
GADSDEN COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Fiscal Year 2012-2017

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 13, 2012.*

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**GADSDEN COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
September 13, 2012**

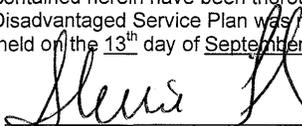
**ADOPTION OF
TRANSPORTATION DISADVANTAGED SERVICE PLAN
FOR THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

ROLL CALL VOTE

| Representation | Member | Voted For | Voted Against | Absent From Voting |
|-------------------------|----------------------------------|-----------|---------------|--------------------|
| Chairman | Sherrie Taylor | ✓ | | |
| Elderly | Willie Scott | ✓ | | |
| Disabled | Sylvester Murray | ✓ | | |
| Citizen Advocate | Lillian Johnson | | | ✓ |
| Citizen Advocate/User | Bernice Collins | ✓ | | |
| Veterans | Jerome Jordan | ✓ | | |
| Community Action | Lindsey Carr | | | ✓ |
| Public Education | Joe Lewis | | | ✓ |
| Children at Risk | Joy Anderson | ✓ | | |
| Workforce Dvp Board | Jerry Durbin | ✓ | | |
| Medical | Mike Sentman Aaron Kissler, att. | ✓ | | |
| FDOT | Vanessa Strickland | ✓ | | |
| FDCF | Tonya Smith | | | ✓ |
| FDOE/VR | Allen Simmons | ✓ | | |
| FDEA | Latoya Moody | | | ✓ |
| AHCA | Faye Basiri | | | ✓ |
| Private Trans. Industry | Not Applicable | | | |
| Mass/Public Transit | Not Applicable | | | |

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 13th day of September, 2012.

Coordinating Board Chairperson


Sherrie Taylor, Chairman

Approved by the Commission for the Transportation Disadvantaged

_____ Date

_____ Executive Director

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 |
|-----------------------------|--------------------|-------------------|-------------------|
| 1. Chairman | Sherrie Taylor | Gene Morgan | |
| 2. Elderly | Willie Scott | | Jan. 11 – June 14 |
| 3. Disabled | Sylvester Murray | | Jan. 10 – June 13 |
| 4. Citizen Advocate | Lillian Johnson | | Jan. 11 – June 14 |
| 5. Citizen Advocate/User | Bernice Collins | | Jan. 10 – June 13 |
| 6. Veterans | Jerome Jordan | Jessie Moore | Jan. 10 – June 13 |
| 7. Community Action | Lindsey Carr | | July 12 – June 15 |
| 8. Public Education | Joe Lewis | | Jan. 11 – June 14 |
| 9. Children at Risk | Joy Anderson | | July 12 – June 15 |
| 10. Workforce Dvp Board | Jerry Durbin | Dee Robinson | July 12 – June 15 |
| 11. Medical | Mike Sentman | Rhonda White | July 12 – June 15 |
| 12. FDOT | Vanessa Strickland | Kathy Rudd | |
| 13. FDCF | Tonya Smith | Elizabeth Arriage | |
| 14. FDOE/VR | Allen Simmons | | |
| 15. FDEA | Latoya Moody | | |
| 16. AHCA | Faye Basiri | Harold Walker | |
| 17. Private Trans. Industry | Not Applicable | | |
| 18. Mass/Public Transit | Not Applicable | | |

July 26, 2012

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 April 12, 2012 for the continuation of Big Bend Transit, Inc. as the community transportation coordinator, effective July 1, 2012 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.

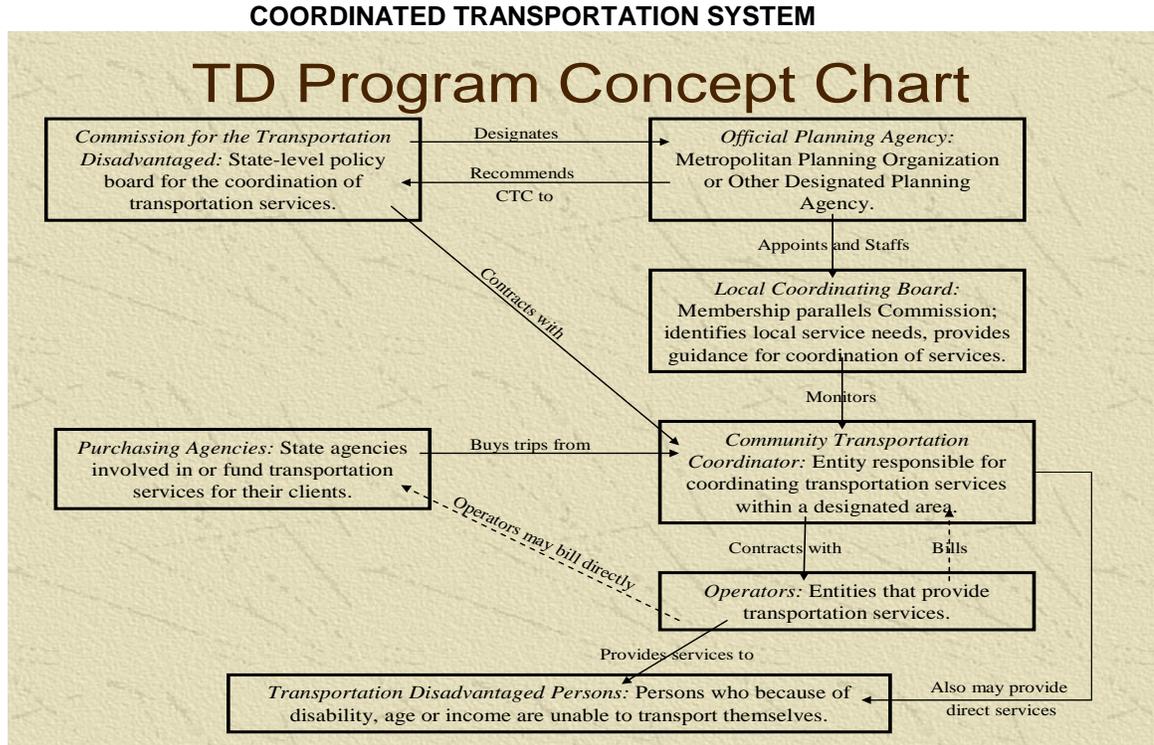
Transportation Disadvantaged Coordinating Board provides local assistance to the community transportation coordinator. They identify local service needs and provide information, advice and direction to the coordinator on the coordination of services. Each coordinating board is recognized as an advisory 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.



