



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

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

November 14, 2022

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

The Madison County Transportation Disadvantaged Coordinating Board will hold a business meeting **Monday, November 21, 2022** 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, to reduce the risk of becoming infected with the virus that causes COVID-19 and potentially spreading it to others, fully vaccinated people should wear a mask indoors in public if they are in an area of substantial or high transmission; if someone in their household is immunocompromised or at increased risk for severe disease; or if someone in their household is unvaccinated.

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

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this public workshop is asked to advise our office at least **2 business days** before the workshop 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).

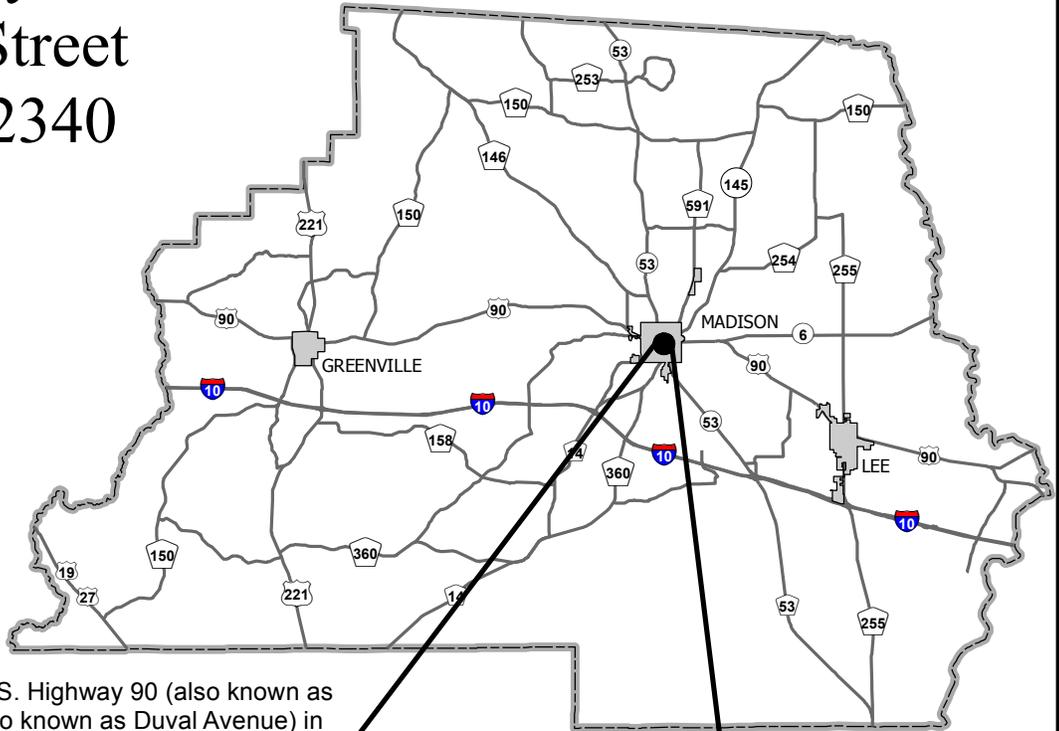
Attachments

T:\Lynn\TD2022\Madison\Memos\nov.docx

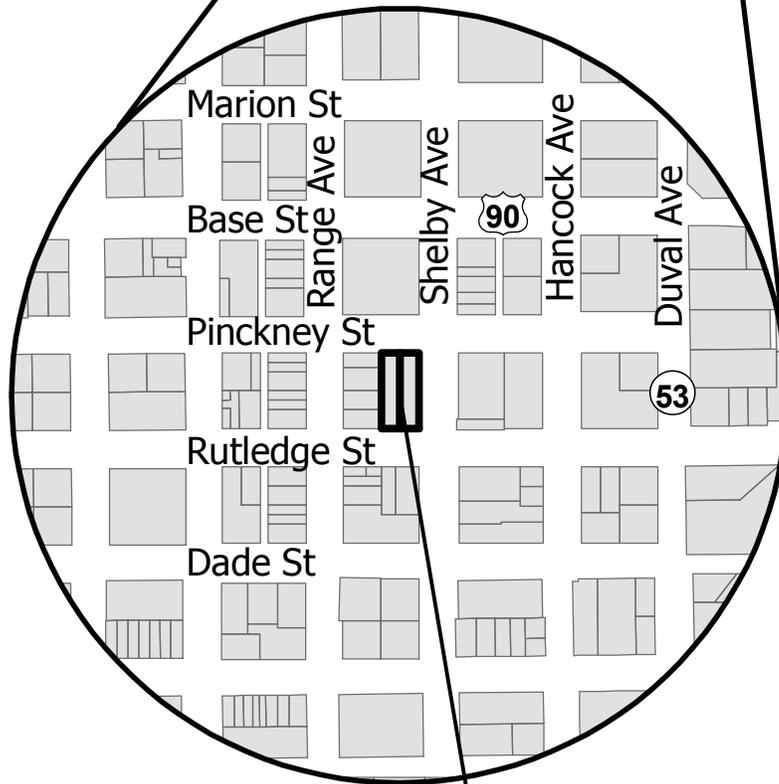
Madison County Courthouse Annex

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





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

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

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEETING ANNOUNCEMENT AND AGENDA

Madison 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 21, 2022
1:00 p.m.

