Bend Transit, Inc. is required to submit an annual operating report to the Florida Commission for the Transportation Disadvantaged by September 15 of each year. Attached is Big Bend Transit, Inc.'s 2020/2021 Annual Operating Report for Madison County.

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

Attachment

T:\Lynn\TD2021\Madison\Memos\aoor202021.doc







# CTC Organization

County: Madison  
Fiscal Year: 7/1/2020 - 6/30/2021

CTC Status: Submitted  
CTD Status: Under Review

Date Initiated: 9/16/2021

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

## CTC Certification

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

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, Ronnie Moore, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



# CTC Trips

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	1,648	N/A	1,648	1,456	N/A	1,456
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	6,506	0	6,506	9,705	0	9,705
Non-Ambulatory	702	0	702	2,496	0	2,496
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>8,856</b>	<b>0</b>	<b>8,856</b>	<b>13,657</b>	<b>0</b>	<b>13,657</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	421	0	421	2,762	0	2,762
Agency for Persons with Disabilities (APD)	1,406	0	1,406	3,547	0	3,547
Comm for the Transportation Disadvantaged (CTD)	5,085	N/A	5,085	5,068	N/A	5,068
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	2	0	2	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	1,669	0	1,669	1,529	0	1,529
Local Non-Government	273	0	273	751	0	751
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>8,856</b>	<b>0</b>	<b>8,856</b>	<b>13,657</b>	<b>0</b>	<b>13,657</b>



## CTC Trips (cont'd)

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	3,708	0	3,708	5,376	0	5,376
Children At Risk	0	0	0	54	0	54
Persons With Disabilities	1,456	0	1,456	2,884	0	2,884
Low Income	1,211	0	1,211	2,643	0	2,643
Other	2,481	0	2,481	2,700	0	2,700
<b>Total - Passenger Type</b>	<b>8,856</b>	<b>0</b>	<b>8,856</b>	<b>13,657</b>	<b>0</b>	<b>13,657</b>
<b>Trip Purpose - One Way</b>						
Medical	3,012	0	3,012	5,667	0	5,667
Employment	2,988	0	2,988	2,788	0	2,788
Education/Training/Daycare	1,386	0	1,386	4,072	0	4,072
Nutritional	541	0	541	958	0	958
Life-Sustaining/Other	929	0	929	172	0	172
<b>Total - Trip Purpose</b>	<b>8,856</b>	<b>0</b>	<b>8,856</b>	<b>13,657</b>	<b>0</b>	<b>13,657</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	306	0	306	469	0	469
<b>Total - UDPHC</b>	<b>306</b>	<b>0</b>	<b>306</b>	<b>469</b>	<b>0</b>	<b>469</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	2	N/A	2	0	N/A	0
No Shows	109	N/A	109	233	N/A	233
<b>Customer Feedback</b>						
Complaints	0	N/A	0	0	N/A	0
Commendations	1	N/A	1	1	N/A	1



## CTC Vehicles & Drivers

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	8,016	N/A	8,016	8,141	N/A	8,141
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	165,145	0	165,145	244,357	0	244,357
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>173,161</b>	<b>0</b>	<b>173,161</b>	<b>252,498</b>	<b>0</b>	<b>252,498</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	8	0	8	3	0	3
Chargeable Accidents	0	0	0	0	0	0
<b>Vehicle Inventory</b>						
Total Number of Vehicles	8	0	8	9	0	9
Number of Wheelchair Accessible Vehicles	8	0	8	9	0	9
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	4	0	4	4	0	4
Number of Volunteer Drivers	0	0	0	0	0	0



## CTC Revenue Sources

**County:** Madison

**CTC Status:** Submitted

**CTC Organization:** Big Bend Transit, Inc.

**Fiscal Year:** 07/01/2020 - 06/30/2021

**CTD Status:** Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 22,936	\$ 0	\$ 22,936	\$ 132,604	\$ 0	\$ 132,604
Agency for Persons with Disabilities (APD)	\$ 13,427	\$ 0	\$ 13,427	\$ 33,907	\$ 0	\$ 33,907
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 185	\$ 0	\$ 185	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 273,389	N/A	\$ 273,389	\$ 234,036	N/A	\$ 234,036
Non-Sponsored Capital Equipment	\$ 83,877	N/A	\$ 83,877	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 19,798	N/A	\$ 19,798
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 198,594	\$ 0	\$ 198,594	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 309,989	\$ 0	\$ 309,989	\$ 254,897	\$ 0	\$ 254,897
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 16,780	\$ 0	\$ 16,780	\$ 16,780	\$ 0	\$ 16,780
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 17,052	\$ 0	\$ 17,052	\$ 22,028	\$ 0	\$ 22,028
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 1,379	\$ 0	\$ 1,379	\$ 5,683	\$ 0	\$ 5,683
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 937,608</b>	<b>\$ 0</b>	<b>\$ 937,608</b>	<b>\$ 719,733</b>	<b>\$ 0</b>	<b>\$ 719,733</b>



