
GADSDEN COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Fiscal Year 2017-2022

Prepared by the

*Gadsden County
Transportation Disadvantaged Coordinating Board*

*Big Bend Transit, Inc.
the Community Transportation Coordinator*

*Apalachee Regional Planning Council
the Designated Official Planning Agency*

Approved by the

*Gadsden County Transportation Disadvantaged Coordinating Board
on September 21, 2017*

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Apalachee Regional Planning Council

Serving Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson,
Liberty, Leon and Wakulla Counties and their municipalities



Gadsden County Coordinating Board Membership Certification

The Apalachee Regional Planning Council certifies that:

1. The membership of the local coordinating board, established pursuant to rule 41-2.012(3), F. A. C., does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

| Representation | Member's Name | Alternate's Name | Term |
|-------------------------|-----------------------|--------------------------------|-----------------------|
| Chairman | Eric Hinson | | |
| Elderly | Willie Scott | | July 2017 – June 2019 |
| Disabled | (vacant) | | |
| Citizen Advocate | Julius Harris | | July 2017 – June 2018 |
| Citizen Advocate/User | Bernice Collins | | July 2017 – June 2019 |
| Veterans | Mike Jackson | | July 2017 – June 2020 |
| Community Action | Rosemari McCaskill | Anne Robinson | July 2017 – June 2018 |
| Public Education | (vacant) | | |
| Children at Risk | Joy Anderson | | July 2017 – June 2019 |
| Workforce Dvp Board | Dee Robinson | | July 2017 – June 2020 |
| Medical | Adrian Cooksey Wilson | Stacey Hannigon | July 2017 – June 2018 |
| FDOT | Kathy Rudd | | |
| FDCF | Darlene King | | |
| FDOE/VR | Shakelia Epps | | |
| FDEA | James Hinson | | |
| AHCA | Amie Bounds | Cheryl Meeks Kenyatta Smith | |
| Private Trans. Industry | <i>Not Applicable</i> | | |
| Mass/Public Transit | <i>Not Applicable</i> | | |

Signature:

Randy Merritt

Date: September ____, 2017

OFFICE

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Tallahassee, Florida 32303

CONTACT

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**GADSDEN COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
UPDATE TABLE
September 21, 2017**

Updated/amended areas are indicated with a “✓”.

**LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION
ROLL CALL VOTE PAGE**

✓
✓

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| 6. Vehicle Inventory | 33 | ✓ |
| 7. System Safety Program Plan Certification | 34 | ✓ |
| 8. Intercounty Services | 35 | ✓ |
| 9. Emergency Preparedness and Response | 35 | ✓ |
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GADSDEN COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
September 21, 2017

ADOPTION OF
TRANSPORTATION DISADVANTAGED SERVICE PLAN
FOR THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

ROLL CALL VOTE

| Representation | Member's Name | Alternate's Name | Term |
|-------------------------|-----------------------|--------------------------------|-----------------------|
| Chairman | Eric Hinson | | |
| Elderly | Willie Scott | | July 2017 – June 2019 |
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| FDEA | James Hinson | | |
| AHCA | Amie Bounds | Cheryl Meeks Kenyatta Smith | |
| Private Trans. Industry | <i>Not Applicable</i> | | |
| Mass/Public Transit | <i>Not Applicable</i> | | |

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the 21st day of September, 2017.

Coordinating Board Chairperson _____

* * * *

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

Transportation is often the vital link between not only quality of life, but also, jobs, access to medical care, and other life sustaining needs for some of the most vulnerable citizens. The Florida Legislature created the Florida Commission for the Transportation Disadvantaged (Commission) in 1989 to coordinate the transportation services provided to the transportation disadvantaged. The authority of the Commission derives from Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The Commission is an independent agency located within the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently, with rule making and budget authority. The Commission employs staff to administer and monitor the statutory requirements for the program.

Florida's transportation disadvantaged are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk. Chapter 427, Florida Statutes was created to promote the delivery of transportation services to the transportation disadvantaged in a coordinated manner that is cost effective, efficient, and reduces fragmentation and duplication of services, as well as, increase planning for transportation services.

In 1990, the Apalachee Regional Planning Council applied for the designation as the official planning agency for the county. In the application, the Apalachee Regional Planning Council noted its qualifications, experienced personnel and knowledge of planning. In addition, the Apalachee Regional Planning Council demonstrated how it would comply with the duties and responsibilities of the designated official planning agency for various activities.

Once appointed by the Commission for the Transportation Disadvantaged as the designated official planning agency for the county, the Apalachee Regional Planning Council applied for and received funding from the Commission through the Transportation Disadvantaged Trust Fund. Since then, the Council has continued to serve as the designated official planning agency for the county.

2. Community Transportation Coordinator Designation Date/History

The Apalachee Regional Planning Council, as the designated official planning agency for the county, initiated a procedure for the selection of a community transportation coordinator in 1990. The Apalachee Regional Planning Council, in consultation with the local transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community transportation coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. There was only one response received from Big Bend Transit, Inc. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Big Bend Transit, Inc. was the best source of providing the needed transportation due to its years of experience and its fleet of vehicles to provide the services in a cost competitive fashion. The transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council that Big Bend Transit, Inc. serve as the community transportation coordinator on September 5, 1990. Big Bend Transit, Inc. was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Big Bend Transit, Inc. has continued to serve as the community transportation coordinator for Gadsden County since that date. The most recent designation was made by the Commission for the Transportation Disadvantaged on May 17, 2017 for the continuation of Big Bend Transit, Inc. as the community transportation coordinator, effective July 1, 2017 for a five year term.

3. Organizational Chart

The Florida Coordinated Transportation System is made up of many components. The principal participants in the delivery of transportation disadvantaged services in Florida are described below.

Commission for the Transportation Disadvantaged was created to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency within the Department of Transportation. It administers the Transportation Disadvantaged Trust Fund for the Commission's operations and a statewide local grants program for the delivery of transportation services. The Commission appoints the community transportation coordinators and the designated official planning agency in each service area. The mission statement of the Commission is to "Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons".

Designated Official Planning Agencies have the responsibility for transportation disadvantaged planning. They recommend to the Commission the community transportation coordinator to serve in the service area. The designated official planning agency also appoints and staffs the local coordinating board.

Transportation Disadvantaged Coordinating Board provides local assistance to the community transportation coordinator. They identify local service needs and provide information, advice and direction to the coordinator on the coordination of services. Each coordinating board is recognized as an advisory body in its service area and is composed of local representatives from different sectors of the community, such as the elderly, the disabled, the economically disadvantaged, veterans, users, public education, agencies that purchase transportation services, transportation industry/providers, and local government.

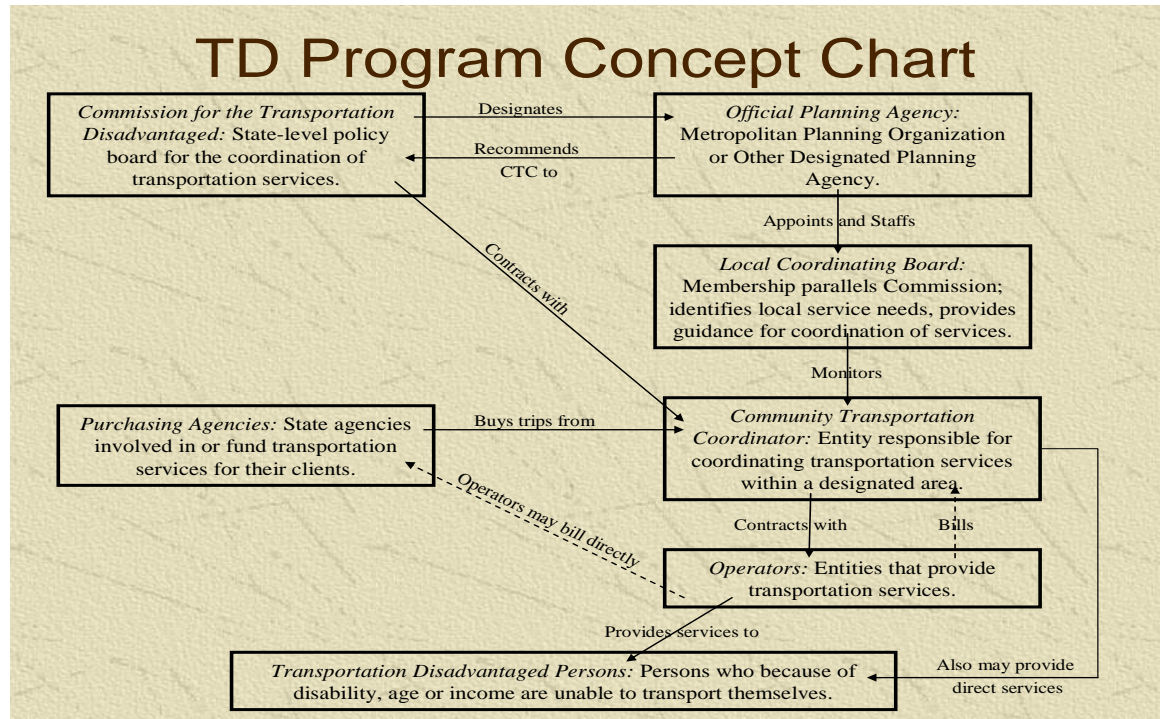
Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services for transportation disadvantaged persons in a service area. All agencies and transportation operators that receive federal, state, or local government transportation funds are required to contract with the community transportation coordinator for transportation services. The coordinator may contract with local transportation operators to provide transportation or, if none exists, may provide all the transportation services.

Transportation Operators are the actual providers of transportation services. Any public, private for-profit, or private non-profit provider of transportation services under contract with a community transportation coordinator is considered a transportation operator. Any social service agency that operates its own vehicles for the delivery of transportation service is also considered a transportation operator if the vehicles are purchased or operated with federal, state, or local government funds, and it must contract with the community transportation coordinator. The community transportation coordinator is itself a transportation operator if it provides some or all of the service.

Purchasing and Funding Agencies are those agencies receiving federal, state, or local government funds for transportation. These agencies must purchase service from the community transportation coordinator.

Transportation Disadvantaged Persons are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities. The legislation also includes children who are “high-risk” or “at-risk” of developmental disabilities.

COORDINATED TRANSPORTATION SYSTEM



Official Planning Agency:
 Local Coordinating Board:
 Community Transportation Coordinator:
 Operators:
 Purchasing Agencies:

Apalachee Regional Planning Council
 See Certification
 Big Bend Transit, Inc.
 Big Bend Transit, Inc.
 Florida Commission for the Transportation Disadvantaged (TD Trust Fund), Florida Department of Children & Families, Agency for Persons with Disabilities, Florida Department of Education, miscellaneous others

4. Consistency Review of Other Plans

This Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

Local Government Comprehensive Plan

Pursuant to Chapter 163, Florida Statutes, each local government in Florida must prepare and adopt a comprehensive plan which inventories existing land uses, infrastructure, housing conditions, transportation systems and establishes goals, objectives and policies designed to manage growth during the planning period, which must be, at a minimum, ten years. Local comprehensive plans must contain at least one or more specific objectives which would “coordinate with the plans of any appropriate metropolitan planning organization, any public transportation authority, any appropriate resource planning and management plan prepared pursuant to Chapter 380, Florida Statutes, and approved by the Governor and Cabinet, and the Florida Department of Transportation’s 5-Year Transportation Plan”.

Apalachee Strategic Regional Policy Plan

The Apalachee Strategic Regional Policy Plan, adopted June 1996, establishes a goal to reduce the number of transportation disadvantaged persons not served by the coordinated system. Included within this goal are policies and implementation strategies necessary for achieving the goal.

Transit Development Plan

This plan is not applicable to this area.

Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The statewide five-year plan, mandated by Chapter 427, Florida Statutes projects the demand for transportation disadvantaged services over the next five years and compares the cost of meeting that demand with the projected availability of funds. The plan also develops goals, objectives and implementation strategies for meeting the needs of the transportation disadvantaged. The plan is comprised of many sections; among them are descriptions of the transportation disadvantaged services.

Metropolitan Planning Organization Long Range Transportation Plan

The county is located within the Capital Region Transportation Planning Agency (CRTPA) boundaries. The Year 2040 Regional Mobility Plan (formerly the Long Range Transportation Plan) is the foundation for transportation improvements in the CRTPA area. The plan is a collaborative effort between the community, elected officials and professionals from the local, state and federal government. The plan addresses the transportation needs and funding for the next twenty years for the region and is updated every five years to reflect the changes in community needs, population, economics, employment and land use. A copy of the Regional Mobility Plan can be obtained on-line, www.crtpa.org.

Transportation Improvement Program

The county is located within the Capital Region Transportation Planning Agency (CRTPA) boundaries. The Year 2018-2022 Transportation Improvement Program (TIP) provides a staged, multi-year listing of regionally significant transportation improvements that will be funded by Title 23 and Title 49 U.S.C. funds within the CRTPA. In addition, the TIP contains all regionally significant projects for which federal action is required, regardless of whether the projects are to be funded with Title 23 and Title 49 funds. The TIP contains major transportation projects as well as transportation systems management, bicycle/pedestrian, public transportation, aviation, resurfacing/repaving and bridge rehabilitation/replacement projects. State and federally funded projects for areas of the county which are located within the CRTPA planning boundary are contained in the TIP. A copy of the TIP can be obtained on-line, www.crtpa.org.

5. Public Participation

It is important that stakeholders be included in the development and implementation of the transportation disadvantaged service plan. A public hearing is held annually to allow residents the opportunity to discuss unmet transportation needs, or any other areas that relate to the local transportation services. All board and committee meetings are advertised in the local newspapers. The quarterly meeting agendas include an opportunity for public comments.

The Apalachee Regional Planning Council selects the transportation disadvantaged coordinating board's membership from a cross section of the local community to include representation from (a) transportation partners, (b) passengers and advocates, (c) human service partners and (d) others. The Apalachee Regional Planning Council contacts agencies and community human services programs and requests their nominations to the transportation disadvantaged coordinating board. User group nominations such as the disabled, users and the elderly are received by recommendation from community advocates in the community. The Apalachee Regional Planning Council submits the transportation disadvantaged coordinating board membership certification to the Commission and certifies that the membership of the local coordinating board, established pursuant to Rule 41-2.012(3), F.A.C., does in fact represent the appropriate parties. The membership varies throughout the year due to term expirations, resignations, and member's inability to attend meetings on a regular basis. Amendments are provided as needed throughout the year.

LOCAL COORDINATING BOARD CERTIFICATION

| Representation | Member's Name | Alternate's Name | Term |
|-------------------------|-----------------------|--------------------------------|-----------------------|
| Chairman | Eric Hinson | | |
| Elderly | Willie Scott | | July 2017 – June 2019 |
| Disabled | (vacant) | | |
| Citizen Advocate | Julius Harris | | July 2017 – June 2018 |
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| Private Trans. Industry | <i>Not Applicable</i> | | |
| Mass/Public Transit | <i>Not Applicable</i> | | |

Updated: September 21, 2017

B. County Profile/Demographics

1. Service Area Description

Gadsden County is located in northwest Florida and is bordered by Grady, Decatur and Seminole Counties in Georgia and by Jackson, Liberty and Leon Counties in Florida. The county has 516.33 square miles of land and 12.20 square miles of water for a total area of 528.53 square miles. The county seat is located in Quincy, the largest incorporated municipality. Other incorporated municipalities in Gadsden County are Chattahoochee, Greensboro, Gretna, Havana and Midway.

2. Demographics

a. Land Use

The fundamental purpose of any transportation system is to move people between specific points. Therefore, the transportation system has considerable influence on the distribution of land uses, population and activities. Furthermore, the greater the efficiency of and access to a transportation system, the more vital and productive the economy. An adequate system consists of many different modes, including mass transit, paratransit transportation, and individual travel.

In Florida, the allocation and management of land is governed by Chapter 163, Florida Statutes, which is known as the Local Government Comprehensive Planning and Land Development Regulation Act. Chapter 163, Florida Statutes, required local governments to prepare a comprehensive plan that allocates land by uses (e.g., residential, commercial, industrial, etc.) and establishes density and intensity standards for development. The amount of land assigned by a local government usually correlates to past development trends, population changes, the available transportation network and other public infrastructure, such as potable water, and centralized sewer, and expectations of future behavior and trends.

The comprehensive plans for the municipalities and towns indicate that residential land within the municipalities occupies the largest percentage of developed land. Future land use maps indicate that moderate residential growth will occur in areas presently designated as residential. Other areas were designated as commercial, industrial and public which would contain retail opportunities, employment centers, and governmental services. The future land use allocations indicate that origination points may change within the next ten years while destination points remain similar.

The roadways of the county have been classified according to their primary function or use utilizing standards developed by the Florida Department of Transportation. The existing level of service indicates that traffic flow within the county is relatively stable and free flowing. These factors indicate that travel time within the county will be influenced primarily by distance.

A key factor affecting the use of alternative means of travel is land use. Locating housing in close proximity to services, shopping, employment and other facilities can provide accessibility for those who can't or choose not to drive, reducing vehicle trips and reducing trip lengths for those who do drive. Furthermore, a long distance drive to work increases cost to the employee and the transportation system. The reverse, increasing the availability of services, shopping and employment within the rural county, increases accessibility and reduces traffic impacts in the larger counties.

Staff of the community transportation coordinator has indicated that the majority of inter-county trips is medical trips and has Tallahassee as their primary destinations. Based on the existing and adopted Level of Service standards, travel time should be primarily influenced by distance. Within the City of Tallahassee, traffic volumes are higher and may increase the travel time to medical care.

b. Population/Composition

The 2010 Census reported the county's population as 46,389. The *2010 Florida Statistical Abstract*, compiled by the Bureau of Economic and Business Research, University of Florida, provides quick, yet comprehensive, overviews of current economic and demographic characteristics of the county. The information provided is the most recent data available. Overview of current economic and demographic characteristics of the county is provided in the following tables.

POPULATION GROWTH

| | Total | 0-14 | 15-24 | 25-44 | 45-64 | 65+ |
|-------------|--------|--------|-------|--------|--------|-------|
| 1990 | 41,105 | 10,108 | 3,160 | 12,169 | 7,483 | 5,185 |
| 2000 | 45,087 | 9,781 | 6,411 | 13,037 | 10,371 | 5,487 |
| 2010 | 46,389 | 9,291 | 5,859 | 11,656 | 13,260 | 6,323 |

SOURCE: U. S. Census Bureau

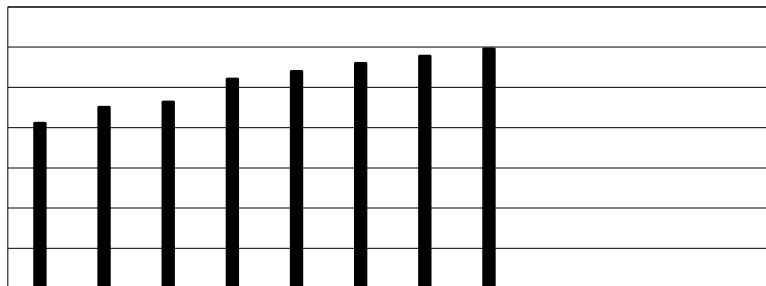
COMPOSITION

| | |
|---|--------|
| Men | 22,647 |
| Women | 23,742 |
| Veterans | 3,478 |
| Disabled (Receiving SSI) | 2,589 |
| Density (Persons/Square Mile) | 89.8 |
| Median age (years) | 38.9 |
| Public School Enrollment | 10,680 |
| Percentage High School Graduate or Higher | 75.7% |
| Percentage Bachelor's Degree or Higher | 12.3% |

SOURCES: U. S. Census Bureau, 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

POPULATION PROJECTIONS

This chart indicates the anticipated county growth in population based on census counts, estimates and projections.



SOURCES: U.S. Census, and 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

POPULATION DISTRIBUTION

| Location | Census 2000 | Estimates 2009 | Percentage Change 2000-2009 |
|----------------|----------------|-------------------|--------------------------------|
| Chattahoochee | 3,287 | 3,282 | -0.15 |
| Greensboro | 619 | 619 | 0.00 |
| Gretna | 1,709 | 1,709 | 0.00 |
| Havana | 1,713 | 1,826 | 6.60 |
| Midway | 1,446 | 1,710 | 18.26 |
| Quincy | 6,982 | 7,384 | 5.76 |
| Unincorporated | 29,331 | 33,516 | 14.27 |
| County | 45,087 | 50,046 | 11.00 |

SOURCES: U. S. Census Bureau, 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

Housing Classifications and Patterns

As the region continues to grow, additional housing will be needed in every county. Where this housing should be located is a major planning issue. Local, state and federal government regulations can have a major impact on the location of affordable housing. In some instances, there are regulations encourage the provision of affordable housing, while in other instances they discourage and sometimes prohibit housing in various locations. Government expenditures, for example on roads, schools and parks, do the same. Nevertheless, local governments are required in their comprehensive plans to ensure the provision of adequate sites for affordable housing for existing residents and anticipated population growth.

Accessibility to facilities such as shopping, schools, mass and paratransit, recreation and employment is a critical issue. The lack of access to these facilities adversely affects independence, costs, and ability to participate as a member of society, especially for individuals who are unable to drive. For many working Floridians, inaccessibility of affordable housing with respect to their place of employment is a major problem. The longer the distance to work, the higher the cost to the employee, the fewer the transportation choices, and the lower the reliability of available means of transportation. An imbalance in the location of jobs and housing isolates those without automobiles from new employment opportunities; increases traffic congestion; and artificially inflates the value of housing located near employment centers. The failure to conduct land use planning that is sensitive to affordable housing in the areas of density, jobs-housing balance, and urban mobility is directly contributing to the growing affordable housing shortages.

An additional means of measuring demand for housing is to determine the ratio of existing jobs to existing housing units. According to one study, a mismatch between the location of jobs and the location of affordable housing is forcing employees to reside farther from their work place than they would otherwise choose. This study states that a "balanced" community has a ratio of jobs to housing units within a range of 0.75-1.50. A high ratio suggests that there is an insufficient supply of available housing within the community so employees must live elsewhere. This analysis has its limits. The jobs must match the workforce skills in that community and the housing costs must generally match the income. Also, there will always be residents who work outside the community, regardless of the jobs/housing ratio. Despite these limits, the ratio does provide a comparative indicator of housing availability.

| | 1990 | 2000 | Percentage of Change 1990-2000 | Estimates 2009 | Percentage of Change 2000 – 2009 |
|------------------------|--------|--------|--------------------------------------|-------------------|--|
| Households | 13,405 | 15,867 | 18.4 | 17,612 | 11.0 |
| Average Household Size | 2.9 | 2.69 | | 2.65 | |

SOURCES: U. S. Census Bureau, 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida,

Automobile Ownership and Use

Historically, automobiles have been used primarily for commuting to work. Not only are the preponderate of American automotive trips employment related, and people in the county do not differ from this norm, the majority of these trips are single occupancy. An analysis of data indicates that person who is defined as transportation disadvantaged may be under represented in the labor market, since this segment of the population does not own transportation or is unable to provide its own transportation. Although the Census data indicates that opportunities exist for the provision of employment related trips through the transportation disadvantaged system, the demand for these trips have not been significant in the county.