I. BUSINESS MEETING – CALL TO ORDER

A. Roll Call

B. Approval of the Meeting Agenda Page 3 ACTION REQUIRED

C. Approval of the August 1, 2022 Minutes Page 7 ACTION REQUIRED

II. NEW BUSINESS

A. 2021/22 Annual Performance Evaluation Page 11 ACTION REQUIRED

The Board needs to approve Big Bend Transit, Inc.'s 2021/22 annual performance evaluation

B. 2021/22 Annual Operating Report Page 53 NO ACTION REQUIRED

The Board needs to review the 2021/22 Madison County Annual Operating Report

C. Big Bend Transit, Inc. Ridership Report Page 63 NO ACTION REQUIRED

III. OTHER BUSINESS

A. Comments

IV. FUTURE MEETING DATES

A. February 6, 2023 at 1:00 p.m.

B. May 1, 2023 at 1:00 p.m.

C. August 7, 2023 at 1:00 p.m.

D. November 6, 2022 at 1:00 p.m.

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

THIS PAGE LEFT BLANK INTENTIONALLY

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Geanelly Reveron 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 Bamberg 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
Renee Demps Citizen Advocate Term ending June 30, 2024	Farron Perry 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
Shanetha Mitchell Medical Community Term ending June 30, 2025	Kimberly Allbritton Medical Community Term ending June 30, 2025
Donna Hagan Children at Risk Term ending June 30, 2025	Vacant Children at Risk Term ending June 30, 2025
Vacant Private Transit Term ending June 30, 2025	Vacant Private Transit Term ending June 30, 2025

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

THIS PAGE LEFT BLANK INTENTIONALLY

**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 1, 2022
1:00 p.m.

VOTING MEMBERS PRESENT IN PERSON

Commissioner Ronnie Moore, Chair
Diane Head, Workforce Development Board Representative
Shanetha Mitchell, Medical Community Representative
Steve Russell, Florida Department of Children and Families Representative

VOTING MEMBERS PRESENT VIA TELECOMMUNICATIONS MEDIA TECHNOLOGY

Lauren Adams, Florida Department of Transportation Representative
Donna Hagan, Children at Risk Representative
Farron Perry representing Renee Demps, Citizen Advocate Representative

VOTING MEMBERS ABSENT

Paul Arnold, Persons with Disabilities Representative
Elizabeth Frieman Blakely, Florida Department of Elder Affairs Representative
Matthew Pearson, Florida Association for Community Action Representative, Vice-Chair
Melinda Richie, Public Education Representative
Carl Sims, Jr., Elderly Representative
Sheryl Dick-Stanford, Florida Agency for Persons with Disabilities Representative
Alvin Swilley, Veterans Representative

OTHERS PRESENT IN PERSON

Shawn Mitchell, Big Bend Transit, Inc.

STAFF PRESENT

Lynn Godfrey, North Central Florida Regional Planning Council

I. BUSINESS MEETING CALL TO ORDER

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

A. Roll Call

Chair Moore asked staff to conduct the roll call.

The roll was called by Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, and, a quorum was declared present.

B. Approval of the Meeting Agenda

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

C. Approval of the April 4, 2022 Meeting Minutes

ACTION: Steve Russell moved to approve the April 4, 2022 meeting minutes. Shanetha Mitchell seconded; motion passed unanimously.

II. NEW BUSINESS

A. 2022/27 Memorandum of Agreement

Ms. Lynn Godfrey, North Central Florida Regional Planning Council Senior Planner, stated that the Memorandum of Agreement is between the Florida Commission for the Transportation Disadvantaged and Big Bend Transit, Inc. designating Big Bend Transit, Inc. the Community Transportation Coordinator for Madison County. She said the Memorandum of Agreement is effective July 1, 2022 through June 30, 2027.

ACTION: Diane Head moved to approve the 2022/27 Memorandum of Agreement. Steve Russell seconded; motion passed unanimously.

B. 2022/27 Madison County Transportation Disadvantaged Service Plan Amendment

Ms. Godfrey stated that Big Bend Transit, Inc. is requesting an amendment to the Madison County Transportation Disadvantaged Service Plan to include the Fiscal Year 2022/23 service rates.

Mr. Shawn Mitchell, Big Bend Transit, Inc. General Manager, discussed the proposed service rates.

ACTION: Steve Russell moved to approve the 2022/23 Madison County Transportation Disadvantaged Service Plan amendment. Shanetha Mitchell seconded; motion passed unanimously.

C. Bylaws

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

ACTION: Diane Head moved to approve the Bylaws. Steve Russell seconded; motion passed unanimously.

D. 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: Diane Head moved to approve the Grievance Procedures. Steve Russell seconded; motion passed unanimously.

E. Elect Vice-Chair

ACTION: Diane Head moved to re-elect Matthew Pearson as Vice-Chair. Shanetha Mitchell seconded; motion passed unanimously.