## CTC Expense Sources

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 302,067	\$ 0	\$ 302,067	\$ 303,801	\$ 0	\$ 303,801
Fringe Benefits	\$ 129,865	\$ 0	\$ 129,865	\$ 134,245	\$ 0	\$ 134,245
Services	\$ 36,119	\$ 0	\$ 36,119	\$ 43,875	\$ 0	\$ 43,875
Materials & Supplies Consumed	\$ 65,507	\$ 0	\$ 65,507	\$ 83,323	\$ 0	\$ 83,323
Utilities	\$ 8,379	\$ 0	\$ 8,379	\$ 8,617	\$ 0	\$ 8,617
Casualty & Liability	\$ 55,753	\$ 0	\$ 55,753	\$ 60,476	\$ 0	\$ 60,476
Taxes	\$ 246	\$ 0	\$ 246	\$ 55	\$ 0	\$ 55
Miscellaneous	\$ 9,075	\$ 0	\$ 9,075	\$ 10,870	\$ 0	\$ 10,870
Interest	\$ 1,273	\$ 0	\$ 1,273	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 12,916	\$ 0	\$ 12,916	\$ 16,162	\$ 0	\$ 16,162
Capital Purchases	\$ 307,655	\$ 0	\$ 307,655	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 928,855</b>	<b>\$ 0</b>	<b>\$ 928,855</b>	<b>\$ 661,424</b>	<b>\$ 0</b>	<b>\$ 661,424</b>

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

Demographics	Number
Total County Population	0
Unduplicated Head Count	306



<b>Trips By Type of Service</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Vehicle Data</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	320,750	252,498	173,161
Deviated FR	897	1,456	1,648	Roadcalls	3	3	8
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	16,418	12,201	7,208	Vehicles	9	9	8
TNC	0	0	0	Drivers	6	4	4
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>17,315</b>	<b>13,657</b>	<b>8,856</b>				

<b>Passenger Trips By Trip Purpose</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Medical	7,773	5,667	3,012
Employment	2,725	2,788	2,988
Ed/Train/DayCare	4,768	4,072	1,386
Nutritional	1,014	958	541
Life-Sustaining/Other	1,035	172	929
<b>TOTAL TRIPS</b>	<b>17,315</b>	<b>13,657</b>	<b>8,856</b>

<b>Financial and General Data</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Expenses	\$834,979	\$661,424	\$928,855
Revenues	\$634,190	\$719,733	\$937,608
Commendations	2	1	1
Complaints	0	0	0
Passenger No-Shows	432	233	109
Unmet Trip Requests	0	0	2

<b>Passenger Trips By Revenue Source</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
CTD	5,251	5,068	5,085
AHCA	5,095	2,762	421
APD	4,504	3,547	1,406
DOEA	0	0	0
DOE	51	0	0
Other	2,414	2,280	1,944
<b>TOTAL TRIPS</b>	<b>17,315</b>	<b>13,657</b>	<b>8,856</b>

<b>Performance Measures</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	106,917	84,166	21,645
Avg. Trips per Passenger	27.18	29.12	28.94
Cost per Trip	\$48.22	\$48.43	\$104.88
Cost per Paratransit Trip	\$48.22	\$48.43	\$104.88
Cost per Total Mile	\$2.60	\$2.62	\$5.36
Cost per Paratransit Mile	\$2.60	\$2.62	\$5.36

<b>Trips by Provider Type</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
CTC	17,315	13,657	8,856
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>17,315</b>	<b>13,657</b>	<b>8,856</b>