Means of Transportation for Work Related Trips

Seventy-six percent of Gadsden County workers drove to work alone in 2006-2010, 16 percent carpooled, less than 1 percent took public transportation, and 6 percent used other means. The remaining 2 percent worked at home. Among those who commuted to work, it took them on average 29.1 minutes to get to work.

AUTOMOBILE OWNERSHIP & USE 2008 - 2009

| | |
|--------------------------------------|--------|
| Total Tags Purchased | 41,386 |
| Passenger Car Tags | 21,206 |
| Households with no Vehicle Available | 2,069 |

SOURCE: U. S. Census Bureau, 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida,

Historic Traditions/Cultural Descriptions

Gadsden County is part of the least populous planning region in the State, the Apalachee Region. Although the region has not seen the phenomenal growth experienced by much of the rest of the state, the rate of growth has increased steadily and is projected to continue.

The slower rate of growth in the Apalachee Region has resulted in the preservation of many of the natural, historic, and cultural resources. There are many special features in the region, some of which are unique in the state: wetlands; springs and sinkholes; ridge and ravine systems; and the numerous state and national parks, reserves and forests. Wetlands cover more than 25 percent of the region's land area and constitute an important natural feature. Wildlife of many species relies on these areas for habitat and cover. In addition, these areas serve a vital function in the hydrologic cycle by acting as a buffer zone for floodwaters, recharging and discharging the aquifer, and filtering debris and pollutants from run-off. Freshwater springs and sinks are features that enhance the region. Five of the ten largest first magnitude springs in the state are in the Apalachee Region. These crystal clear springs and sinkholes are important local recreational and aesthetic resources. Some are open to the public, many are privately owned. The ridge and ravine systems of north Liberty and west Gadsden Counties are unique in the state, and the endangered *Torreya* tree is found only in this specific local area and in parts of California and China. In addition to numerous local recreational facilities, the Apalachee Region is home to many state parks and recreation areas; the Apalachee National Forest, the largest national forest in the state; two national wildlife refuges and aquatic preserves; and over 80 historic and archaeological sites. These numerous natural features contribute to the maintenance of a quality of life that includes natural resource harvesting (such as agriculture and silviculture), hunting, outdoor recreation, and low-density development.

Government Descriptions

There are six local governments in Gadsden County --- 5 incorporated communities and the unincorporated area, which is governed by the Gadsden County Board of Commissioners. Due to the inclusion of the state capital within the Apalachee Region virtually every state agency has an office within the region. Most federal agencies have a state headquarters office in Tallahassee, as well. As is to be expected because of the proximity of the state capital, government is one of the primary employment sectors.

c. Employment

In 2008-2009, for the employed population 16 years and older, the leading industries in Gadsden County were trade, transportation and utilities (14.4%), natural resources and mining (10.5%), manufacturing (8.5%), education and health services (5.7%), construction (5.6%), professional and business services (4.7%), public administration (4.6%), leisure and hospitality (4.1%), financial activities (1.6%), information (1.2%) other services (1.2%) and unclassified employment (37.9%). These employers are dispersed throughout the county making the provision of transportation services for employment difficult. The number of persons employed by the employers is relatively small when commuter ratios are considered.

2009 EMPLOYMENT STATISTICS

| | |
|---|----------|
| Labor Force | 21,640 |
| Employment | 19,487 |
| Unemployment Rate | 9.9% |
| Employed Working Outside of County of Residence | 50% |
| Families Below Poverty Level | 26.6% |
| Median Household Income, | \$34,316 |

SOURCES: U. S. Census Bureau; 2010 Florida Statistical Abstract, Bureau of Economic & Business Research, University of Florida

LARGEST EMPLOYERS

| COMPANY | PRODUCT/SERVICE | EMPLOYEES |
|------------------------------|----------------------------|-----------|
| Coastal Lumber Company | Lumber/plywood | 325 |
| Talquin Electric Cooperative | Utilities | 175 |
| T Formation | Screen printing | 137 |
| TeligentEMS | Electronics Manufacturer | 130 |
| Super-Valu | Wholesale food distributor | 130 |
| Tri-Eagle Sales | Beer Distribution | 115 |
| Higdon Furniture company | Furniture | 113 |
| Quincy Joist | Steel Joists | 100 |
| The Printing House | Printing | 95 |
| BASF | Mining | 90 |

SOURCE: 2010 Florida County Profile, Enterprise Florida

d. Major Trip Generators/Attractors

Trip generators are land use from which trips originate, such as residential areas and group homes, while trip attractors are land uses which serve as the destinations of trips. Types of attractors include shopping areas, employment centers, medical facilities, educational facilities, governmental offices and recreational areas.

While many of the trips made by clients occur within the confines of the County, the majority of the trips are located in neighboring counties or even more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the community transportation coordinator in order to deliver these services efficiently.

Trip generators and attractors were identified by the planning agency and the community transportation coordinator and are listed below.

TRIP GENERATORS AND ATTRACTORS

| | | |
|--------------------|---|--|
| Employment | Big Bend Workforce Center | 1140 West Clark Street, Quincy |
| | Workforce Plus | 1140 West Clark Street, Quincy |
| | United Farm Workers Union | 14 West Jefferson Street, Quincy |
| | United Steelworkers Local 174 | 122 South Duval Street, Quincy |
| Social Activities | Brehon Institute for Human Services | 385 East Jefferson Street, Quincy |
| | Catholic Charities Family Services | 27 North Shadow Street, Quincy |
| | Christ Town Ministries | 212 West Jefferson Street, Quincy |
| | Gadsden Arts Center | 13 North Madison Street, Quincy |
| | Gadsden County Republican Party | 97 Kings Road, Havana |
| | Gadsden Co. Senior Citizens Council, Inc. | |
| | Golf Club of Quincy, The | 2291 Soloman Dairy Road, Quincy |
| | Investing in our Youth | 600 South Adams, Quincy |
| | Kiwanis Club | Quincy |
| | Lions Club | |
| | Pat Thomas Park | 949 Hopkins Landing Road, Quincy |
| | Quincy Music Theatre, The | 118 East Washington Street, Quincy |
| | Quincy Rotary Club | Quincy |
| | Quincy Women's Club | Quincy |
| | Ranch House Recreation Center, The | 308 William Street, Gretna |
| | Sawano Country Club | Attapulgis Highway, Quincy |
| | Thomas Field Post 217 | Attapulgis Highway, Quincy |
| | West Gadsden Historical Society | Greensboro |
| Housing Facilities | Arbor Crest Apartments | 62 North Cleveland Street, Quincy |
| | Gadsden Arms Apartments, Inc. | 503 South Stewart Street, Quincy |
| | Gadsden Assn. Rehabilitation Center, Inc. Group Home | 905 Martin Luther King Jr., Blvd, Quincy |
| | Golden Leaf Apartments | 122 North Cleveland Street, Quincy |
| | Green Meadows Apartments | 944 Strong Road, Quincy |
| | Home Trailer Park | 2215 West Jefferson Street, Quincy |
| | Magnolia House | 1125 Strong Road, Quincy |
| | McClouds Group Home | 140 Astor Avenue, Quincy |
| | Omega Villas Apartments | 405-2 Strong Road, Quincy |
| | Parkview Garden & Manor Apartments | 500 South Atlanta Street, Quincy |
| | Rentz Mobile Home Park | 71 Rentz Road, Quincy |
| | River Chase Care Center | 1000 Strong Road, Quincy |
| | Triple Oaks Apartments | 405 Strong Road, Quincy |
| | Vanguard Village Apartments | 33 Church Street, Gretna |
| | Triple Oaks Apartments | 405 Strong Road, Quincy |
| | Careful Care Personal Home Care | 601 East Griffin Avenue, Quincy |
| | Disc Village | 305 West Crawford Street, Quincy |
| Health Care | Abbey Eye Institute Diabetes Glaucoma & Eye Laser Surgery | 23 North Madison Street, Quincy |

| | | |
|--|---|---|
| | Apalachee Center for Human Services | 79 LaSalle Path, Quincy |
| | Assured Care of Florida | 385 East Jefferson Street, Quincy |
| | Big Bend Hospice | 105 North Jackson Street, Quincy |
| | Buy Rite Drug | 35 Jefferson Street, Chattahoochee |
| | Con-Techs Health & Safety | Havana |
| | Copeland Therapeutic Massage | 104 East Washington Street, Quincy |
| | Dr. Don Cross, DC | 1102 West Jefferson Street, Quincy |
| | CVS Pharmacy | 1208 West Jefferson Street, Quincy |
| | Emiko, Dr. Chookiert | 21 North Love Street, Quincy |
| | Faith Home Health, Inc. | 1633 High Bridge Road, Quincy |
| | Florida State Hospital | Chattahoochee |
| | Gadsden Assn. Rehabilitation Center, Inc. | 1633 High Bridge Road, Quincy |
| | Gadsden Family Clinic Dr. Gloria Ramos | 304 East Jefferson Street, Quincy |
| | Gadsden Health Department | Quincy |
| | Jessie Furlow Medical Center Dr. Jeffery Wasserman, DO Elaine Larkins, ARNP | 1249 Strong Road, Quincy |
| | Gadsden Community Health Council | 79 Lasalle Lefalle Drive, Quincy |
| | Hart, Dr. Raymond, DDS | 209 West Washington Street, Quincy |
| | James-Wilson, Dr. Eve, DMD | 223 East Washington Street, Quincy |
| | Massey Drugs | 105 West Jefferson Street, Quincy |
| | McClaren, Dr. Harry, PHD | 412 West Washington Street, Chattahoochee |
| | Medical Center Pharmacy | 306 East Jefferson Street, Quincy |
| | Melzer, Melzer & Melzer, DMD | 321 West Washington Street, Chattahoochee |
| | Mick, Dr. Terry Jean | 315 North Madison Street, Quincy |
| | Miller, Dr. Joseph D. | 116 East 7 th Avenue, Havana |
| | Mills, Caron Massage Therapy | 1780 Attapulgis Highway, Quincy |
| | NHC Home Care | 860 Strong Road, Quincy |
| | Newberry, Dr. Mark | 602 East 5 th Avenue, Havana |
| | Quincy Care Linda Bianco, ARNP | 300 East Jefferson Street, Quincy |
| | Quincy Family Medicine, Inc. Dr. Carla M Holloman, DO | Quincy |
| | Lab First, Inc. | 215 West Jefferson Street, Quincy |
| | Regional Therapy Services, Inc. | 108 North Adams Street, Quincy |
| | Rehab Advantage | 1017 Strong Road, Quincy |
| | South East Eye Specialists Dr. James A. Stephens, OD Dr. W. Stan Peacock, OD Dr. Josua Trafton, OD | 21 South Madison Street, Quincy |
| | Tallahassee Memorial Family Medicine | 600 LaSalle Lefall Drive, Quincy |
| | Tallahassee Memorial Rehab | 16 West Washington Street, Quincy |
| | Cardiology Group of North Florida | 230 East Crawford Street, Quincy |
| | Walgreen Drug Store | 1217 West Jefferson Street, Quincy |
| | Walgreen Drug Store/Winn-Dixie | 1632 West Jefferson Street, Quincy |
| | Wal-Mart Pharmacy | 1940 Pat Thomas Parkway, Quincy |
| | Watson, Dr. Sterling, DMD | 236 East Jefferson Street, Quincy |

| | | |
|-----------|---------------------------------|----------------------------------|
| Education | ABC Learning Center | 305 W.G.F. & A Drive, Quincy |
| | Carter Parramore Academy | 631 South Stewart Street, Quincy |
| | Chattahoochee Elementary School | 335 Maple Street, Chattahoochee |