F. Big Bend Transit, Inc. Ridership Report

Mr. Mitchell discussed Big Bend Transit, Inc.'s April – June 2022 ridership report.

III. OTHER BUSINESS

A. Comments

Ms. Godfrey stated that the North Central Florida Regional Planning Council appointed three new members to the Board.

The Board welcomed the new Board members.

IV. FUTURE MEETING DATES

Chair Moore stated that the next meeting of the Board will be held November 7, 2022 at 1:00 p.m. He thanked everyone for attending the meeting.

ADJOURNMENT

The meeting adjourned at 1:15 p.m.

Coordinating Board Chair

Date



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

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

November 14, 2022

TO: Madison County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: 2021/22 Annual Performance Evaluation

RECOMMENDATION

Approve the Big Bend Transit, Inc.’s 2021/22 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 2021/22 annual performance evaluation. If you have any questions concerning the attached evaluation, please contact me at extension 110.

Attachment

T:\Lynn\TD2022\Madison\Memos\eval.doc

THIS PAGE LEFT BLANK INTENTIONALLY

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, 2021 - June 30, 2022

THIS PAGE LEFT BLANK INTENTIONALLY

2021/22 Community Transportation Coordinator Annual Performance Evaluation

Approved by the

Madison County
Transportation Disadvantaged Coordinating Board

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

Ronnie Moore, Chair

with Assistance from



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

November 21, 2022

THIS PAGE LEFT BLANK INTENTIONALLY

TABLE OF CONTENTS

Findings and Recommendations _____	1
Entrance Interview _____	2
General Information _____	3
Compliance With Chapter 427, Florida Statutes _____	13
Compliance With Rule 41-2, Florida Administrative Code _____	16
On-Site Observation of the System _____	22
Surveys _____	23
Cost _____	24
Level of Competition _____	25
Level of Coordination _____	26

PAGE LEFT BLANK INTENTIONALLY

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?**

7/01/22

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:

_____ Timeliness	_____ Customer Service
_____ Vehicle Condition	_____ Poor Route Selection
_____ Vehicle Operation	_____ Trip Scheduling
_____ Other: _____	

Incident: _____

Incident Recorded By: _____

-41-

Local Grievance Procedure/Process

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



[HOME](#)

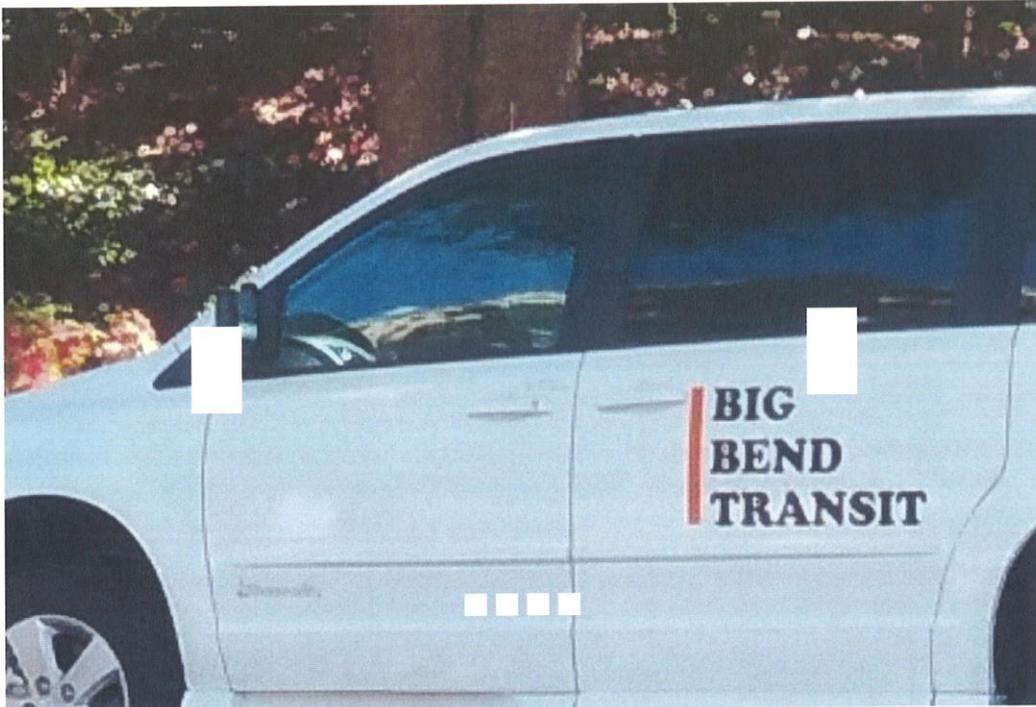
[ABOUT US](#)

[SERVICES](#)

[COUNTIES](#)

[FAQS](#)

[CONTACT US](#)



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!**



LEON COUNTY
(850) 574-6064



GADSDEN COUNTY
(850) 627-9958



TAYLOR COUNTY
(850) 584-5566



MADISON COUNTY
(850) 973-4418



JEFFERSON COUNTY
(850) 997-1323



BIG BEND TRANSIT

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

COUNTIES

- [Leon County](#)
- [Gadsden County](#)
- [Taylor County](#)
- [Madison County](#)
- [Jefferson County](#)

QUICK LINKS

- [Home](#)
- [Employment Opportunities](#)
- [Report a Problem](#)
- [Contact Us](#)
- [Login](#)

Copyright © 2017 | Designed by [Royco Web Design](#)

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



[HOME](#)

[ABOUT US](#)

[SERVICES](#)

[COUNTIES](#)

[FAQS](#)

[CONTACT US](#)

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.