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., Capital Transit
 Florida Commission for the Transportation Disadvantaged (TD Trust Fund, Medicaid),
 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 2035 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 2012-2016 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 |
|-----|-------------------------|--------------------|-------------------|-------------------|
| 1. | Chairman | Sherrie Taylor | Gene Morgan | |
| 2. | Elderly | Willie Scott | | Jan. 11 – June 14 |
| 3. | Disabled | Sylvester Murray | | Jan. 10 – June 13 |
| 4. | Citizen Advocate | Lillian Johnson | | Jan. 11 – June 14 |
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| 15. | FDEA | Latoya Moody | | |
| 16. | AHCA | Faye Basiri | Harold Walker | |
| 17. | Private Trans. Industry | Not Applicable | | |
| 18. | Mass/Public Transit | Not Applicable | | |

July 26, 2012

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 516.2 square miles of land and 12.4 square miles of water for a total area of 528.5 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+ | 18+ |
|-------------|--------|--------|-------|--------|--------|-------|--------|
| 1990 | 41,105 | 10,108 | 3,160 | 12,169 | 7,483 | 5,185 | 28,941 |
| 2000 | 45,087 | 9,781 | 6,411 | 13,037 | 10,371 | 5,487 | 33,168 |
| 2010 | 46,389 | 9,291 | 5,859 | 11,656 | 13,260 | 6,323 | 35,184 |

SOURCE: U. S. Census Bureau

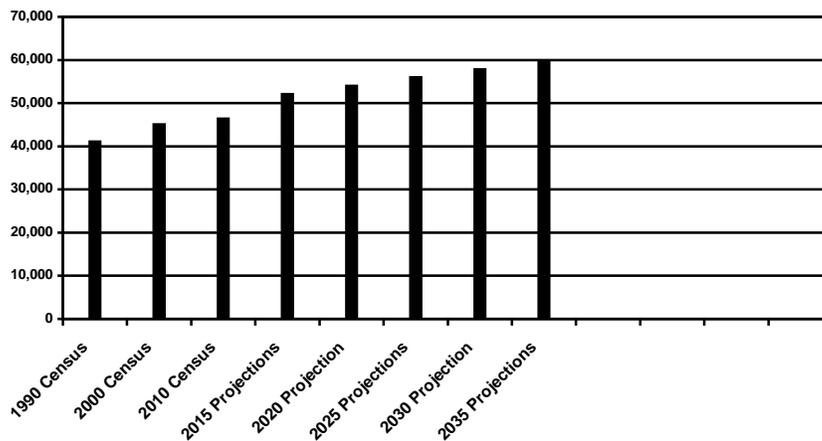
COMPOSITION

| | |
|---|--------|
| 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 | Attapulcus Highway, Quincy |
| | Thomas Field Post 217 | Attapulcus Highway, Quincy |
| | West Gadsden Historical Society | Greensboro |
| | Housing Facilities | Arbor Crest Apartments |
| 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 | 601 East Griffin Avenue, Quincy | |

| | | |
|-------------|---|---|
| | Care | |
| | 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 Attapulgus 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 Traffon, 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. | Capital Transit | Price Transportation Services, Inc. | Gadsden County School Board |
|--|--|------------------------|--|---------------------------------------|
| Telephone Number: | 850-574-6266 (Tallahassee) 850-627-9958 (Quincy) | 850-878-5874 | 850-510-3366 | 850-627-6858 |
| Contact Person & Title: | Ted Waters, General Manager Kathy Hicks, Transportation Manager | Perry Sheets, Owner | Tanya Price, Proprietor | Joe Lewis, Transportation Director |
| Number Vehicles: | 21 | 1 | 3 | 98 |
| Provider Type: | Private, Not For Profit | Private, For Profit | Private, For Profit | Government |
| Does the provider receive public funds and transport individuals in connection with the funds? | Yes | No | No | Yes |
| Does the provider provide transportation services to the general public? | Yes | Yes | Yes | No |
| What are the criteria for passenger eligibility? | Program participants and general public | Ability to pay | Ability to pay | School children |
| Is the provider part of the coordinated transportation program? | Yes, CTC | Yes, operator | No | No |

May 2012

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, job training facilities, and Medicaid services. 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 11-passenger vans | \$916,000 | 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 | \$50,000 | U.S.C. Sec. 5310, FDOT, CTC |
| 4 | Purchase transportation for disadvantaged and disabled citizens allowing them to obtain employment | Purchase Transportation Services | \$100,000 | U.S.C. Sec. 5316, Local Government or Non-Government |
| 5 | Purchase transportation for disadvantaged and disabled citizens | Purchase Transportation Services | \$100,000 | U.S.C. Sec. 5317, Local Government or Non-Government |

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
- ❖ continue coordinating out-of-service-area trips to destinations such as Gainesville, Lake City, Pensacola, etc.