| | | |
|--|---|---|
| | Children Are Our Future | 1006 Fourth Street, Quincy |
| | Crossroads Academy | 635 Strong Road, Quincy |
| | Diamond Academy | 360 East Crawford Street, Quincy |
| | Dick Howser Center, The | 363 East Crawford Street, Quincy |
| | Early Learning Coalition | 233 E. Jefferson Street, Quincy |
| | East Gadsden High School | 27001 Blue Star Highway, Havana |
| | FAMU Branch | Highway 267, Quincy |
| | FAMU Teleconference Center | 4259 Bainbridge Road, Quincy |
| | Gadsden Central Academy | 655 South Stewart Street, Quincy |
| | Gadsden County Adult Education | 201 Martin Luther King Jr., Blvd, Quincy |
| | North Florida Educational Center | 1006 Fourth Street, Quincy |
| | Gadsden County Bilingual Education | Quincy |
| | Gadsden Elementary Magnet School | 500 West King Street, Quincy |
| | Gadsden Technical Institute | 201 Martin Luther King, Jr., Blvd, Quincy |
| | George Munroe Elementary School | 1830 West King Street, Quincy |
| | Golden Wings 3 E's Academy, Inc. | 1003 West Jefferson Street, Quincy |
| | Greensboro Elementary School | Highway 12, Greensboro |
| | Gretna Elementary School | 706 Martin Luther King, Jr. Blvd., Gretna |
| | Havana Elementary School | 705 US 27 South, Havana |
| | Havana Middle School | 1210 Kemp Road, Havana |
| | James A. Shanks Middle School | 1400 West King Street, Quincy |
| | Keith Kids Christian Academy | Quincy |
| | Literacy Volunteers | 732 Pat Thomas Parkway, Quincy |
| | Little Successful Angels Development Center | 16 Earnest Street, Quincy |
| | North Florida Education Development Corporation | 38 Beech Avenue, Gretna |
| | PAEC Migrant Education Program | 315 N. Key Street, Quincy |
| | Pat Thomas Law Enforcement Academy | 75 College Drive, Havana |
| | Precious Gems Daycare/Learning Center | 803 East Jefferson Street, Quincy |
| | Pre-K-Headstart | 500 West King Street, Quincy |
| | Pride & Joy Child Development Center | 405 South Shelfer Street, Quincy |
| | Robert F. Munroe Day School | 91 Old Mount Pleasant Road, Quincy |
| | St. John Elementary School | 4463 Bainbridge Highway, Quincy |
| | Small World Learning Center of Quincy, Inc. | 512 Martin Luther King, Jr. Blvd, Quincy |
| | Stewart Street Elementary School | 749 South Stewart Street, Quincy |
| | Tallahassee Community College Center - The Quincy House | 216 North Adams Street, Quincy |
| | West Gadsden High School | 200 Providence Road, Quincy |

| | | |
|----------------------------------|--|--|
| Shopping | Kelly's 24 Hour | 1320 West Jefferson Street, Quincy |
| | Fred's | 1323 Crawford Street, Quincy |
| | Brown's Grocery | 4694 High Bridge Road, Quincy |
| | Family Dollar | 1105 West Jefferson Street, Quincy |
| | Dollar General Store | 100 East 10 th Street, Greensboro |
| | Dollar General Store | 315 West Jefferson Street, Quincy |
| | Dollar General Store | Highway 90 East, Midway |
| | Country Store, The | 5667 Bainbridge Highway, Quincy |
| | Golden Falcon Deli & Convenience Store | 640 Pat Thomas Highway, Quincy |
| | Greensboro Supermarket | 119 Green Avenue, Greensboro |
| | Gretna Market | 14681 Main Street, Gretna |
| | Goodwil | 1105 West Jefferson Street, Quincy |
| | Jay Food Store | 120 Green Avenue, Greensboro |
| | Kelly's | 519 West Crawford Street, Quincy |
| | Ken's Country Store | 3780 Attapulcus Highway, Quincy |
| | Magnolia's | 410 West Washington Street, Quincy |
| | Pat's Grocery | 4091 Bainbridge Road, Quincy |
| | Piggly Wiggly | Blue Star Highway, Quincy |
| | Quality Discount Meats, Inc. | 1125 West Jefferson Street, Quincy |
| | Quincy Shell | 830 East Jefferson Street, Quincy |
| | Salem Grocery | State Road 12 & County Road 159, Havana |
| | Sunset Mart | 650 South Adams Street, Quincy |
| | Supervalu Quincy Division | 1797 Pat Thomas Parkway, Quincy |
| | Sykes Fine Foods | 113 West Jefferson Street, Quincy |
| | Thompson Grocery | 14953 Main Street, Gretna |
| | Wal-Mart | 1940 Pat Thomas Parkway, Quincy |
| | Winn Dixie | 1632 West Jefferson Street, Quincy |
| | Quality Discount Meat | 1125 West Jefferson Street, Quincy |
| Other Life Sustaining Activities | Advance America Cash Advance | 1982 Pat Thomas Parkway, Quincy |
| | Bank of America | 1321 West Jefferson Street, Quincy |
| | Capital City Bank | 102 South Main Street, Havana |
| | Capital City Bank | 4 East Washington Street, Quincy |
| | Capital City Bank | 316 West Washington Street, Chattahoochee |
| | Chattahoochee City Hall | Chattahoochee |
| | Citifinancial | 1962 Pat Thomas Parkway, Quincy |
| | Cumberland Animal Clinic | 5902 Shady Rest Road, Havana |
| | Envision Credit Union | 517 West Jefferson Street, Quincy |
| | Focus Credit Union | 639 Pat Thomas Parkway, Quincy |
| | Gadsden Co. Sheriff's Department | Quincy |
| | Goodwill | 303 First Street, Havana |
| | Greensboro City Hall | 150 East 11 th Street, Greensboro |
| | Gretna City Hall | 14615 Main Street, Gretna |
| | Havana City Hall | 121 East 7 th Avenue, Havana |
| | Kids First Care | 809 East Jefferson Street, Quincy |
| | Lawrence Animal Hospital | 43 North Cleveland Street, Quincy |
| | Legal Services of North Florida | 8 West Jefferson Street, Quincy |
| | Midway City Hall | Midway |
| | Quincy Animal Hospital | 1750 West Jefferson Street, Quincy |
| | Quincy City Hall | 121 East Jefferson Street, Quincy |
| | Refuge House, Inc., The | Quincy |
| | Tiny Tot Nursery | 104 East Davis Street, Quincy |
| | Tops Kreative Kidds | 200 Vanguard Circle, Gretna |
| | United Way Gadsden County Service Center | 303 North Adams Street, Quincy |
| | William A. McGill Library | 732 Pat Thomas Parkway, Quincy |

e. Inventory of Available Transportation Services

The following is a list of all identifiable transportation services that are currently available in the service area. This includes public, private, non-profit and local commuter service providers.

| Name: | Big Bend Transit, Inc. | Gadsden County School Board |
|--|---|------------------------------------|
| Telephone Number: | 850-574-6266 (Tallahassee) 850-627-9958 (Quincy) | 850-627-6858 |
| Contact Person & Title: | Shawn Mitchell, General Manager Robert Craig, Transportation Manager | Joe Lewis, Transportation Director |
| Number Vehicles: | 18 | 98 |
| Provider Type: | Private, Not For Profit | Government |
| Does the provider receive public funds and transport individuals in connection with the funds? | Yes | Yes |
| Does the provider provide transportation services to the general public? | Yes | No |
| What are the criteria for passenger eligibility? | Program participants and general public | School children |
| Is the provider part of the coordinated transportation program? | Yes, CTC | No |

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C. Service Analysis

In working to ensure service availability, an estimate of the total transportation disadvantaged population and the estimated total demand for trips for the service area must be known. In the coordinated system, the population eligible for program-sponsored trips is larger than the population eligible for trips funded by the Transportation Disadvantaged Trust Fund. Separate population and demand estimates are needed for each of these categories.

This section attempts to estimate the need and demand for transportation services by the various transportation disadvantaged populations. It will provide a quantitative transportation needs profile for the various transportation disadvantaged population segments and will estimate the unmet need for transportation in the service area.

Potential Transportation Disadvantaged Population and the Transportation Disadvantaged Population (formerly referred to as “Category I” and “Category II”)

The *Potential Transportation Disadvantaged Population (Category I)* refers to the total population of persons who are eligible for trips through the coordinated transportation program (i.e., persons who have a disability, are elderly, children at-risk, and/or are low income). This population is eligible for trips purchased by social service agencies.

The *Transportation Disadvantaged Population (Category II)* is a subset of the Potential Transportation Disadvantaged Population and includes those persons who, because of their disability, income status, or age, are unable to transport themselves or to purchase transportation, and children who are “high-risk” or “at risk”. Persons who are included in the Transportation Disadvantaged Population are eligible for trips funded through the Transportation Disadvantaged Trust Fund. This population is eligible for trips purchased through the Transportation Disadvantaged Trust Fund as well as for trips purchased by social service agencies.

Program and General Trips

Program trips are trips made by clients of social service agencies for the purpose of participating in programs of the agencies. Examples of program trips are trips to congregate dining facilities, sheltered workshops, and job training facilities. Generally, these trips are purchased by the agencies for their clients. Members of both transportation disadvantaged populations are eligible for program trips.

General trips are trips made by transportation disadvantaged persons to destinations of their choice, not to agency programs. Examples of general trips are trips to work or grocery stores, and non-Medicaid medical trips. Most general trips are purchased through the Transportation Disadvantaged Trust Fund, although social service agencies purchase some general trips for their clients. Only persons in the transportation disadvantaged population are eligible for general trips purchased through the Transportation Disadvantaged Trust Fund.

Sponsored and Non-Sponsored

In the transportation disadvantaged system, trips are commonly referred to as either sponsored or non-sponsored. These terms should not be confused with program and general. “Sponsored” and “non-sponsored” refer to the funding source for the trip. Sponsored trips are subsidized by social service agencies, while non-sponsored trips are subsidized with the Transportation Disadvantaged Trust Fund. “Program” and “general” refer to the purpose of a trip. All program trips are sponsored because they are trips funded by social service agencies for transportation to agency programs. General trips can be either sponsored or non-sponsored.

1. Forecasts of Transportation Disadvantaged Population

TRANSPORTATION DISADVANTAGED POTENTIAL POPULATION (Category I) FORECAST

| MARKET SEGMENT | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|-------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Disabled Non-Elderly Low Income | 1,639 | 1,647 | 1,654 | 1,661 | 1,668 | 1,676 |
| Disabled Non-Elderly Non-Low Income | 4,258 | 4,276 | 4,295 | 4,314 | 4,334 | 4,352 |
| Disabled Elderly Low Income | 951 | 958 | 965 | 972 | 979 | 986 |
| Disabled Elderly Non-Low Income | 2,376 | 2,393 | 2,409 | 2,427 | 2,444 | 2,462 |
| Non-Disabled Elderly Low Income | 959 | 966 | 973 | 980 | 987 | 994 |
| Non-Disabled Elderly Non-Low Income | 2,394 | 2,411 | 2,429 | 2,446 | 2,464 | 2,481 |
| Non-Disabled Non-Elderly Low Income | 9,668 | 9,709 | 9,752 | 9,795 | 9,838 | 9,881 |
| T O T A L | 22,245 | 22,360 | 22,477 | 22,595 | 22,714 | 22,832 |

SOURCES: Methodology Guidelines for Forecasting Transportation Disadvantaged Demand at the County Level and the Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 Supplemental Information (2/8/99), Center for Urban Transportation Research

TRANSPORTATION DISADVANTAGED POPULATION (Category II) FORECAST

| MARKET SEGMENT | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| Transp. Disabled Non-Elderly Low Income | 407 | 409 | 411 | 412 | 414 | 416 |
| Transp. Disabled Non-Elderly Non-Low Income | 1,057 | 1,062 | 1,066 | 1,072 | 1,076 | 1,081 |
| Transp. Disabled Elderly Low Income | 529 | 533 | 537 | 541 | 545 | 548 |
| Transp. Disabled Elderly Non-Low Income | 1,321 | 1,331 | 1,340 | 1,350 | 1,359 | 1,370 |
| Non-Transp. Disabled Low Income No Auto, No Fixed Route | 6,034 | 6,062 | 6,090 | 6,119 | 6,147 | 6,176 |
| T O T A L | 9,348 | 9,397 | 9,444 | 9,494 | 9,541 | 9,591 |
| Non-TD Low Income No Automobile | 6,034 | 6,062 | 6,090 | 6,119 | 6,147 | 6,176 |

SOURCES: Methodology Guidelines for Forecasting Transportation Disadvantaged Demand at the County Level and the Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015 Supplemental Information (2/8/99), Center for Urban Transportation Research

2. Needs Assessment

The need for transportation is not the same as the demand for transportation. Travel need is the amount of travel necessary to provide an adequate standard of living, a quantity not affected by the price of travel. People may have a need to travel independent of their ability or willingness to pay. On the other hand, demand is based on economic willingness to pay and is related to users' income levels. Demand can be measured by the number of people who will use a service at a given price. Need and demand exists in proportion to each other. High levels of need and low levels of demand more typically characterize rural areas.