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October 25, 2021

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

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





# **MADISON COUNTY RIDERSHIP REPORT**

**QUARTERLY REPORT**

**JULY 2021 – SEPTEMBER 2021**

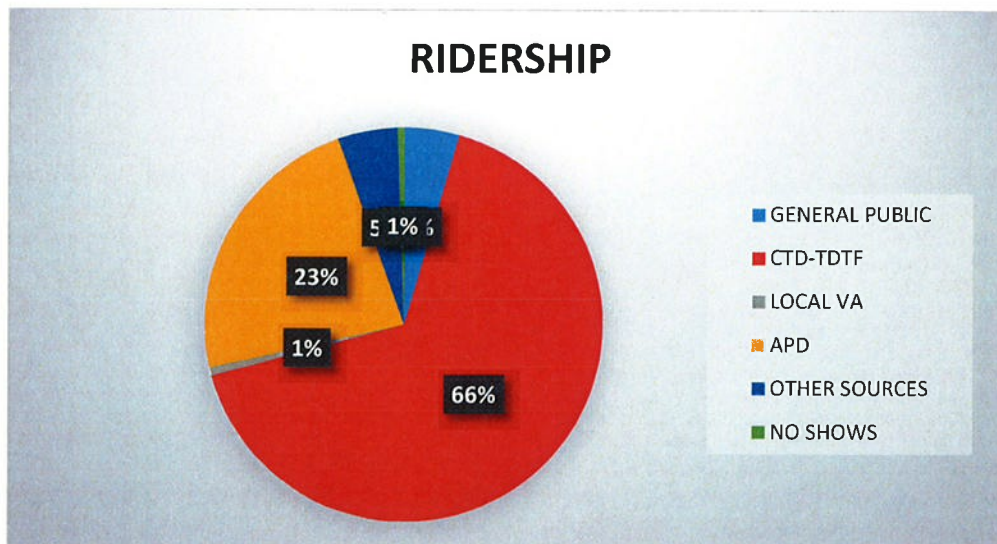
## COMMUNITY TRANSPORTATION QUARTERLY REPORT

(JULY 2021 – September 2021)

### Number of Trips Provided from All Funding Sources

During this reporting period BBT provided a total of 2,287 trips. Approximately 66 percent of the trips provided were CTD-TDTF funded trips, 4 percent of the trips were GENERAL PUBLIC, 23 percent APD passengers, 5 percent other sources, less than 1 percent of the total trips were VA trips and 1 percent of the total scheduled trips were NO SHOWS.

SOURCES	JULY	AUGUST	SEPTEMBER	TOTAL
GENERAL PUBLIC	32	37	32	101
CTD-TDTF	553	497	467	1,517
LOCAL VA	4	6	6	16
APD	182	158	189	529
OTHER SOURCES	34	41	36	111
NO SHOWS	6	3	4	13
<b>TOTAL</b>	<b>811</b>	<b>742</b>	<b>734</b>	<b>2,287</b>

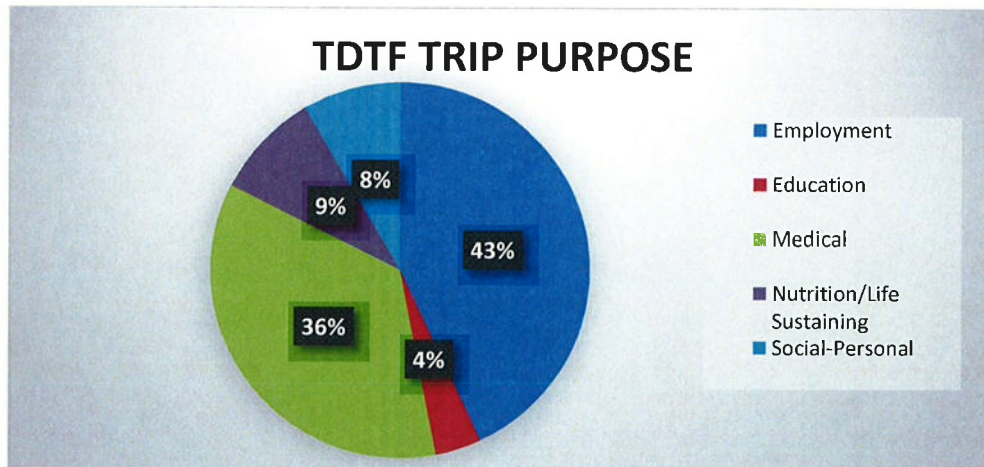


### TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 43 percent were for employment; 36 percent for medical appointments, 4 percent for education, 9 percent for nutritional and life sustaining activities, and 8 percent for Social/Recreational.