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, 2012 – June 20, 2017 |
| Maintain and expand the client data base relating to the clients' needs and capabilities | CTC | July 1, 2012 – June 20, 2017 |
| Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds | CTC | July 1, 2012 – June 20, 2017 |
| Prepare a user's guide and update when needed | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Provide announcements to local newspapers announcing public hearings | PA | July 1, 2012 – June 20, 2017 |

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, 2012 – June 20, 2017 |
| Evaluate and revise routes and schedules when needed | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Develop a workable budget and keep within budget expectations | CTC | July 1, 2012 – June 20, 2017 |
| Review driver logs for areas of inefficient use of time, drivers, and miles | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Review driver non-revenue hours and reduce when possible | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Review routes, schedules and type of services being provided | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Contract with an adequate number of operators to meet the needs | CTC | July 1, 2012 – June 20, 2017 |

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

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

| Strategies | Responsible Party for Accomplishment | Anticipated Beginning & Ending Dates |
|--|---|---|
| Provide training on customer satisfaction | CTC | July 1, 2012 – June 20, 2017 |
| Provide training on passenger assistance techniques | CTC | July 1, 2012 – June 20, 2017 |
| Maintain an operational fleet of vehicles to meet all needs | CTC | July 1, 2012 – June 20, 2017 |
| Review routes, schedules and type of services being provided | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Report accidents and roadcalls to the LCB | CTC | July 1, 2012 – June 20, 2017 |
| Review operator contracts for compliance with safety requirements | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Annually review SSPP and amend as needed | CTC | July 1, 2012 – June 20, 2017 |
| Provide opportunities for riders to express concerns and suggestions on service delivery | CTC, LCB | July 1, 2012 – June 20, 2017 |
| Sponsor at least one public hearing each year for public comment | PA | July 1, 2012 – June 20, 2017 |
| Schedule an opportunity for public comments on all LCB agendas | PA | July 1, 2012 – June 20, 2017 |
| Address public organizations and agencies regarding services | CTC, LCB, PA | July 1, 2012 – June 20, 2017 |

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

| Strategies | Responsible Party for Accomplishment | Anticipated Beginning & Ending Dates |
|--|---|---|
| Address public organizations and agencies on the need of local financial support | CTC, LCB, PA | July 1, 2012 – June 20, 2017 |
| Promote the Voluntary Dollar Program | CTC, LCB, PA | July 1, 2012 – June 20, 2017 |

OBJECTIVE 5: Ensure program accountability.

| Strategies | Responsible Party for Accomplishment | Anticipated Beginning & Ending Dates |
|---|---|---|
| Provide copies of reports to the LCB for review. | CTC, PA | July 1, 2012 – June 20, 2017 |
| Provide, at least quarterly, operational and financial information to the LCB | CTC | July 1, 2012 – June 20, 2017 |
| Provide a copy of audit or annual financial report to LCB | CTC | July 1, 2012 – June 20, 2017 |
| Provide copies of purchasing agency evaluation/monitoring reports to LCB | CTC | July 1, 2012 – June 20, 2017 |
| Perform annual evaluation of CTC | LCB, PA | July 1, 2012 – June 20, 2017 |

(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

Advance Reservation, Intra-County Service.

Curb-to-curb (on exception, door-to-door), ambulatory/wheelchair, non-emergency transportation service, within Gadsden County.

Advance Reservation, Inter-County Service.

Curb-to-curb (on exception, door-to-door), ambulatory/wheelchair, non-emergency transportation service, between Gadsden County and other Florida Counties (on occasion, South Georgia).

Demand Response Service.

Curb-to-curb (on exception, door-to-door), ambulatory/wheelchair, non-emergency transportation service that is provided: 1) outside the specific areas of service, and/or 2) outside the specific periods of regular service, and/or 3) without proper advance notification.

Non-Emergency Medical Stretcher Service.

Door-to-door, non-emergency medical stretcher transportation service, provided only to qualified Medicaid beneficiaries.

Evacuation Service.

Door-to-door, ambulatory/wheelchair, transportation service, only to the extent of availability per agreement.

b. Hours and Days of Service

Intra-County Service for the general public is available Monday through Saturday, 6:00 AM to 8:00 PM, except Thanksgiving Day, Christmas Day and New Year's Day.

Intra-County Service for Transportation Disadvantaged Trust Fund non-sponsored persons is available Monday through Saturday, 6:00 AM to 8:00 PM, except Thanksgiving Day, Christmas Day and New Year's Day.

Intra-County Service for Medicaid sponsored persons is available seven days per week, 24-hours per day, except Thanksgiving Day, Christmas Day and New Year's Day.

Intra-County Service for other federal, state and/or local government agency(s) is provided as negotiated.

Inter-County Service between Gadsden County and Leon County (Tallahassee) is available on a regular schedule:

| | |
|-------------------|---|
| Monday-Friday | Arrivals 7:30 AM, 10:30 AM & 1:30 PM Departures at 10:00 AM, 1:00 PM & 4:00 PM |
| Saturday & Sunday | For Medicaid only, as requested |

Inter-County Service (except to Jefferson, Leon, Madison & Taylor Counties) from Gadsden County is provided once per day, normally on the following schedule:

Monday – to Lake City/Columbia County and/or Gainesville/Alachua County

Tuesday – to Marianna/Jackson County and/or Blountstown/Calhoun County and/or Panama City/Bay County

Wednesday – to Lake City/Columbia County and/or Jacksonville/Duval County

Thursday – to Blountstown/Calhoun County and/or Crawfordville/Wakulla County

Friday – to Lake City/Columbia County and/or Gainesville/Alachua County

2. Accessing Services

Advance Reservation Service.