BIG BEND TRANSIT

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

COUNTIES

- [Leon County](#)
- [Gadsden County](#)
- [Taylor County](#)
- [Madison County](#)
- [Jefferson County](#)

QUICK LINKS

- [Home](#)
- [Employment Opportunities](#)
- [Report a Problem](#)
- [Contact Us](#)
- [Login](#)

Copyright © 2017 | Designed by [Royco Web Design](#)

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.



[HOME](#)

[ABOUT US](#)

[SERVICES](#)

[COUNTIES](#)

[FAQS](#)

[CONTACT US](#)

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](#)
[Taylor County](#)
[Madison County](#)
[Jefferson County](#)

QUICK LINKS

[Home](#)
[Employment Opportunities](#)
[Report a Problem](#)
[Contact Us](#)
[Login](#)

Copyright © 2017 | Designed by [Royco Web Design](#)

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



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 850-488-7082 or 800-342-8170 (voice messaging)



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.

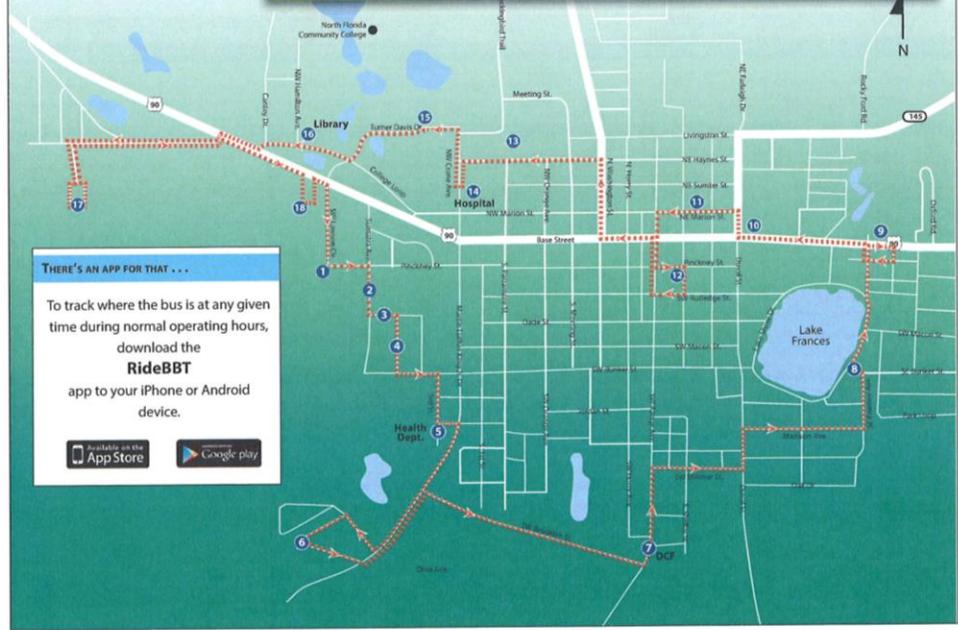
The service operates on **Monday, Wednesday, and Friday only.**

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

	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 Villas 1009 W Pinckney St.								
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 494 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 Meritt 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 150 SW Bum Gardeners 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 Suwannee 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 DeSolo Crossing (Food Giant) 717 E. Base 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. Base 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 Marion 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 450 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. Base 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 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#: _____

4. What is your annual household income? _____
 (Must attach most current supporting documentation, i.e. W2, check stubs, etc.)
5. Do you or does anyone in your household have a car? Yes No
- 5a. If "yes": **Owner's name** _____ **Tag #** _____
Year _____ **Make** _____ **Model** _____
- 5b. If "yes", is this vehicle available to you Sometimes Always Never?
6. Do you have friends or relatives who can transport you? Yes No
- 6a. If "yes" are they able to transport you Sometimes Always Never?

Would you be interested in a **Madison Shuttle** bus pass for travel?
 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 when travelling?(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 or Wheelchair & Walker 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: _____

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:**

February 2022

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:**

February 2022

Standards	Comments
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

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	202



Trips By Type of Service	2020	2021	2022
Fixed Route (FR)	0	0	0
Deviated FR	1,456	1,648	1,574
Complementary ADA	0	0	0
Paratransit	12,201	7,208	8,859
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	13,657	8,856	10,433

Vehicle Data	2020	2021	2022
Vehicle Miles	252,498	173,161	185,157
Roadcalls	3	8	2
Accidents	0	0	0
Vehicles	9	8	8
Drivers	4	4	3

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	5,667	3,012	3,047
Employment	2,788	2,988	3,335
Ed/Train/DayCare	4,072	1,386	2,392
Nutritional	958	541	494
Life-Sustaining/Other	172	929	1,165
TOTAL TRIPS	13,657	8,856	10,433