Techniques to estimate need are not completely successful, particularly when used in rural areas. The Center for Urban Transportation Research has used an approach that estimates demand based on a correlation between ridership and market characteristics of similar services provided in other areas. The approach uses trip rates derived in a study of paratransit demand in San Francisco, California. This approach was chosen because the trip rates are based on actual experiences of paratransit systems that are meeting most or all of the trip demand in their service areas. The Federal Transit Administration also has recommended this approach for use in estimating demand for Americans with Disabilities Act requirements for complementary paratransit services.

Program trips and general trips will be supplied by operators within the coordinated transportation disadvantaged system and by operators currently outside of the coordinated system. The demand for program trips is a derived demand -- the demand depends on the existence of social service programs. Therefore, assuming that these programs provide sufficient funding to transport their clients to their programs, the supply of program trips will equal the demand for the trips. It is assumed that the demand and supply of program trips within the coordinated system and outside of it will increase at the same rate of growth as the potential transportation disadvantaged population.

General trips will be purchased through the Transportation Disadvantaged Trust Fund, through local subsidies, and by local service agencies. Within the coordinated system, it is assumed that the supply of general trips purchased through the Transportation Disadvantaged Trust Fund will increase at the same rate as the transportation disadvantaged population and that the supply of general trips purchased through local subsidies and by social service agencies will increase at the same rate as the potential transportation disadvantaged population.

The unmet demand for transportation disadvantaged trips is the difference between the demand and the supply of these trips. All of the unmet demand consists of demand for general trips.

Since virtually all program trips are sponsored, all demand for "program" trips should be able to be met. A primary objective for the community transportation coordinator is to meet as much of the demand as possible, although the supply of general trips is dependant on funding from the Transportation Disadvantaged Trust Fund established for non-sponsored trips and other sources.

To solicit concerns and comments regarding the transportation needs and the program, a public hearing is held annually. Concerns can be expressed verbally or written. All concerns are noted in the minutes of the public hearing and responded to in a timely manner.

During the annual evaluation of the community transportation coordinator, the local coordinating board will survey riders of the system. The survey evaluates the transportation program and the services it provides, but it also addresses unmet needs of the users. Rider surveys may be conducted by telephone or on-board during a scheduled trip during a designated period of time.

The Transportation Disadvantaged Improvement Program identifies transportation improvements (such as capital purchases, renovations to buildings), indicates the transportation disadvantaged coordinating board's priorities, groups improvements into staging periods, and includes realistic estimates of costs and revenues for the program period.

New vehicles will be needed to replace old vehicles and to allow for the service expansion that is necessary to provide the increasing number of transportation disadvantaged trips that are forecast during the study period. Transportation disadvantaged trips are provided by a variety of vehicles including automobiles, buses and vans. Each type of vehicle has unique operating characteristics and replacement cycles. The number of new vehicles required to replace old vehicles was forecasted based on the assumption of the average useful life, increase in vehicle miles required to supply the additional trips forecasted during the period, current average trip lengths and current average service efficiency.

FIVE-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PLAN

| | PROJECT | IMPROVEMENT | ESTIMATED COST | ESTIMATED REVENUE SOURCE |
|---|---|--|---------------------------|-------------------------------------|
| 1 | Purchase replacement and/or expansion paratransit vehicle to provide. Transportation for the elderly and disabled. | 23' cutaway buses with lift equipment 21' cutaway buses with lift equipment 5-passenger minivans | \$750,000 | U.S.C. Sec. 5310, FDOT, CTC |
| 2 | Provide paratransit transportation service to the elderly, handicapped and disadvantaged citizens residing in the county. | Operational Assistance | \$750,000 | U.S.C. Sec. 5311, Non-Government |
| 3 | Purchase miscellaneous equipment for operations and/or maintenance | Miscellaneous Equipment | \$85,000 | U.S.C. Sec. 5339, FDOT, CTC |

Updated: September 2017

3. Barriers to Coordination

The community transportation coordinator and the local transportation disadvantaged coordinating board have worked together to address and eliminate known barrier to coordination of transportation disadvantaged trips within their control.

Known Barriers

The need to transport out of the service area is the primary barrier. The need for specialized medical services, medical services for veterans, and employment opportunities are not as available in the rural counties as in the urban. Transportation to neighboring urban areas to supply these needs is increasing at a remarkable rate. Grouping trips and purposes is difficult and becomes more intricate when going out of the service area.

The lack of funding continues to be a barrier to coordination. Additional funds are needed to increase the availability of core transportation needs such as employment and shopping trips for the non-sponsored.

The lack of budgeting for transportation by agencies dependent on the coordinated system continues to be an issue. These agencies rely on the non-sponsored funding (TD Trust Fund) to pay for its services.

Local Efforts to Eliminate Barriers

The community transportation coordinator and the local transportation disadvantaged coordinating board will:

- ❖ communicate to the public the various routes and schedules. Information about transportation services will continually be provided through brochures, public service announcements, public speaking engagements, interagency affiliations, and attendance at County Commission and Regional Planning Council meetings;
- ❖ monitor the performance of the system;
- ❖ continue to educate the public about the Voluntary Dollar Program when purchasing and renewing automobile tags so that these donations can be used to increase local revenues for expanded services;
- ❖ continue to advocate for transportation disadvantaged persons with local and state government leaders regarding the need for additional funds;
- ❖ monitor spending of the non-sponsored funds for agencies' use and work with agencies to include transportation when developing its budget;
- ❖ reach out to non-traditional partners that has a desire to improve transportation in the county;
- ❖ work cooperatively with local WAGES coalitions to provide assistance in the development of innovative transportation services for WAGES participants; and

D. Goals, Objectives, and Strategies

Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan and each component. They are important policy statements that have been carefully considered by the community transportation coordinator, the designated official planning agency with the direction and support of the transportation disadvantaged coordinating board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area.

The goals and objectives are based on requirements of Chapter 427, Florida Statutes, and those of the Commission, but are adapted to the local planning area. It should also be noted the goals and objectives would be used, in conjunction with findings of the needs/demands analysis, to develop strategies for goal attainment.

The goals and objectives will be evaluated annually with the required Commission for the Transportation Disadvantaged evaluation elements, noting deficiencies and corrective actions, service improvements and expansions. Information will be based on the most recent annual operating report.

GOAL: Increase the number of transportation disadvantaged persons served by the coordinated system.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

- * Increase the number of sponsored and non-sponsored trips
- * Maintain and expand the client database relating to the clients' needs and capabilities
- * Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds
- * Prepare a user's guide and update when needed
- * Provide announcements to local newspapers announcing public hearings

MEASURES:

- * Percentage of change in the number of sponsored and non-sponsored trips provided
- * Percentage of change in the number of passengers
- * Availability of the user's guide in the community
- * Number of persons in attendance at public hearings

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

- * Maintain an operational fleet of vehicles to meet all needs
- * Evaluate and revise routes and schedules when needed
- * Develop a workable budget and keep within budget expectations
- * Review driver logs for areas of inefficient use of time, drivers, and miles
- * Review driver non-revenue hours and reduce when possible
- * Review routes, schedules and type of services being provided
- * Contract with an adequate number of operators to meet the needs

MEASURES:

- * Operating cost/passenger trip
- * Operating cost/vehicle mile
- * Operating cost/driver hour
- * Reduced average trip length
- * Passenger trips/vehicle
- * Passenger trips/driver hour
- * Passenger trips/vehicle mile
- * Miles/trip
- * Miles/passengers

OBJECTIVE 3: Ensure that safe and quality service is provided.

- * Provide training on customer satisfaction
- * Provide training on passenger assistance techniques

- * Maintain an operational fleet of vehicles to meet all needs
- * Review routes, schedules and type of services being provided
- * Report accidents and roadcalls to the LCB
- * Review operator contracts for compliance with safety requirements
- * Annually review SSPP and amend as needed
- * Provide opportunities for riders to express concerns and suggestions on service delivery
- * Sponsor at least one public hearing each year for public comment
- * Schedule an opportunity for public comments on all LCB agendas
- * Address public organizations and agencies regarding services

MEASURES:

- * Completion of training programs
- * Number of grievances filed
- * Complaints/trips
- * Number of Ombudsman calls recorded regarding service
- * Percent of on-time pick-ups to meet or exceed standard
- * Percent of on-time to destinations to meet or exceed standard
- * Accidents/vehicle miles
- * Vehicle miles between roadcalls
- * Satisfactory review of operator contracts
- * Proof of an annual review of SSPP and updated as needed
- * Percent of trip requests denied/unmet
- * Satisfactory rider survey results (80% or better)
- * Number of persons attending the public hearing

OBJECTIVE 4: Secure necessary funding to support the TD program.

- * Address public organizations and agencies on the need of local financial support
- * Promote the Voluntary Dollar Program

MEASURES:

- * Percent of local funds are of total operating revenue
- * Increase in voluntary dollars donated
- * Increase in funding from new sponsors/sources

OBJECTIVE 5: Ensure program accountability.

- * Provide copies of reports to the LCB for review
- * Provide at least quarterly, operational and financial information to the LCB
- * Provide a copy of audit or annual financial report to LCB
- * Provide copies of purchasing agency evaluation/monitoring reports to LCB
- * Perform annual evaluation of CTC

MEASURES:

- * Submittal of accurate AOR
- * Submittal of on-time MOA
- * Submittal of on-time TDSP
- * Submittal of TDTF Trip/Equipment grant application
- * Submittal of accurate reports to LCB
- * Satisfactory audit or annual financial report
- * Compliance with annual evaluation findings and recommendations
- * Compliance with sponsoring agency's monitoring/evaluations findings and recommendations

E. Implementation Plan

The Implementation Schedule reiterates the goals and objectives discussed previously. Each goal and objective will be reviewed annually at the time of the community transportation coordinator's evaluation to determine progress made in each area. A determination will be made in each area as to whether the component was met satisfactorily or unsatisfactorily. Unsatisfactory responses will be followed with a corrective action plan.