When requesting this service, the name and origin/destination of the passenger to be transported will be placed with the CTC by 2:00 PM the day before the day of travel and no more than 14 days in advance of the day of travel.

Requests for Medicaid Non-Emergency Transportation (NET) Service requires three working days advanced notification. Requests for same day/urgent care Medicaid NET Service will be acknowledged for scheduling within three hours of the time the request is made. If the request is made during the work day, Monday through Friday, 8:00 AM to 5:00 PM, with the exception of New Year's Day, Thanksgiving Day and Christmas Day, transportation will be provided the same day prior to midnight. Requests for Medicaid NET Service received after 5:00 PM on a work day or anytime on Saturday, Sunday or a holiday will be provided as soon as possible and by 5:00 PM the next day.

The requester will transmit information on any cancellations of Advanced Reservation Service by two hours before the earliest pick-up time. Failure to provide the required notice of intent to cancel may cause a "No-Show" (one-way trip) charge or cancellation of transportation privileges to the purchaser.

Non-Emergency Medical Stretcher Service.

Requests for Non-Emergency Medical Stretcher Service will be acknowledged for scheduling within three hours of the time the request is made. If the request is made during the work day, Monday through Friday, 8:00 AM to 5:00 PM, with the exception of New Year's Day, Martin Luther King's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the Friday following, and Christmas Day, transportation will be provided the same day prior to midnight. Requests for Non-Emergency Medical Stretcher Service received after 5:00 PM on a work day or anytime on Saturday, Sunday or a holiday will be provided as soon as possible and by 5:00 PM the next day. Non-Emergency Medical Stretcher Service is provided only to qualified Medicaid beneficiaries. When requesting Non-Emergency Medical Stretcher Service, the name and origin/destination of the passenger to be transported will be placed with the CTC at least two hours before the required time of travel. The requester will transmit information on any cancellations of Non-Emergency Medical Stretcher Service by one hour before the time of travel. Failure to provide the required notice of intent to cancel may cause a "No-Show" (one-way trip) charge or cancellation of transportation privileges to passenger.

Evacuation Service.

When requesting Evacuation Service, the purchaser will place with the CTC the number and type of vehicle(s) required and the time period(s) during which the vehicle(s) will be required. A vehicle service hour begins with the start of the purchaser's requested period of availability, and ends with the purchaser's release of the vehicle(s).

Scheduling and Cancellations.

Hours of the CTC for scheduling all transportation service are Monday through Friday, 8:00 AM to 5:00 PM.

Hours of the CTC for cancelling all transportation services are Monday through Friday, 6:00 AM to 6:00 PM.

The telephone number of the CTC for requesting all transportation services, except Medicaid NET service, is 627-9958.

The telephone number of the CTC for Medicaid NET service requests is 574-4158.

The telephone number of the CTC for cancelling all transportation services is 627-9958.

Eligibility.

Eligibility for non-sponsored TD services is determined locally by application. Eligibility requires submittal of an eligibility application and an affirmative determination of eligibility. Non-sponsored TD services are provided to eligible persons on a first-come, first-serve (funds available) basis. When fund availability necessitates the prioritization of non-sponsored TD services, a trip priority guide will be developed by the local coordinating board and employed by the CTC.

3. Transportation Operators and Coordination Contractors

Solicitation for contracted transportation operators is need driven and is accomplished through a competitive Request for Qualifications process.

Transportation Operators:

Big Bend Transit Inc.

304 West Crawford Street, Quincy, Florida 32351

Types of service provided: Advanced Reservation Service, Evacuation Service

Services provided to: Unrestricted

Capital Transit, Inc.

1225 Miccosukee Road, Tallahassee, Florida 32308

Types of service provided: Non-Emergency Stretcher Service

Services provided to: Qualified Medicaid beneficiaries

Coordination Contractors:

None

4. Public Transit Utilization

The Gadsden County Board of County Commissioners provides limited deviated fixed route public transportation service in Quincy/Gadsden County and between Quincy/Gadsden County and Tallahassee/Leon County.

5. School Bus Utilization

The transportation needs of the transportation disadvantaged in Gadsden County are met without the use of school buses.

6. Vehicle Inventory

GADSDEN COUNTY COORDINATED TRANSPORTATION SYSTEM
 FLEET INVENTORY
 (effective July 1, 2012)