Financial and General Data	2020	2021	2022
Expenses	\$661,424	\$928,855	\$649,044
Revenues	\$719,733	\$901,303	\$622,224
Commendations	1	1	1
Complaints	0	0	0
Passenger No-Shows	233	109	136
Unmet Trip Requests	0	2	0

Passenger Trips By Revenue Source	2020	2021	2022
CTD	5,068	5,978	5,389
AHCA	2,762	421	557
APD	3,547	1,406	2,213
DOEA	0	0	0
DOE	0	0	0
Other	2,280	1,051	2,274
TOTAL TRIPS	13,657	8,856	10,433

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	84,166	21,645	92,578
Avg. Trips per Passenger	29.12	28.94	51.65
Cost per Trip	\$48.43	\$104.88	\$62.21
Cost per Paratransit Trip	\$48.43	\$104.88	\$62.21
Cost per Total Mile	\$2.62	\$5.36	\$3.51
Cost per Paratransit Mile	\$2.62	\$5.36	\$3.51

Trips by Provider Type	2020	2021	2022
CTC	13,657	8,856	10,433
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	13,657	8,856	10,433

Big Bend Transit, Inc.
Substance Abuse Management Policy

In accordance with USDOT and FTA Regulations

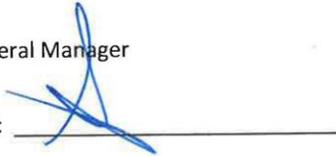
Big Bend Transit, Inc. is dedicated to providing safe, dependable, and economical transportation service to its patrons. Big Bend Transit, Inc. employees are a valuable resource and it is our agency's goal to provide a safe, healthy and satisfying working environment, free of the potential dangers posed by a safety-sensitive employee's use of prohibited drugs or misuse of alcohol.

This policy is established to comply with the Federal Transit Administration regulations codified as 49 CFR Part 655, as amended and USDOT regulations codified as 49 CFR Part 40, as amended. ***Policy provisions authorized by Big Bend Transit, Inc. are italicized and bolded throughout this policy.*** All other policy provisions are implemented under the authority of the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA).

This policy is approved by: Shawn Mitchell

Title of approving official: General Manager

Signature of approving official: _____



Date signed: 02/01/2022

Policy effective date: 02/01/2022

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/commodations?**
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 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: 07/01/2021 - 06/30/2022

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	\$ 296,450	\$ 0	\$ 296,450	\$ 302,067	\$ 0	\$ 302,067
Fringe Benefits	\$ 125,920	\$ 0	\$ 125,920	\$ 129,865	\$ 0	\$ 129,865
Services	\$ 44,724	\$ 0	\$ 44,724	\$ 36,119	\$ 0	\$ 36,119
Materials & Supplies Consumed	\$ 86,904	\$ 0	\$ 86,904	\$ 65,507	\$ 0	\$ 65,507
Utilities	\$ 5,495	\$ 0	\$ 5,495	\$ 8,379	\$ 0	\$ 8,379
Casualty & Liability	\$ 55,909	\$ 0	\$ 55,909	\$ 55,753	\$ 0	\$ 55,753
Taxes	\$ 185	\$ 0	\$ 185	\$ 246	\$ 0	\$ 246
Miscellaneous	\$ 10,295	\$ 0	\$ 10,295	\$ 9,075	\$ 0	\$ 9,075
Interest	\$ 1,439	\$ 0	\$ 1,439	\$ 1,273	\$ 0	\$ 1,273
Leases & Rentals	\$ 13,502	\$ 0	\$ 13,502	\$ 12,916	\$ 0	\$ 12,916
Capital Purchases	\$ 8,221	\$ 0	\$ 8,221	\$ 307,655	\$ 0	\$ 307,655
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
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
Total - Expense Sources	\$ 649,044	\$ 0	\$ 649,044	\$ 928,855	\$ 0	\$ 928,855

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
Total	2	1

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?**

	Low bid
	Requests for qualifications
	Negotiation only

√	Requests for proposals
	Requests for interested parties

X LEVEL OF COORDINATION

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

Big Bend Transit, Inc. provides information about the transportation program on the agency's website, and 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.

THIS PAGE LEFT BLANK INTENTIONALLY



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

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

November 14, 2022

TO: Madison County Transportation Disadvantaged Coordinating Board
 FROM: Lynn Godfrey, AICP, Senior Planner
 SUBJECT: 2021/2022 Annual Operating Report

RECOMMENDATION

Review Big Bend Transit, Inc’s 2021/2022 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 2021/2022 Annual Operating Report for Madison County.