OBJECTIVE 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

| <i>Strategies</i> | <i>Responsible Party for Accomplishment</i> | <i>Anticipated Beginning & Ending Dates</i> |
|---|--|--|
| Increase the number of sponsored and non-sponsored trips | CTC | July 1, 2017 – June 20, 2022 |
| Maintain and expand the client data base relating to the clients' needs and capabilities | CTC | July 1, 2017 – June 20, 2022 |
| Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds | CTC | July 1, 2017 – June 20, 2022 |
| Prepare a user's guide and update when needed | CTC | July 1, 2017 – June 20, 2022 |
| Provide announcements to local newspapers announcing public hearings | PA | July 1, 2017 – June 20, 2022 |

OBJECTIVE 2: Ensure that service is delivered in the most cost effective and efficient manner.

| <i>Strategies</i> | <i>Responsible Party for Accomplishment</i> | <i>Anticipated Beginning & Ending Dates</i> |
|---|--|--|
| Maintain an operational fleet of vehicles to meet all needs | CTC | July 1, 2017 – June 20, 2022 |
| Evaluate and revise routes and schedules when needed | CTC | July 1, 2017 – June 20, 2022 |
| Develop a workable budget and keep within budget expectations | CTC | July 1, 2017 – June 20, 2022 |
| Review driver logs for areas of inefficient use of time, drivers, and miles | CTC | July 1, 2017 – June 20, 2022 |
| Review driver non-revenue hours and reduce when possible | CTC | July 1, 2017 – June 20, 2022 |
| Review routes, schedules and type of services being provided | CTC | July 1, 2017 – June 20, 2022 |
| Contract with an adequate number of operators to meet the needs | CTC | July 1, 2017 – June 20, 2022 |

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

OBJECTIVE 3: Ensure that safe and quality service is provided.

| <i>Strategies</i> | <i>Responsible Party for Accomplishment</i> | <i>Anticipated Beginning & Ending Dates</i> |
|--|--|--|
| Provide training on customer satisfaction | CTC | July 1, 2017 – June 20, 2022 |
| Provide training on passenger assistance techniques | CTC | July 1, 2017 – June 20, 2022 |
| Maintain an operational fleet of vehicles to meet all needs | CTC | July 1, 2017 – June 20, 2022 |
| Review routes, schedules and type of services being provided | CTC | July 1, 2017 – June 20, 2022 |
| Report accidents and roadcalls to the LCB | CTC | July 1, 2017 – June 20, 2022 |
| Review operator contracts for compliance with safety requirements | CTC | July 1, 2017 – June 20, 2022 |
| Annually review SSPP and amend as needed | CTC | July 1, 2017 – June 20, 2022 |
| Provide opportunities for riders to express concerns and suggestions on service delivery | CTC, LCB | July 1, 2017 – June 20, 2022 |
| Sponsor at least one public hearing each year for public comment | PA | July 1, 2017 – June 20, 2022 |
| Schedule an opportunity for public comments on all LCB agendas | PA | July 1, 2017 – June 20, 2022 |
| Address public organizations and agencies regarding services | CTC, LCB, PA | July 1, 2017 – June 20, 2022 |

OBJECTIVE 4: Secure necessary funding to support the TD program.

| <i>Strategies</i> | <i>Responsible Party for Accomplishment</i> | <i>Anticipated Beginning & Ending Dates</i> |
|--|--|--|
| Address public organizations and agencies on the need of local financial support | CTC, LCB, PA | July 1, 2017 – June 20, 2022 |
| Promote the Voluntary Dollar Program | CTC, LCB, PA | July 1, 2017 – June 20, 2022 |

OBJECTIVE 5: Ensure program accountability.

| <i>Strategies</i> | <i>Responsible Party for Accomplishment</i> | <i>Anticipated Beginning & Ending Dates</i> |
|---|--|--|
| Provide copies of reports to the LCB for review. | CTC, PA | July 1, 2017 – June 20, 2022 |
| Provide, at least quarterly, operational and financial information to the LCB | CTC | July 1, 2017 – June 20, 2022 |
| Provide a copy of audit or annual financial report to LCB | CTC | July 1, 2017 – June 20, 2022 |
| Provide copies of purchasing agency evaluation/monitoring reports to LCB | CTC | July 1, 2017 – June 20, 2022 |
| Perform annual evaluation of CTC | LCB, PA | July 1, 2017 – June 20, 2022 |

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

SERVICE PLAN

A. Operations

1. Types, Hours and Days of Service

a. Types of Service

Types, Hours and Days of Service

| | | | | | |
|--------------------------------------|-------------------------------|---|-----------------------|--|---|
| Advance Reservation | Within Gadsden-County | Curb to Curb Door to Door (on exception) | Ambulatory Wheelchair | 24 Hour Advance Notice | Monday - Saturday 6:00 a.m. to 8:00 p.m. |
| Evacuation | Within Gadsden County | Door to Door | Ambulatory Wheelchair | Service provided according to agreement. | Service provided according to agreement. |
| Gadsden County to Leon County | Gadsden County to Leon County | Curb to Curb | Ambulatory Wheelchair | Daily(Gadsden Express) | Monday through Friday |

Bariatric Transportation

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

b. Hours and Days of Service

Transportation Disadvantaged Program: Monday through Saturday, 6:00 a.m. to 8:00 p.m. excluding holidays

Holidays

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

Thanksgiving Day
Christmas Day
New Year's Day

2. Accessing Services

Office Hours

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

Phone Number

Transportation Disadvantaged Program: (850) 627-9958 or Florida Relay Service at 1-800-955-8711 for TDD access

Advance Notification Time

Transportation Disadvantaged Program - 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.

Trip Cancellation Process

Trip cancellations shall be made to Big Bend Transit a minimum of two (2) hours prior to the earliest pick-up time. A "no show" will be charged to passengers who do not cancel trips a minimum of two (2) hours prior to their pick-up time. Hours for cancelling service are Monday through Friday 6:00 a.m. to 6:00 p.m.

No-Show Policies

Transportation Disadvantaged Program - Trips must be cancelled a minimum of two hours before the scheduled pick-up time. If trips are not cancelled at least two hours in advance, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows. If an individual is charged with frequent no-shows, they may be temporarily suspended from service.

On the first "no-show," the driver will leave a "no-show" notice on the client's door. On the second "no-show" occurrence, a letter of warning will be sent from the Community Transportation Coordinator. If a third infraction occurs within 60 days, the Community Transportation Coordinator will send a letter notifying the client that they have been suspended from service for a 30 day period. When the client is again reinstated to the program, and if three (3) infractions occur within 60 days, the suspension will be 45 days. When the client is again reinstated to the program and if three (3) infractions occur within 60 days, the suspension will be 60 days.

Transportation Disadvantaged Program Eligibility

Big Bend Transit will determine through an eligibility application process whether an individual is unable to transport themselves or purchase transportation. Individuals who do not have an operational vehicle in the household; the ability to operate a vehicle; or the ability to find transportation from other sources are considered eligible for Transportation Disadvantaged Program services. Individuals who are unable to purchase transportation will also be considered for Transportation Disadvantaged Program eligibility. Transportation Disadvantaged Program sponsored services are provided on a first-come, first served basis. Service sponsored by the Transportation Disadvantaged Program may be denied if there are insufficient funds to provide that service.

Transportation Disadvantaged Program Trip Priorities

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

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

3. **Transportation Operators and Coordination Contractors**

Big Bend Transit is a sole source provider.

4. **Public Transit Utilization**

Not applicable.

5. **School Bus Utilization**

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

6. Vehicle Inventory

Big Bend Transit's vehicle inventory is shown below.

| DATE: 02/01/2013 | | | | | | | | | |
|--|---------------|------------|-----------------------|------------------|---------|------------|---------|---------|------------|
| BIG BEND TRANSIT EXPANDED VEHICLE DATA PRINTOUT | | | | | | | | | |
| VEHICLE# | MAKE | SIZE | SERIAL NUMBER | VEHICLE LOCATION | VEH GVN | PURCH DT | PURCH\$ | DEP/PD | VALUE |
| DOMETR | YEAR | DEPARTMENT | FUEL REGISTRATION NUM | VEHICLE DRIVER | PLATE # | INRSVCE | RESELL | PERIODS | INSURE LIC |
| | | | | | | | | | LICENS INS |
| 507 | FORDSCS | M | 1FDWE35L65HA51572 | GADSDEN | 0000000 | 03/22/2005 | 0 | 0 | 0 06 |
| 141167 | 2005 0003 | U | | | X75042 | 03/22/2005 | 0 | 0 | 0 00 |
| 606 | FORD C | M | 1FDXE45S35HB48777 | GADSDEN | 0000000 | 12/20/2005 | 0 | 0 | 0 00 |
| 139298 | 2006 0003 | U | | | X82123 | 12/20/2005 | 0 | 0 | 0 00 |
| 617 | CHEVY C TDTF | M | 1GBE4V1G56F416347 | GADSDEN | 0000000 | 02/09/2007 | 0 | 0 | 0 00 |
| 92691 | 2006 0003 | U | | | X0196A | 02/09/2007 | 0 | 0 | 0 00 |
| 801 | CHEVY C 99383 | M | 1GBE4V1G18F406725 | GADSDEN | 0000000 | 02/19/2008 | 0 | 0 | 0 00 |
| 180349 | 2008 0003 | U | | | X4406A | 02/19/2008 | 0 | 0 | 0 00 |
| 802 | CHEVY C TDTF | M | 1GBE4V1G28F406491 | GADSDEN | 0000000 | 02/19/2008 | 0 | 0 | 0 00 |
| 208121 | 2008 0003 | U | | | X4407A | 02/19/2008 | 0 | 0 | 0 00 |
| 812 | FORD A 99389 | M | 1FBNE31L58DB43858 | GADSDEN | 0000000 | 06/23/2008 | 21300 | 0 | 0 06 |
| 97500 | 2008 0003 | U | | | X4421A | 06/23/2008 | 0 | 0 | 0 01 |
| 813 | FORD A 99388 | M | 1FBNE31L78DB43859 | GADSDEN | 0000000 | 06/23/2008 | 21300 | 0 | 0 06 |
| 78743 | 2008 0003 | U | | | X4420A | 06/23/2008 | 0 | 0 | 0 01 |
| 814 | FORD A 99390 | M | 1FBNE31L38DB43860 | GADSDEN | 0000000 | 06/23/2008 | 21300 | 0 | 0 06 |
| 109782 | 2008 0003 | U | | | X4419A | 06/23/2008 | 0 | 0 | 0 01 |
| 912 | FORD A 80303 | L | 1FBNE31L59DA91486 | GADSDEN | 0000000 | 08/26/2009 | 34620 | 0 | 0 06 |
| 58595 | 2009 0003 | U | | | X1632B | 08/26/2009 | 0 | 0 | 0 01 |
| 001 | CHEVY C 80326 | H | 1GB9G5AG8A1105753 | GADSDEN | 0000000 | 05/12/2010 | 0 | 0 | 0 00 |
| 103966 | 2010 0003 | U | | | X3443B | 05/12/2010 | 0 | 0 | 0 00 |
| 003 | CHEVY C 80322 | H | 1GB9G5AG3A1105319 | GADSDEN | 0000000 | 02/25/2010 | 0 | 0 | 0 00 |
| 105307 | 2010 0003 | U | | | X3167B | 02/25/2010 | 0 | 0 | 0 00 |
| 004 | CHEVY C 80321 | H | 1GB9G5AGXA1105091 | GADSDEN | 0000000 | 02/25/2010 | 0 | 0 | 0 00 |
| 118273 | 2010 0003 | U | | | X3434B | 02/25/2010 | 0 | 0 | 0 00 |
| 005 | CHEVYSC 92318 | M | 1GBJG31K391172858 | GADSDEN | 0000000 | 05/12/2010 | 0 | 0 | 0 00 |
| 131497 | 2010 0003 | U | | | X3442B | 05/12/2010 | 0 | 0 | 0 00 |
| 006 | CHEVYSC 92317 | M | 1GBJG31KX91172775 | GADSDEN | 0000000 | 05/12/2010 | 0 | 0 | 0 00 |
| 96120 | 2010 0003 | U | | | X4496B | 05/12/2010 | 0 | 0 | 0 00 |
| 007 | CHEVYSC 92319 | M | 1GBJG31K091172610 | GADSDEN | 0000000 | 05/12/2010 | 0 | 0 | 0 00 |
| 75696 | 2010 0003 | U | | | X3441B | 05/12/2010 | 0 | 0 | 0 00 |
| 008 | CHEVY C 92313 | H | 1GB9G5AG4A1105393 | GADSDEN | 0000000 | 01/25/2010 | 0 | 0 | 0 00 |
| 133347 | 2010 0003 | U | | | X3168B | 01/25/2010 | 0 | 0 | 0 00 |
| 101 | CHEVYSC 92337 | M | 1GB3G2BG1B1149209 | GADSDEN | 0000000 | 07/27/2011 | 0 | 0 | 0 00 |
| 39713 | 2011 0003 | U | | | X8441B | 07/27/2011 | 0 | 0 | 0 00 |
| 1202 | FORD C 92349 | M | 1FDFE4FS4CDA78110 | GADSDEN | 0000000 | 07/27/2012 | 0 | 0 | 0 00 |
| 25689 | 2012 0003 | U | | | X1177C | 07/27/2012 | 0 | 0 | 0 00 |

7. System Safety Program Plan (SSPP) Certification

Big Bend Transit's System Safety Program Plan Certification is shown below.