| VEH. NO. | VEHICLE ID NO. | MFG | MFG. YR. | TYPE | FUEL | GWR | ACT. PASS SEATS | W/C LIFT POS. | W/C STR. POS. | OWNER | USE |
|----------|-------------------|----------------|----------|--------|------|--------|-----------------|---------------|---------------|---------|-----------|
| 0507 | 1FDWE35L65HA51572 | FORD/CHAMPION | 2005 | SCTAWY | GAS | 7,950 | 8 | Y | 2 | BBT | SHUTTLE |
| 0606 | 1FDXE45S35HB48777 | FORD/CHAMPION | 2006 | CTAWY | GAS | 9,200 | 12 | Y | 2 | BBT | |
| 0618 | 1GBE4V1C46F424276 | CHEVY/CHAMPION | 2006 | CTAWY | GAS | 9,200 | 12 | Y | 2 | BBT | |
| 0705 | 1GBE4V1G07F403894 | CHEVY/CHAMPION | 2007 | CTAWY | GAS | 9,200 | 12 | Y | 2 | BBT | |
| 0801 | 1GBE4V1G18F406725 | CHEVY/CHAMPION | 2008 | CTAWY | GAS | 9,200 | 12 | Y | 2 | BBT | |
| 0802 | 1GBE4V1G28F406491 | CHEVY/CHAMPION | 2008 | CTAWY | GAS | 9,200 | 12 | Y | 2 | BBT | |
| 0812 | 1FBNE31L58DB43858 | FORD | 2008 | VAN | GAS | 8,800 | 11 | | | BBT | |
| 0813 | 1FBNE31L78DB43859 | FORD | 2008 | VAN | GAS | 8,800 | 11 | | | BBT | |
| 0814 | 1FBNE31L38DB43860 | FORD | 2008 | VAN | GAS | 8,800 | 11 | | | BBT | |
| 0912 | 1FBNE31L59DA91486 | FORD | 2009 | VAN | GAS | 8,600 | 11 | | | BBT | |
| 1001 | 1GB9G5AG8A1105753 | CHEVY/CHAMPION | 2010 | CTAWY | GAS | 10,000 | 12 | Y | 2 | BBT | |
| 1003 | 1GB9G5AG3A1105319 | CHEVY/CHAMPION | 2010 | CTAWY | GAS | 10,000 | 12 | Y | 2 | BBT | |
| 1004 | 1GB9G5AGXA1105091 | CHEVY/CHAMPION | 2010 | CTAWY | GAS | 10,000 | 12 | Y | 2 | BBT | |
| 1005 | 1GBJG31K391172858 | CHEVY/CHAMPION | 2010 | SCTAWY | GAS | 9,000 | 8 | Y | 2 | BBT | |
| 1006 | 1GBJG31KX91172775 | CHEVY/CHAMPION | 2010 | SCTAWY | GAS | 9,000 | 8 | Y | 2 | BBT | |
| 1007 | 1GBJG31K091172610 | CHEVY/CHAMPION | 2010 | SCTAWY | GAS | 9,000 | 8 | Y | 2 | BBT | |
| 1008 | 1GB9G5AG4A1105393 | CHEVY/CHAMPION | 2010 | CTAWY | GAS | 10,000 | 12 | Y | 2 | BBT | |
| 1101 | 1GB3G2BG1B1149209 | CHEVY/CHAMPION | 2011 | SCTAWY | GAS | 12,300 | 8 | Y | 2 | BBT | |
| 76578 | 1FBNE31L19DA76578 | FORD | 2009 | VAN | GAS | 8,600 | 11 | | | BBT | VP |
| 82068 | 1FBNE3BL2BDA82068 | FORD | 2011 | VAN | GAS | 8,600 | 11 | | | BBT | VP |
| 89551 | 1FBNE31L29DA89551 | FORD | 2009 | VAN | GAS | 8,600 | 11 | | | BBT | VP |
| 89552 | 1FBNE31L49DA89552 | FORD | 2009 | VAN | GAS | 8,600 | 11 | | | BBT | VP |
| | 1FTNS24W58DA39889 | FORD | 2008 | VAN | GAS | | 2 | | 1 | CAPITAL | STRETCHER |

7. System Safety Program Plan (SSPP) Certification

The CTC adopted an amended/modified SSPP effective November 3, 2010. The CTC complies with the adopted safety standards in the SSPP. Annual safety inspections are performed on all operational vehicles in the coordinated transportation system.

The CTC adopted an amended/modified Security Program Plan (SPP) effective July 26, 2007.

The CTC's Annual Safety Certification to the Florida Department of Transportation, dated January 23, 2012 follows.

BUS TRANSIT SYSTEM

ANNUAL SAFETY CERTIFICATION

DATE: January 23, 2012

NAME: Big Bend Transit, Inc.

ADDRESS: Post Office Box 1721, Tallahassee, Florida 32302

In accordance with Florida Statue 341.061, the Bus Transit System named above, hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) 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.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: 

Name: Edward B. Waters, General Manager

Title: General Manager (Type or Print)

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

Name: Big Bend Transit, Inc.

Title: Tom Hudson, Maintenance Manager

8. Intercounty Services

Big Bend Transit provides regular scheduled and non-scheduled intercounty transportation service(s). Big Bend Transit participates, when operationally and cost-effective, in intercounty service routes operated by adjacent CTCs.

9. Emergency Preparedness and Response

Upon request, and on a capacity available basis, the CTC enters into disaster/emergency transportation assistance agreements with residential facilities to provide ambulatory and non-ambulatory (wheelchair) transportation services.

Disaster/Emergency transportation assistance agreements are in place in Gadsden County with Riverchase Care Center, 1000 Strong Road, Quincy, Florida 32351.

10. Education Efforts/Marketing

The availability of the Gadsden County coordinated transportation system for non-sponsored TD persons will continue to be promoted through general and specific distribution of informational materials at locations with concentrated TD person activity.

11. Acceptable Alternatives

No alternatives, based on Chapter 427.016(1)(a), Florida Statutes, and Rule 41-2.015(2-3), Florida Administrative Code, have been requested and/or approved for the Gadsden County coordinated transportation system.

12. Service Standards

The Service Standards of the Gadsden County coordinated transportation system consist of Service Standards outlined in Rule 41-2, Florida Administrative Code and adopted/expanded by local policy, and are included on the following pages.

Service Standards

DRUG AND ALCOHOL TESTING.....41-2.006(4)(a)

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.

The CTC shall comply with this standard.

ESCORTS AND DEPENDENT CHILDREN.....41-2.006(4)(b)

An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

Children under age 6 are required to be accompanied by an escort or an attendant. Escorts shall be provided by the passenger. The escort must be able to provide the necessary assistance to the passenger. The escort shall be transported at the regular rate.

CHILD RESTRAINT DEVICES (USE, RESPONSIBILITY, COST).....41-2.006(4)(c)

Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

All passengers under the age of 4 shall be required to use a child restraint device. The passenger shall provide this device.