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

Attachment

T:\Lynn\TD2022\Madison\Memos\aur.doc

THIS PAGE LEFT BLANK INTENTIONALLY



CTC Organization

County: Madison

Fiscal Year: 7/1/2021 - 6/30/2022

CTC Status: Submitted

CTD Status: Under Review

Date Initiated: 9/7/2022

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: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
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	1,574	N/A	1,574	1,648	N/A	1,648
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	7,913	0	7,913	6,506	0	6,506
Non-Ambulatory	946	0	946	702	0	702
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
Total - Service Type	10,433	0	10,433	8,856	0	8,856
Contracted Transportation Operator						
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
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	557	0	557	421	0	421
Agency for Persons with Disabilities (APD)	2,213	0	2,213	1,406	0	1,406
Comm for the Transportation Disadvantaged (CTD)	5,389	N/A	5,389	5,978	N/A	5,978
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)	4	0	4	2	0	2
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	1,574	0	1,574	776	0	776
Local Non-Government	696	0	696	273	0	273
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	10,433	0	10,433	8,856	0	8,856



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	3,674	0	3,674	3,708	0	3,708
Children At Risk	5	0	5	0	0	0
Persons With Disabilities	2,392	0	2,392	1,456	0	1,456
Low Income	3,579	0	3,579	1,211	0	1,211
Other	783	0	783	2,481	0	2,481
Total - Passenger Type	10,433	0	10,433	8,856	0	8,856
Trip Purpose - One Way						
Medical	3,047	0	3,047	3,012	0	3,012
Employment	3,335	0	3,335	2,988	0	2,988
Education/Training/Daycare	2,392	0	2,392	1,386	0	1,386
Nutritional	494	0	494	541	0	541
Life-Sustaining/Other	1,165	0	1,165	929	0	929
Total - Trip Purpose	10,433	0	10,433	8,856	0	8,856
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	202	0	202	306	0	306
Total - UDPHC	202	0	202	306	0	306
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	2	N/A	2
No Shows	136	N/A	136	109	N/A	109
Customer Feedback						
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: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	8,081	N/A	8,081	8,016	N/A	8,016
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	177,076	0	177,076	165,145	0	165,145
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
Total - Vehicle Miles	185,157	0	185,157	173,161	0	173,161
Roadcalls & Accidents						
Roadcalls	2	0	2	8	0	8
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	8	0	8	8	0	8
Number of Wheelchair Accessible Vehicles	8	0	8	8	0	8
Drivers						
Number of Full Time & Part Time Drivers	3	0	3	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: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 30,328	\$ 0	\$ 30,328	\$ 22,936	\$ 0	\$ 22,936
Agency for Persons with Disabilities (APD)	\$ 21,134	\$ 0	\$ 21,134	\$ 13,427	\$ 0	\$ 13,427
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)	\$ 334	\$ 0	\$ 334	\$ 185	\$ 0	\$ 185
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 210,961	N/A	\$ 210,961	\$ 237,084	N/A	\$ 237,084
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 83,877	N/A	\$ 83,877
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 198,594	\$ 0	\$ 198,594
49 USC 5311	\$ 319,208	\$ 0	\$ 319,208	\$ 309,989	\$ 0	\$ 309,989
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
Local Government						
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
Local Non-Government						
Farebox	\$ 19,881	\$ 0	\$ 19,881	\$ 17,052	\$ 0	\$ 17,052
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 3,598	\$ 0	\$ 3,598	\$ 1,379	\$ 0	\$ 1,379
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 622,224	\$ 0	\$ 622,224	\$ 901,303	\$ 0	\$ 901,303



**Transportation
Disadvantaged**

CTC Expense Sources

County: Madison

CTC Status: Submitted

CTC Organization: Big Bend Transit, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

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	\$ 296,450	\$ 0	\$ 296,450	\$ 302,067	\$ 0	\$ 302,067
Fringe Benefits	\$ 125,920	\$ 0	\$ 125,920	\$ 129,865	\$ 0	\$ 129,865
Services	\$ 44,724	\$ 0	\$ 44,724	\$ 36,119	\$ 0	\$ 36,119
Materials & Supplies Consumed	\$ 86,904	\$ 0	\$ 86,904	\$ 65,507	\$ 0	\$ 65,507
Utilities	\$ 5,495	\$ 0	\$ 5,495	\$ 8,379	\$ 0	\$ 8,379
Casualty & Liability	\$ 55,909	\$ 0	\$ 55,909	\$ 55,753	\$ 0	\$ 55,753
Taxes	\$ 185	\$ 0	\$ 185	\$ 246	\$ 0	\$ 246
Miscellaneous	\$ 10,295	\$ 0	\$ 10,295	\$ 9,075	\$ 0	\$ 9,075
Interest	\$ 1,439	\$ 0	\$ 1,439	\$ 1,273	\$ 0	\$ 1,273
Leases & Rentals	\$ 13,502	\$ 0	\$ 13,502	\$ 12,916	\$ 0	\$ 12,916
Capital Purchases	\$ 8,221	\$ 0	\$ 8,221	\$ 307,655	\$ 0	\$ 307,655
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
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
Total - Expense Sources	\$ 649,044	\$ 0	\$ 649,044	\$ 928,855	\$ 0	\$ 928,855

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	202



Trips By Type of Service	2020	2021	2022	Vehicle Data	2020	2021	2022
Fixed Route (FR)	0	0	0	Vehicle Miles	252,498	173,161	185,157
Deviated FR	1,456	1,648	1,574	Roadcalls	3	8	2
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	12,201	7,208	8,859	Vehicles	9	8	8
TNC	0	0	0	Drivers	4	4	3
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	13,657	8,856	10,433				