### TDTF TRIP PURPOSE

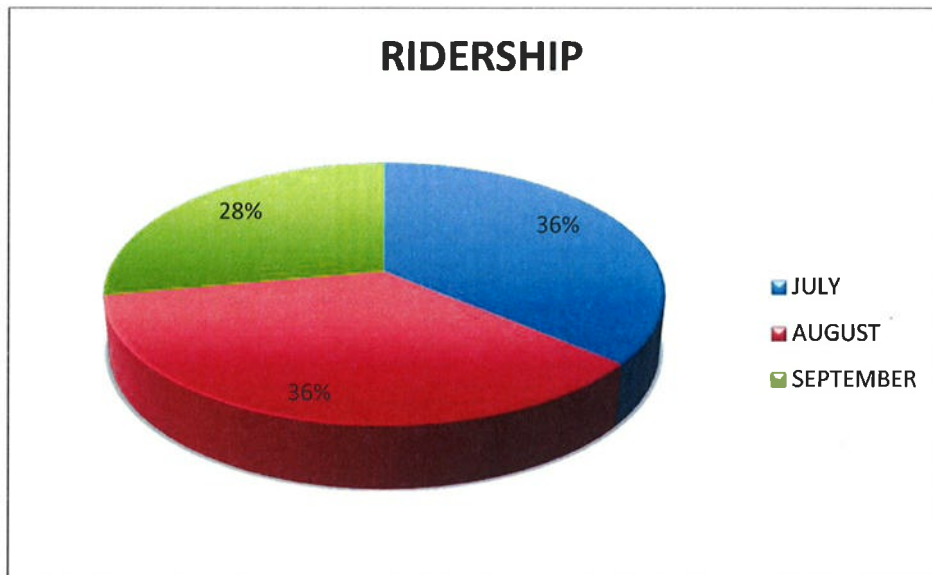
TDTF TRIP PURPOSE	JULY	AUGUST	SEPTEMBER	TOTAL
Employment	229	218	202	649
Education	10	32	17	59
Medical	205	183	156	544
Nutrition/Life Sustaining	39	36	63	138
Social-Personal	70	28	29	127
<b>Total</b>	<b>553</b>	<b>497</b>	<b>467</b>	<b>1,517</b>



*NUMBER OF GRIEVANCES FILED (0)*

**"IN TOWN SHUTTLE REPORT"**

JULY	AUGUST	SEPTEMBER	TOTAL
131	130	101	362



**ATTENDANCE RECORD**

**MADISON COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD**

<b>MEMBER/ORGANIZATION</b>	<b>NAME</b>	<b>8/3/20</b>	<b>3/1/21</b>	<b>5/3/21</b>	<b>8/2/21</b>
Chair	Commissioner Ronnie Moore	P	P	P	A
Florida Department of Transportation Alternate Member	Christina Nalsen Lauren Adams	A	A	A	A P
Florida Department of Children and Families Alternate Member	Steve Russell (Vacant)	A	A	P	P
Florida Agency for Health Care Administration Alternate Member	(Vacant) (Vacant)				
Florida Department of Education Alternate Member	(Vacant) (Vacant)				
Florida Department of Elder Affairs Alternate Member	Elizabeth Frieman Blakely Janice Presley	A	A	A	A
Florida Agency for Persons with Disabilities Alternate Member	Sheryl Dick-Stanford Sylvia Bamburg	A	A	A	P A
Public Education Alternate Member	Melinda Richie (Vacant)	A	P	P	A
Citizen Advocate Alternate Member	(Vacant) (Vacant)				
Citizen Advocate-User Alternate Member	(Vacant) (Vacant)				
Elderly Alternate Member	Carl A. Sims, Jr. (Vacant)	P	P	A	P
Veterans Alternate Member	Alvin Swilley (Vacant)			P	P
Persons with Disabilities Alternate Member	Paula Arnold (Vacant)	P	A	A	P
Florida Association for Community Action Alternate Member	Matthew Pearson (Vacant)	P	P	A	P
Children at Risk Alternate Member	(Vacant) (Vacant)				
Local Medical Community Alternate Member	Leila C. Rykard Kimberly Allbritton	P A	P A	A A	P A
Regional Workforce Board Alternate Member	Diane Head Anthony Jennings	A P	P A	P A	P A

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