PASSENGER PROPERTY.....41-2.006(4)(d)

Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, childseats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Passengers shall be allowed to have two pieces of personal property which they can place in their laps or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle. Drivers shall not be allowed to carry packages, other than on and off the vehicle.

VEHICLE TRANSFER POINTS.....41-2.006(4)(e)

Vehicle transfer points shall provide shelter, security, and safety of passengers.

The CTC and subcontracted operators shall comply with this standard.

LOCAL TOLL FREE TELEPHONE NUMBER.....41-2.006(4)(f)

A local toll free telephone number for complaints or grievances shall be posted inside the vehicles. The TD 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 TD Helpline phone number.

The CTC and subcontracted operators shall comply with this standard.

OUT-OF-SERVICE AREA TRIPS.....41-2.006(4)(g)

Out of service area trips shall be provided when determined locally and approved by the local coordinating board, except in instances where local ordinances prohibit such trips.

Out-of-service area (inter-county) trips will be kept to a minimum. Inter-county services between Gadsden County and Leon County are available on a regular weekday (Monday-Friday) schedule. Inter-county service, except Leon County from Gadsden County is provided only to the extent of availability and no more than once per day.

VEHICLE INTERIOR.....41-2.006(4)(h)

Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passengers.

The CTC and subcontracted operators shall comply with this standard.

BILLING.....41-2.006(4)(i)

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 7 working days to subcontractors, after receipt of said payment by the community transportation coordinator, in accordance with Section 287.0585, F.S.

The CTC and subcontracted operators shall comply with this standard.

DATABASE (PASSENGERS AND TRIPS)..... 41-2.006(4)(j)

Passenger/trip database must be maintained or accessible by the community transportation coordinator on each rider being transported within the system.

The CTC and subcontracted operators shall comply with this standard.

VEHICLE SEATING.....41-2.006(4)(k)

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.

The CTC and subcontracted operators shall comply with this standard.

DRIVER IDENTIFICATION.....41-2.006(4)(l)

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 the specific passenger, 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.

The CTC and subcontracted operators shall comply with this standard.

BOARDING ASSISTANCE.....41-2.006(4)(m)

The paratransit drivers 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 utilization of 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

Drivers may not assist wheelchairs through grass or sand or on an incline of more than 1':12'.

SMOKING, DRINKING, EATING.....41-2.006(4)(n)

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.

The use of any tobacco products on the vehicles is prohibited. Eating and drinking on board the vehicle will not be allowed. Stops will be made to accommodate the needs of the passengers at the discretion of the driver.

NO-SHOW POLICY.....41-2.006(4)(o)

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.

Passenger no-shows are defined as trips not cancelled prior to dispatch of the vehicle. With the exception of Medicaid beneficiaries, when passengers are considered no-shows, they shall be notified. Upon the third no-show within 60 days, the rider may be suspended for 30 days.

If a Medicaid beneficiary commits a no-show as defined in the CTC's Medicaid contract, the CTC will contact the person and counsel them on the proper usage of non-emergency transportation services and provide technical assistance as needed. The CTC will provide the CTD with a monthly report listing its no-show beneficiaries in accordance with the CTC's Medicaid contract.

No-Shows will not exceed 1% of requested trips.

COMMUNICATIONS.....41-2.006(4)(p)

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.

All vehicles shall have cellular telephones or two-way radios.

VEHICLE COMFORT (AIR CONDITIONING, HEATING)..... 41-2.006(4)(q)

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.

The CTC and subcontracted operators shall comply with this standard.

FIRST-AID.....41-2.006(4)(r)

First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

All drivers shall be certified in First Aid.

CARDIOPULMONARY RESUSCITATION (CPR).....41-2.006(4)(s)

Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

All drivers shall be certified in CPR.

DRIVER BACKGROUND SCREENING.....41-2.006(4)(t)

Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.

All drivers in the coordinated system must meet Level 2 requirements, in accordance with Chapter 435, Florida Statutes.

PUBLIC TRANSIT RIDERSHIP.....41-2.006(4)(u)

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.

This standard is not applicable to this service area.

PICK-UP WINDOW.....41-2.006(4)(v)

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.

There is a ninety (90) minutes pick-up window in place for all intra-county trips scheduled, based on the arrival/departure time of the passenger.

The CTC shall have at least a 90% on-time performance for all scheduled pick-up times within the established window.

ON-TIME PERFORMANCE.....41-2.006(4)(w)

The community transportation coordinator and the 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 a part of the community transportation coordinator's evaluation of its contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

The coordinator shall have at least a 90% on-time performance rate for all completed trips.

ADVANCE NOTIFICATION REQUIREMENT.....41-2.006(4)(x)

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 and passengers.

There shall be a 72 hour notice requirement for Medicaid NET trips scheduled within the coordinated system, except under special circumstances.

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

ACCIDENTS.....41-2.006(4)(y)

The community transportation coordinator and the local coordinating board should jointly establish and address in the 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.

1 chargeable accidents per 100,000 vehicle miles shall be the maximum allowable number of accidents for the evaluation period.

ROADCALLS.....41-2.006(4)(z)

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.

There should be no less than 10,000 miles between each roadcall.

CALL HOLD TIME.....41-2.006(4)(aa)

This performance measure can be used to address the accessibility of the service. The community transportation coordinator and the local coordinating board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local coordinating board's evaluation of the community transportation coordinator.

90% of all incoming calls will be answered within an average of three (3) minutes.

COMPLAINTS.....41-2.006(4)(bb)

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 quality of service provided within the coordinated system. The 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.

1 complaint per 250 trips shall be the maximum number of complaints for the evaluation period.

CONTRACT MONITORING.....