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	5,667	3,012	3,047
Employment	2,788	2,988	3,335
Ed/Train/DayCare	4,072	1,386	2,392
Nutritional	958	541	494
Life-Sustaining/Other	172	929	1,165
TOTAL TRIPS	13,657	8,856	10,433

Financial and General Data	2020	2021	2022
Expenses	\$661,424	\$928,855	\$649,044
Revenues	\$719,733	\$901,303	\$622,224
Commendations	1	1	1
Complaints	0	0	0
Passenger No-Shows	233	109	136
Unmet Trip Requests	0	2	0

Passenger Trips By Revenue Source	2020	2021	2022
CTD	5,068	5,978	5,389
AHCA	2,762	421	557
APD	3,547	1,406	2,213
DOEA	0	0	0
DOE	0	0	0
Other	2,280	1,051	2,274
TOTAL TRIPS	13,657	8,856	10,433

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	84,166	21,645	92,578
Avg. Trips per Passenger	29.12	28.94	51.65
Cost per Trip	\$48.43	\$104.88	\$62.21
Cost per Paratransit Trip	\$48.43	\$104.88	\$62.21
Cost per Total Mile	\$2.62	\$5.36	\$3.51
Cost per Paratransit Mile	\$2.62	\$5.36	\$3.51

Trips by Provider Type	2020	2021	2022
CTC	13,657	8,856	10,433
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	13,657	8,856	10,433

THIS PAGE LEFT BLANK INTENTIONALLY



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

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

November 14, 2022

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\TD2022\Madison\Memos\statnov.docx

THIS PAGE LEFT BLANK INTENTIONALLY



MADISON COUNTY RIDERSHIP REPORT

QUARTERLY REPORT

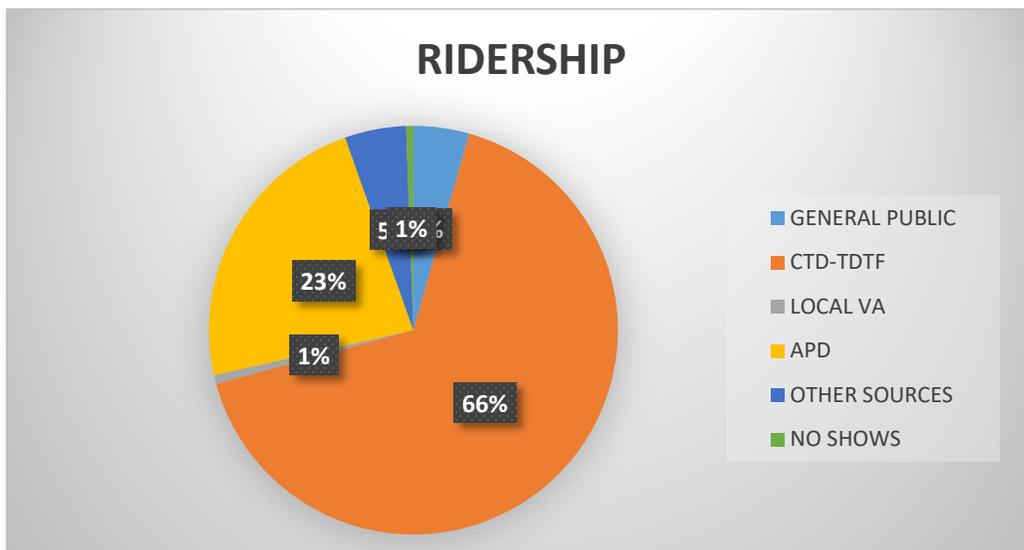
JULY 2022 – SEPTEMBER 2022

COMMUNITY TRANSPORTATION QUARTERLY REPORT
(JULY 2022 – SEPTEMBER 2022)