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE 14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2016.

DATE: January 13, 2017

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

ADDRESS: **2201 Eisenhower Street, Tallahassee, Florida 32302**

In accordance with Florida Statute 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
(Type or Print)

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

Name/Company: Domingo Ortiz

Address: 2201 Eisenhower Street, Tallahassee, Florida 32302

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

8. Intercounty Services

Big Bend Transit provides regular scheduled and non-scheduled inter-county transportation services. Big Bend Transit participates when operationally and cost effective in inter-county service routes operated by adjacent Community Transportation Coordinators.

9. Natural Disaster/Emergency Response

Upon request, and on a capacity available basis, Big Bend Transit enters into disaster/emergency transportation assistance agreements with residential facilities to provide ambulatory and non-ambulatory transportation services.

10. Marketing

The availability of Big Bend Transit transportation services will continue to be promoted through general and specific distribution of informational materials at locations which concentrate eligible population activity.

11. Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Gadsden County.

12. Service Standards

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

Service Standards

Drug and Alcohol Policy

Rule 41-2.006 (4) (a), F.A.C.: Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

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

Transport of Escorts and Dependent Children

Local Policy: Children under age 12 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

Use, Responsibility and Cost of Child Restraint Devices

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

Passenger Property

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

Local Toll Free Phone Number

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

Out-Of-Service Area Trips

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

Vehicle Cleanliness

Local Policy: All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

Billing Requirements

Rule 41-2.006 (4) (I), F.A.C. Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes.

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

Passenger/Trip Database

Rule 41-2.006 (4) (j), F.A.C.: Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system.

Big Bend Transit shall comply with this standard.

Adequate Seating

Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

Big Bend Transit shall comply with this standard.

Driver Identification

Rule 41-2.006 (4) (I), F.A.C.: Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

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

Passenger Assistance

Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers

remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

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

Smoking, Eating, and Drinking

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

Local Policy: The use of tobacco products on vehicles is prohibited. Eating and drinking on board the vehicle is also prohibited

Passenger No-Shows

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

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

Two-Way Communications

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

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

Air Conditioning/Heating

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

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

First Aid

Rule 41-2.006 (4) (r), F.A.C.: First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers shall be certified in First Aid.

Cardiopulmonary Resuscitation

Rule 41-2.006 (4) (s), F.A.C.: Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers shall be certified in cardiopulmonary resuscitation.

Driver Criminal Background Screening

Rule 41-2.006 (4) (t), F.A.C.: Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers in the coordinated system shall meet Level 2 criminal background screening requirements in accordance with Chapter 435, Florida Statutes.

Fixed Route Transit Utilization

Rule 41-2.006 (4) (u), F.A.C.: In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the local Coordinating Board a percentage of total trips that will be placed on the fixed route system.

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

Pick-Up Window

Rule 41-2.006 (4) (v), F.A.C.: The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

Local Policy: There is a ninety (90) minute pick-up window in place for all intra-county trips based on the arrival time of the passenger. There is sixty (60) minute pick-up window in place for all intra-county trips based on the departure time of the passenger.

On-Time Performance

Rule 41-2.006 (4) (w), F.A.C.: The Community Transportation Coordinator and local Coordinating Board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. This measure should also be included as part of the Community Transportation Coordinator's evaluation of its contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

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

Advance Reservation Requirement

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

Local Policy: There shall be a 24 hour notice requirement for all other trips scheduled within the coordinated system, except under special circumstances.

Safety

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

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

Reliability

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

Local Policy: There should be no less than 10,000 miles between each road call.

Passenger Code of Conduct

For everyone's safety, drivers and riders of the system are expected to act in an appropriate manner at all times and abide by the policies of Big Bend Transit.

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke on board any vehicle.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.
- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

Verbal Abuse

Verbal abuse by a rider against staff, drivers or other clients will not be tolerated. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers or other clients may be suspended from service.

Physical Abuse

Physical abuse of either a rider to another rider or rider to a driver will not be tolerated. Physical abuse includes but is not limited to grabbing, hitting or touching. Such abuse shall be deemed as assault. In such cases, the local police shall be notified, and the rider shall be issued a notice of suspension from service.

Substance Abuse

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

Penalties

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program.

Verbal Abuse

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

Physical Abuse

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

Second offense – 180 day suspension of services

Third offense - permanently removed from service

Appeals

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

All requests for reconsideration must be in writing and delivered to:

**Big Bend Transit, Inc.
P.O Box 1721
Tallahassee, Florida 32302**

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue. Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. Gadsden County Board of Commissioners staff will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Gadsden County Transportation Disadvantaged Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by Big Bend Transit to the person requesting the hearing.

13. Local Complaint and Grievance Procedure/Process

The local Complaint and Grievance Procedure/Process of the Gadsden County coordinated transportation system are included on the following pages.

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.

- j. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.
- k. **FAIR HEARING REQUIREMENTS:** In addition to the appeals process described above, Medicaid beneficiaries who have been denied non-emergency transportation services have an additional avenue of relief available to them. The beneficiary has the right to request a Medicaid Fair Hearing at anytime during the appeals process from the Office of Public Assistance Appeals Hearings at the Department of Children and Families (DCF). The beneficiary, or their representative, must request a Medicaid Fair Hearing within 90 calendar days of the date of the notice of action by contacting the Department of Children and Families, Office of Public Assistance Appeals Hearings, 1317 Winewood Boulevard, Building 5, Room 203, Tallahassee, Florida 32399-0700 or by telephone at (850) 488-1429 or by facsimile at (850) 487-0662.

Aggrieved persons with proper standing may also have recourse through the Chapter 120, Florida Statutes administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

14. CTC Monitoring Procedures for Operators and Coordination Contracts

Not applicable.

15. Coordination Contract Evaluation Criteria

The CTC enters into a Coordination Contract with those agencies who, as stated in Chapter 41-2.008, F.A.C., receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C. The Coordination Contract shall include the requirements of reporting, insurance, safety and other terms that apply equally to any transportation operator. The Coordination Contract may include information regarding joint utilization and cost arrangements for the provision of transportation services to and from the CTC.

SERVICE RATES SUMMARY

Big Bend Transit, Inc.
Gadsden County Coordinated Transportation System

Effective: July 1, 2017

COMMUNITY TRANSPORTATION COORDINATOR: Big Bend Transit, Inc.
EFFECTIVE DATE: _____

| TYPE OF SERVICE TO BE PROVIDED | UNIT (Passenger Mile, Trip, or Pass) | COST PER UNIT \$ |
|--------------------------------|---|---------------------|
| Ambulatory | Trip | 23.10 |
| Wheelchair | Trip | 39.61 |
| | | |

Preliminary Information Worksheet

Version 1.4

CTC Name: Big Bend Transit, Inc.
County (Service Area): Gadsden
Contact Person: Shawn Mitchell
Phone # 850-574-6266 X111

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☒ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☐ Partially Brokered
- ☒ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Big Bend Transit, Inc.
County: Gadsden

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

| | Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016 | Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017 | Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|--|--|---|--|--|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!) | | | | | | |
| Local Non-Govt | | | | | | |
| Farebox | \$ 70,626 | \$ 72,745 | \$ 74,927 | 3.0% | 3.0% | |
| Medicaid Co-Pay Received | | | | | | |
| Donations/Contributions | | | | | | |
| In-Kind, Contributed Services | | | | | | |
| Other | \$ 43,491 | \$ 50,976 | \$ 52,605 | 3.0% | 3.0% | |
| Bus Pass Program Revenue | | | | | | |
| Local Government | | | | | | |
| District School Board | | | | | | |
| Compl. ADA Services | | | | | | |
| County Cash | \$ 210,083 | \$ 210,083 | \$ 210,083 | 0.0% | 0.0% | |
| County In-Kind, Contributed Services | | | | | | |
| City Cash | | | | | | |
| City In-Kind, Contributed Services | | | | | | |
| Other Cash | | | | | | |
| Other In-Kind, Contributed Services | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| CTD | | | | | | |
| Non-Spons. Trip Program | \$ 267,300 | \$ 412,857 | \$ 362,044 | 54.5% | -12.3% | |
| Non-Spons. Capital Equipment | | | | | | |
| Rural Capital Equipment | | | | | | |
| Other TD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| USDOT & FDOT | | | | | | |
| 49 USC 5307 | | | | | | |
| 49 USC 5310 | \$ 288,092 | | | -100.0% | | |
| 49 USC 5311 (Operating) | \$ 263,566 | \$ 335,745 | \$ 279,382 | 27.4% | -16.8% | |
| 49 USC 5311 (Capital) | | | | | | |
| Block Grant | | | | | | |
| Service Development | \$ 30,889 | | | -100.0% | | |
| Commuter Assistance | \$ 46,342 | \$ 45,094 | \$ 45,094 | -6.7% | 0.0% | |
| Other DOT (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| AHCA | | | | | | |
| Medicaid | \$ 545,187 | \$ 561,543 | \$ 578,389 | 3.0% | 3.0% | |
| Other AHCA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DCF | | | | | | |
| Alcohol, Drug & Mental Health | | | | | | |
| Family Safety & Preservation | | | | | | |
| Comm. Care Dis./Aging & Adult Serv. | | | | | | |
| Other DCF (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DOH | | | | | | |
| Children Medical Services | | | | | | |
| County Public Health | | | | | | |
| Other DOH (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DOE (state) | | | | | | |
| Carl Perkins | | | | | | |
| Div of Blind Services | | | | | | |
| Vocational Rehabilitation | | | | | | |
| Day Care Programs | | | | | | |
| Other DOE (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Avl | | | | | | |
| VAGES/Workforce Board | | | | | | |
| Other Avl (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DCEA | | | | | | |
| Older Americans Act | | | | | | |
| Community Care for Elderly | | | | | | |
| Other DCEA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DCA | | | | | | |
| Community Services | | | | | | |
| Other DCA (specify in explanation) | | | | | | |
| Bus Pass Admin. Revenue | | | | | | |
| APD | | | | | | |
| Office of Disability Determination | \$ 241 | \$ 254 | \$ 262 | 5.4% | 3.1% | |
| Developmental Services | \$ 54,890 | \$ 57,119 | \$ 58,833 | 4.1% | 3.0% | |
| Other APD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DJJ | | | | | | |
| (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Other Fed or State | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Other Revenues | | | | | | |

| | | | | | |
|---|-------------|-------------|-------------|------|------|
| Interest Earnings | | | | | |
| Bus Pass Program Revenue | | | | | |
| Balancing Revenue to Prevent Deficit | | | | | |
| Actual or Planned Use of Cash Reserve | | \$ 123,100 | \$ 264,083 | | |
| Balancing Revenue is Short By = | | None | None | | |
| Total Revenues = | \$1,828,707 | \$1,869,516 | \$1,925,602 | 2.2% | 3.0% |