The Coordinator shall perform an annual evaluation of all contracted operators using applicable portions of the Transportation Disadvantaged Service Plan evaluation process.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT.....

The CTC will comply with applicable ADA regulations concerning accommodating mobility aids, accommodating life support systems, passenger restraints, standees, driver assistance requirements, personal care attendants, service animals, transfer from wheelchairs to vehicle seats, lift equipment operation and securement and passenger sensitivity/disability awareness training for drivers.

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 relieve 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

The Annual Compliance Report and the Monthly Operating Report(s) used by the CTC to monitor the operators and coordination contracts of the Gadsden County coordinated transportation system include a review of contracts, insurance, vehicle and driver reviews, compliance with the System Safety Program Plan, data regarding trips, No-Shows, roadcalls, miles, vehicle hours, accidents and employees.

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, 2012

| TYPE OF SERVICE PROVIDED | UNIT | COST/UNIT |
|--|----------------------------------|---|
| TDTF Ambulatory Passenger | Passenger Mile or Passenger Trip | \$1.85/passenger mile or \$36.21/passenger trip |
| TDTF Wheelchair Passenger | Passenger Mile or Passenger Trip | \$3.17/passenger mile or \$62.07/passenger trip |
| Escort | Trip | \$10.00/one-way trip |
| Advance Reservation – Intra-County | Passenger Trip Fare | \$2.00/passenger trip |
| Advanced Reservation – Inter-County | Passenger Trip Fare | \$3.00/pick-up & \$.25/mile |
| | | |
| Medicaid NET Ambulatory Passenger | Passenger Mile or Passenger Trip | \$1.97/passenger mile or \$38.66/passenger trip |
| Medicaid NET Wheelchair Passenger | Passenger Mile or Passenger Trip | \$3.38/passenger mile or \$66.27/passenger trip |
| Escort | Trip | \$10.00/one-way trip |
| | | |
| Other Federal, State and Local Government & Non-Governmental Agency/Organization | Vary | Negotiated |

Preliminary Information Worksheet

Version 1.4

| | |
|------------------------|------------------------|
| CTC Name: | BIG BEND TRANSIT, INC. |
| County (Service Area): | Gadsden |
| Contact Person: | Ted Waters |
| Phone #: | 850-574-6266 |

Check Applicable Characteristic

| ORGANIZATIONAL TYPE | NETWORK TYPE |
|---|---|
| <input type="radio"/> Governmental | <input type="radio"/> Fully Brokered |
| <input checked="" type="radio"/> Private Non-Profit | <input checked="" type="radio"/> Partially Brokered |
| <input type="radio"/> Private For Profit | <input type="radio"/> 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.

| Account | Current Year | Current Year | Current Year | Current Year | Proposed Changes | Comments |
|---------|--|--|--|--|------------------------------------|---|
| | ACTUALS | APPROVED Budget | APPROVED Budget | PROPOSED Budget | | |
| | from July 1st of 2010 to June 30th of 2011 | from July 1st of 2011 to June 30th of 2012 | from July 1st of 2011 to June 30th of 2012 | from July 1st of 2012 to June 30th of 2013 | from Current Year to Upcoming Year | |
| | | | | | | Confirm whether revenue is collected by from subsidy vs. purchased services to utilize. |
| | | | | | | Explain changes in column 6 that are 110% and Also 21550000 |

| REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!) | | | | | | |
|--|--|--|------------|--|--|--|
| Local Non-Govt | | | | | | |
| Paradox | | | \$ 43,012 | | | |
| Medicaid Co-Pay Received | | | | | | |
| Donations/Contributions | | | | | | |
| In-Kind/Contributed Services | | | | | | |
| Other | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Local Government | | | | | | |
| District School Board | | | | | | |
| Govt ADA Services | | | | | | |
| County Cash | | | | | | |
| County In-Kind/Contributed Services | | | | | | |
| City Grants | | | | | | |
| City In-Kind/Contributed Services | | | | | | |
| City Cash | | | | | | |
| Other In-Kind/Contributed Services | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| CTD | | | | | | |
| Non-Sports Trip Program | | | \$ 387,110 | | | |
| Non-Sports Capital Expenditure | | | | | | |
| Rural Capital Equipment | | | | | | |
| Other CTD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| USDOT & FDOT | | | | | | |
| 44 USC 5307 | | | | | | |
| 48 USC 5310 | | | | | | |
| 49 USC 5311 (Operating) | | | \$ 84,936 | | | |
| 49 USC 5311 (Capital) | | | | | | |
| Block Grant | | | | | | |
| Service Development | | | | | | |
| Commuter Assistance | | | | | | |
| Other DOT (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| AHCA | | | | | | |
| Medicaid | | | \$ 824,066 | | | |
| Other AHCA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DCF | | | | | | |
| Alcohol Drug & Mental Health | | | | | | |
| Family Safety & Preservation | | | | | | |
| Child Care Dis/Agng & Ad/ill 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) | | | | | | |
| Car Parking | | | | | | |
| Dis/abled Services | | | | | | |
| Vocational Rehabilitation | | | | | | |
| Day Care Programs | | | | | | |
| Other DOE (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| AWI | | | | | | |
| WAGES/Mgr/Board | | | | | | |
| Other AWI (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DOEA | | | | | | |
| Older Americans Act | | | | | | |
| Community Care for Elderly | | | | | | |
| Other DOEA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DCA | | | | | | |
| Community Services | | | | | | |
| Other DCA (specify in explanation) | | | | | | |
| Bus Pass Admin Revenue | | | | | | |

Worksheet for Program-wide Rates

CTC: BIG BEND TRANSI 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 = | 615,972 |
| Rate Per Passenger Mile = \$ | 2.04 |
| Total Projected Passenger Trips = | 31,025 |
| Rate Per Passenger Trip = \$ | 40.43 |

Fiscal Year

2012 - 2013

| | |
|-------------------------------------|-------------------|
| Avg. Passenger Trip Length = | 19.9 Miles |
|-------------------------------------|-------------------|

| Rates If No Revenue Funds Were Identified As Subsidy Funds | |
|--|--------------|
| Rate Per Passenger Mile = \$ | 2.17 |
| Rate Per Passenger Trip = \$ | 43.16 |

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

CTC: BIG BEND TRM Version 4
 County: Gadsden

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.