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
TOTAL	811	742	734	2,287

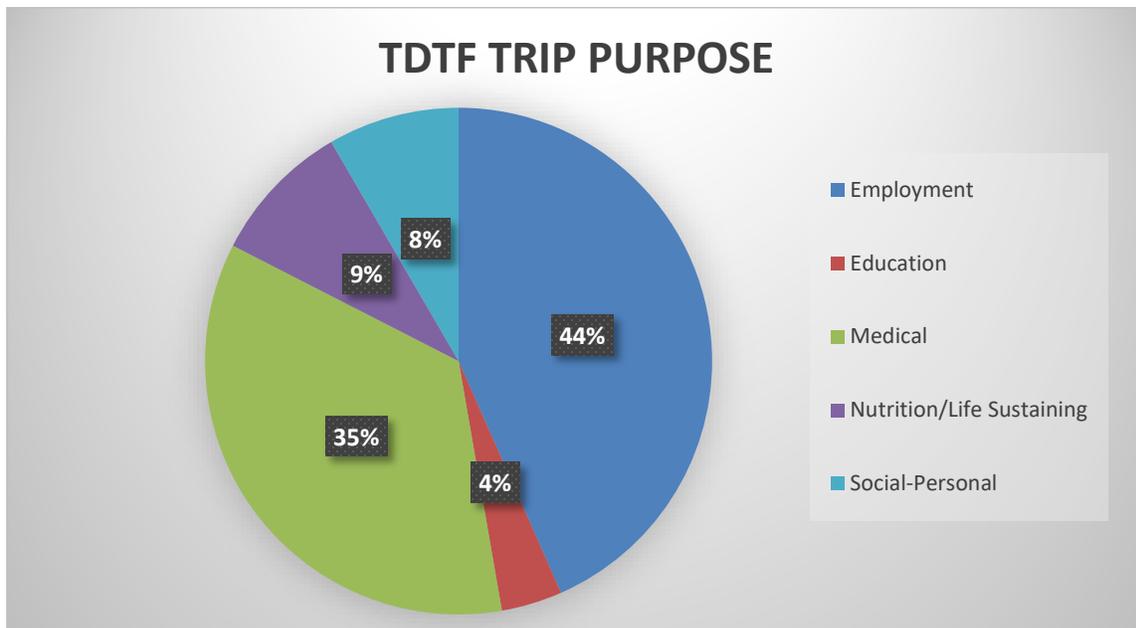


TDTF TRIP PURPOSE

Of the TDTF trips provided during this period, 44 percent were for employment; 35 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

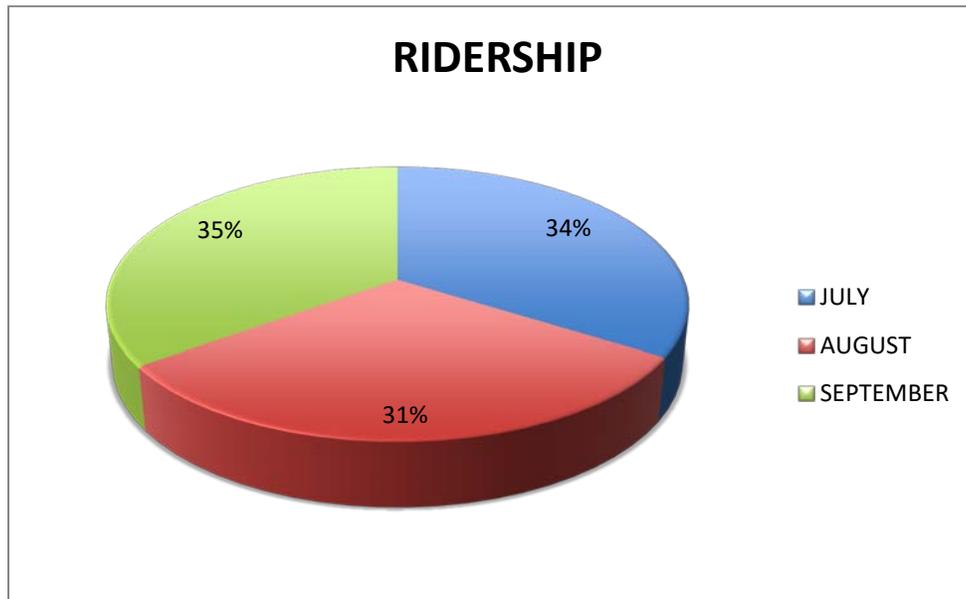
TDTF TRIP PURPOSE	JULY	AUGUST	SEPTEMBER	TOTAL
Employment	229	218	211	658
Education	10	32	17	59
Medical	210	175	150	535
Nutrition/Life Sustaining	39	36	63	138
Social-Personal	70	28	29	127
Total	558	489	470	1,517



NUMBER OF GRIEVANCES FILED (0)

“IN TOWN SHUTTLE REPORT”

JULY	AUGUST	SEPTEMBER	TOTAL
195	179	201	575



ATTENDANCE RECORD

**MADISON COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD**

MEMBER/ORGANIZATION	NAME	11/1/21	2/7/22	4/4/22	8/1/22
Chair	Commissioner Ronnie Moore	P	P	P	P
Florida Department of Transportation Alternate Member	Geanelly Reveron Lauren Adams				A P
Florida Department of Children and Families Alternate Member	Steve Russell (Vacant)	P	P	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	P A	P A	P A	A A
Florida Agency for Persons with Disabilities Alternate Member	Sheryl Dick-Stanford Sylvia Bamburg	A A	P A	P A	A A
Public Education Alternate Member	Melinda Richie (Vacant)	P	P	A	A
Citizen Advocate Alternate Member	Renee Demps Farron Perry				A P
Citizen Advocate-User Alternate Member	(Vacant) (Vacant)				
Elderly Alternate Member	Carl A. Sims, Jr. (Vacant)	P	A	A	A
Veterans Alternate Member	Alvin Swilley (Vacant)	P	P	P	A
Persons with Disabilities Alternate Member	Paula Arnold (Vacant)	A	P	A	A
Florida Association for Community Action Alternate Member	Matthew Pearson Vacant	P	P	A	A
Children at Risk Alternate Member	Donna Hagan (Vacant)				
Local Medical Community Alternate Member	Shanetha Mitchell Kimberly Allbritton			P A	P A
Regional Workforce Board Alternate Member	Diane Head Anthony Jennings	P A	A 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."

THIS PAGE LEFT BLANK INTENTIONALLY