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

| | | | | | |
|---|-----------------|-------------|-------------|------|------|
| Labor | \$ 720,267 | \$ 741,875 | \$ 764,132 | 3.0% | 3.0% |
| Fringe Benefits | \$ 369,538 | \$ 380,624 | \$ 392,043 | 3.0% | 3.0% |
| Services | \$ 41,179 | \$ 42,414 | \$ 43,687 | 3.0% | 3.0% |
| Materials and Supplies | \$ 286,756 | \$ 295,353 | \$ 304,219 | 3.0% | 3.0% |
| Utilities | \$ 19,623 | \$ 20,211 | \$ 20,818 | 3.0% | 3.0% |
| Casualty and Liability | \$ 88,998 | \$ 91,668 | \$ 94,418 | 3.0% | 3.0% |
| Taxes | \$ 477 | \$ 491 | \$ 506 | 2.9% | 3.1% |
| Purchased Transportation: | | | | | |
| Purchased Bus Pass Expenses | | | | | |
| School Bus Utilization Expenses | | | | | |
| Contracted Transportation Services | | | | | |
| Other | | | | | |
| Miscellaneous | \$ 58,841 | \$ 60,606 | \$ 62,424 | 3.0% | 3.0% |
| Operating Debt Service - Principal & Interest | | | | | |
| Leases and Rentals | \$ 38,003 | \$ 39,143 | \$ 40,317 | 3.0% | 3.0% |
| Contrib. to Capital Equip. Replacement Fund | \$ 191,383 | \$ 197,125 | \$ 203,038 | 3.0% | 3.0% |
| In-Kind, Contributed Services | \$ - | \$ - | \$ - | | |
| Allocated Indirect | | | | | |
| Capital Expenditures | | | | | |
| Equip. Purchases with Grant Funds | | | | | |
| Equip. Purchases with Local Revenue | | | | | |
| Equip. Purchases with Rate Generated Rev. | | | | | |
| Capital Debt Service - Principal & Interest | | | | | |
| ACTUAL YEAR GAIN | \$13,642 | | | | |
| Total Expenditures = | \$1,815,065 | \$1,869,516 | \$1,925,602 | 3.0% | 3.0% |

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

County: Gadsden

- | | |
|----------|--|
| | <p>Upcoming Year's BUDGETED Revenues</p> <p>from July 1st of 2017 to June 30th of 2018</p> |
| 1 | 2 |

| | | |
|--|--|--|
| <p>What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?</p> <p>3</p> | <p><u>Budgeted Rate Subsidy Revenue</u> EXcluded from the Rate Base</p> <p>4</p> | <p>What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?</p> <p>5</p> |
|--|--|--|

[illegible]

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

| | |
|----|--------|
| \$ | 40,227 |
| \$ | - |
| \$ | - |

| Other Fed or State | |
|---------------------------------------|---------------------|
| 2025 | \$ - |
| 2026 | \$ - |
| 2027 | \$ - |
| Bus Pass Program Revenue | \$ - |
| Other Revenues | |
| Interest Earnings | \$ - |
| 2028 | \$ - |
| 2029 | \$ - |
| Bus Pass Program Revenue | \$ - |
| Balancing Revenue to Prevent Deficit | |
| Actual or Planned Use of Cash Reserve | \$ 264,083 |
| Total Revenues = | \$ 1,925,602 |

| | | |
|---------------------|-------------------|-------------|
| | \$ - | |
| | \$ - | |
| | \$ - | |
| \$ - | \$ - | |
| | \$ - | |
| | \$ - | |
| | \$ - | |
| \$ - | \$ - | |
| | \$ 264,083 | |
| \$ 1,126,960 | \$ 798,642 | \$ - |

| EXPENDITURES (CTC/Operators ONLY) | |
|--|---------------------|
| Operating Expenditures | |
| Labor | \$ 764,132 |
| Fringe Benefits | \$ 392,043 |
| Services | \$ 43,687 |
| Materials and Supplies | \$ 304,219 |
| Utilities | \$ 20,818 |
| Casualty and Liability | \$ 94,418 |
| Taxes | \$ 506 |
| Purchased Transportation: | |
| Purchased Bus Pass Expenses | \$ - |
| School Bus Utilization Expenses | \$ - |
| Contracted Transportation Services | \$ - |
| Other | \$ - |
| Miscellaneous | \$ 62,424 |
| Operating Debt Service - Principal & Interest | \$ - |
| Leases and Rentals | \$ 40,317 |
| Contrib to Capital Equip. Replacement Fund | \$ 203,038 |
| In-Kind, Contributed Services | \$ - |
| Allocated Indirect | \$ - |
| Capital Expenditures | |
| Equip. Purchases with Grant Funds | \$ - |
| Equip. Purchases with Local Revenue | \$ - |
| Equip. Purchases with Rate Generated Rev. | \$ - |
| Capital Debt Service - Principal & Interest | \$ - |
| | \$ - |
| Total Expenditures = | \$ 1,925,602 |
| minus EXCLUDED Subsidy Revenue = | \$ 798,642 |
| Budgeted Total Expenditures | |
| INCLUDED in Rate Base = | \$ 1,126,960 |
| Rate Base Adjustment ¹ = | |
| Adjusted Expenditures Included in Rate Base = | \$ 1,126,960 |

\$ 798,642

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹The Difference between Expenses and Revenues for Fiscal Year: 2015 - 2016

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Big Bend Transit Version 1.4
County: Gadsden

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles =

Rate Per Passenger Mile =

Total Projected Passenger Trips = 46,141

Rate Per Passenger Trip = \$ 24.42

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length 0.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ -

Rate Per Passenger Trip = \$ 41.73

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Big Bend Trail Version 1.4
County: Gadsden

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|---|---|---|---|
| <input checked="" type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No |
| Go to Section II for Ambulatory Service | Go to Section II for Wheelchair Service | STOP! Do NOT Complete Sections II - V for Stretcher Service | STOP! Do NOT Complete Sections II - V for Group Service |

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

| Ambulatory | Wheelchair | Stretcher | Group |
|--|--|--|--|
| <input type="radio"/> Yes | <input type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input type="radio"/> Yes |
| <input checked="" type="radio"/> No | <input checked="" type="radio"/> No | <input type="radio"/> No | <input checked="" type="radio"/> No |
| Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service | Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------------------------------|-------------------------------------|--|--|
| <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input checked="" type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No |
| | | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service?

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------|-------------|-------------|-------------|
| Leave Blank | Leave Blank | Leave Blank | Leave Blank |

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

| Ambulatory | Wheelchair | Stretcher | Group |
|--|--|--|--|
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) = Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate | | | |
|--|--|--|--|
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

| |
|-------------------------------------|
| <input type="radio"/> Yes |
| <input checked="" type="radio"/> No |

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

| | |
|---|-------------|
| <input checked="" type="radio"/> Pass. Trip | Leave Blank |
| <input type="radio"/> Pass. Mile | |

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

| |
|-------------|
| Leave Blank |
|-------------|

4. How much will you charge each escort?.....

| |
|-------------|
| Leave Blank |
|-------------|

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....

| |
|----------------------------|
| Do NOT Complete Section IV |
| Loading Rate 0.00 to 1.00 |

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 - * Be sure to leave the service **BLANK** if you answered NO in Section I or YES to question #2 in Section II

| | | RATES FOR FY: 2017 - 2018 | | | | |
|---|--------|---------------------------|-------------|-------------|-------------|-------------------------|
| | | Ambul | Chair | Stretcher | Group | |
| | | | | Leave Blank | Leave Blank | |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 0 | | | | | 0 |
| Rate per Passenger Mile = | | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | | per passenger per group |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 46,141 | 42,450 | 3,691 | | | |
| Rate per Passenger Trip = | | \$23.10 | \$39.61 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | | per passenger per group |
| 2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,... | | | | | | |
| Combination Trip and Mile Rate | | | | | | |
| | | Ambul | Wheel Chair | Stretcher | Group | |
| | | | | Leave Blank | Leave Blank | |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = | | | | | | \$0.00 |
| Rate per Passenger Mile for Balance = | | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | | per passenger per group |

| | | Rates If No Revenue Funds Were Identified As Subsidy Funds | | | | |
|---|--|--|-------------|-----------|---------|-------------------------|
| | | Ambul | Wheel Chair | Stretcher | Group | |
| | | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| Rate per Passenger Mile = | | | | | | |
| | | | | | | per passenger per group |
| Rate per Passenger Trip = | | \$39.48 | \$67.68 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | | per passenger per group |
| Program These Rates Into Your Medicaid Encounter Data | | | | | | |

QUALITY ASSURANCE

The Quality Assurance Element contains the steps the transportation disadvantaged coordinating board will take to monitor and evaluate the services provided by or coordinated through the community transportation coordinator, based on the locally established service standards consistent with those of the Commission for the Transportation Disadvantaged.

Service standards are an integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The transportation disadvantaged coordinating board will annually evaluate the community transportation coordinator's compliance of the established service standards. The community transportation coordinator and any transportation operator from whom service is purchased or arranged by the community transportation coordinator shall adhere to Commission approved standards.

1. Coordinator Evaluation Process

Annually, the transportation disadvantaged coordinating board evaluates the community transportation coordinator to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner. The transportation disadvantaged coordinating board makes a recommendation to the Apalachee Regional Planning Council. The Apalachee Regional Planning Council reviews the evaluation and the recommendation of the transportation disadvantaged coordinating board and recommends to the Commission for the Transportation Disadvantaged the designation of the community transportation coordinator for the next fiscal year.

The evaluation of the coordinator is conducted utilizing the Commission for the Transportation Disadvantaged approved format. A copy of the most recent coordinator evaluation follows.

The transportation disadvantaged coordinating board has agreed to not evaluate any area of service delivery that was recently evaluated by a purchasing/sponsoring agency or the Commission for the Transportation Disadvantaged. The board will appraise the results of the reviews and, if satisfactory, the coordinating board will incorporate the results into their evaluation.

2. Coordinator Monitoring Procedures of Operators and Coordination Contractors

The coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the coordinator will be used annually to evaluate the operators.

3. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the coordinator will be used annually to evaluate the coordination contractors. The evaluation results will be provided to the transportation disadvantaged coordinating board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

4. Planning Agency Evaluation Process

The transportation disadvantaged coordinating board will participate and assist the Commission for the Transportation Disadvantaged in its quality assurance review of the planning agency.



Big Bend Transit of Gadsden County

CTC Evaluation 2017

Summary of Findings

Prepared by Colleen Roland, Transportation Planner

Chair _____ Date _____

OVERALL: No deficiencies were found. The CTC is fully compliant in all areas reviewed.

Chapter 421.0155

The CTC is in full compliance with Chapter 421.055 sections (3 and 4)

Rule 41-2

The CTC is in full compliance with Rule 41-2.011 (2)

Commission Standards:

Full compliance and in several areas exceeds state standards.

Local Standards:

Full compliance

Comments:

The CTC received an unqualified audit from the State Commission for the Transportation Disadvantaged.

Noteworthy Practices:

- Through management practices and gate-keeping the CTC has continues to reduce no-shows. Overall the rate is less than one percent.
- The CTC is prudent in the management of its funding sources.
- The CTC provided cost-free services to veterans seeking to attend Stand Down Day in Leon County, among other worthy events.
- Big Bend Transit continues to remain financially sound.
- Gadsden County continues to have one of the safest coordinated systems within the state of Florida.
- Big Bend Transit management and staff continue to network professionally and effectively in the community, often identifying issues and creating solutions.