SECTION II: Escort Service

1. Do you want to charge a fee for escorts? Yes No

2. If you answered Yes to #1, do you want to charge the fee per Passenger Trip OR per Passenger Mile? Rate Trip Rate Mile

3. If you answered Yes to #1 and completed #2, for how many of the following:

- Passenger Trip Passenger Miles will be accompanied by an escort?
- How much will you charge each escort?

Labels: Leave Blank, Rate Trip, Rate Mile

SECTION III: Group Service Loading

4. Fill in the message: You Must Complete This Section if you are to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)

5. And what is the projected total number of Group Vehicle Revenue Miles?

Labels: Leave Blank, Loading Rate

SECTION IV: Rate Calculations for Multiple Services

6. You will 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 "Programwide Rates" Worksheet. MINUS Miles and Trips for contracted services. For rates were calculated in the Section II above.

7. EX-SAMPLE: If you answered YES to Question #2 in Section II, you will input a COMBINED Rate per Trip PLUS a per Mile add-on for all services.

RATES FOR FY: 2012 - 2013

| | Ambul | Wheel Chair | Stretcher | Group |
|--|----------|-------------|-----------|--------|
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) <input type="text"/> | \$26,940 | \$7,329 | | |
| Rate per Passenger Mile | \$1.85 | \$3.17 | \$0.00 | \$0.00 |

| | Ambul | Wheel Chair | Stretcher | Group |
|--|---------|-------------|-----------|--------|
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) <input type="text"/> | 25,965 | 5,060 | | |
| Rate per Passenger Trip | \$36.21 | \$62.07 | \$0.00 | \$0.00 |

2) If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for all services:

INPUT the Desired Rate per Trip (but must be less than per trip rate above)

| | Ambul | Wheel Chair | Stretcher | Group |
|--------------------------------------|--------|-------------|-----------|--------|
| Rate per Passenger Mile (or Balance) | \$1.85 | \$3.17 | \$0.00 | \$0.00 |

Rates if No Revenue Funds Were Identified As Subsidy Funds

| | Ambul | Wheel Chair | Stretcher | Group |
|-------------------------|--------|-------------|---------------|-----------|
| Rate per Passenger Mile | \$1.97 | \$3.38 | \$0.00 | \$0.00 |
| | | | per passenger | per group |

| | Ambul | Wheel Chair | Stretcher | Group |
|-------------------------|---------|-------------|---------------|-----------|
| Rate per Passenger Trip | \$38.66 | \$66.27 | \$0.00 | \$0.00 |
| | | | per passenger | per group |

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.

**Local Coordinating Board Annual Review
Community Transportation Coordinator**

Big Bend Transit, Inc.

Counties served: Gadsden

Date(s) of Review: October 3, 2011

I. RECORDS AND AREAS OF REVIEW

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Status Report Follow-Up From Last Review
- E. On-Site Observation of the System
- F. Rider Survey Summary
- G. Contractor Survey Summary - NA
- H. Purchasing Agency Survey Summary
- I. Level of Cost – Worksheet 1
- J. Level of Competition – Worksheet 2
- K. Level of Coordination – Worksheet 3

II. FINDINGS AND RECOMMENDATIONS

A. General Information

Big Bend Transit, Inc. was designated as the CTC for Gadsden County for Fiscal Years October 1, 2007– June 30, 2012. The CTC operates in a rural area as a partial broker provider.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

B. Chapter 427, F.S. – Review of the CTC monitoring of its transportation operator contracts, Review of the TDSP to determine the utilization of school buses and public transportation services

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

C. Rule 41-2, F.A.C. –Minimum Insurance Compliance, Evaluation of Cost-Effectiveness of Coordination Contractors and Alternatives, Commission Standards, Local Standards

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

D. Status Report Follow-Up From Last Review

Area of Noncompliance: Passenger No-show Standard not met. Vehicle signage regarding comments, complaints, commendations not posted

Recommendation: CTC was to provide information to riders on how to cancel reservations to reduce the number of No-Shows. CTC was to check all vehicles and post signage in those vehicles that are missing the required sign.

Compliance: LCB was satisfied with Corrective Action taken.

E. On-Site Observation of the System

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

F. Rider Survey Summary

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

G. Contractor Survey Summary

Area of Noncompliance: The CTD Compliance Review identified the following: Current review of operator contracts to ensure compliance with the TD and Medicaid criteria, an onsite observation and execute a current contract.

Recommendation: Obtain current contracts for contractors during their annual closing process and monitor subcontractors for compliance with the applicable grant funding requirements. Additionally, as a part of the monitoring process, the CTC should perform an on-site observation of the transportation system to ensure compliance.

Compliance: Corrective Action Plan was accepted by the CTD on 8/24/11.

H. Purchasing Agency Survey Summary

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

I. Level of Cost – Worksheet 1

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

J. Level of Competition – Worksheet 2

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

K. Level of Coordination – Worksheet 3

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: None

Report completed by: Vanita Anderson, LCB/ARPC staff

Date: November 10, 2011