

GADSDEN COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

FISCAL YEAR 2022-2027

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 15, 2022

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APALACHEE REGIONAL PLANNING COUNCIL

Serving Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Leon, Liberty, & Wakulla counties & their municipalities

LOCAL PARTNERSHIPS, REGIONAL IMPACT.

Gadsden County Coordinating Board Membership Certification

The Apalachee Regional Planning Council certifies that:

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

Representation	Member's Name	Alternate's Name	Term
Chairman	Eric Hinson		
Elderly	Sarah Fields		
Disabled	(vacant)		
Citizen Advocate	(vacant)		
Citizen Advocate/User	Bernice Collins		July 2022 – June 2025
Veterans	Mike Jackson	Sonya Solis	July 2020 – June 2023
Community Action	Anne Robinson		July 2021 – June 2024
Public Education	Andy Gay		July 2020 – June 2023
Children at Risk	Joy Anderson		July 2022 – June 2024
Workforce Dev. Board	Dee Robinson		July 2020 – June 2023
Medical	Adrian Cooksey Wilson	Stacey Hannigon	July 2021 – June 2024
FDOT	Debbie "Toni" Prough	Zach Balassone	
FDCF	Terrence Watts	Loretha Bellamy	
FDOE/VR	Shakelia Epps		
FDEA	James Hinson		
AHCA	Kenyatta Smith	Latarsha Hampton	
APD	Annette Zeeb	Willie Dawkins-Miller Tracie Davis	
Private Trans. Industry	<i>Not Applicable</i>		
Mass/Public Transit	<i>Not Applicable</i>		

Signature:

Kristin Dozier

Date: August 18, 2022

Update Table

GADSDEN COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE TABLE

September 15, 2022

Updated/amended areas are indicated with a "✓".

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION ROLL CALL VOTE PAGE

DEVELOPMENT PLAN	PAGE	UPDATE
I. INTRODUCTION TO THE SERVICE AREA		
A. Background of the TD Program		
B. Community Transportation Coordinator Designation Date/History		
C. Organizational Chart		
D. Consistency Review of Other Plans		
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II. SERVICE AREA PROFILE/DEMOGRAPHICS		
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a. Land Use		
b. Population/Composition		
c. Employment		
d. Major Trip Generators/Attractors		
e. Inventory of Available Transportation Services		
III. SERVICE ANALYSIS		
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B. Needs Assessment		
C. Barriers to Coordination		
IV. GOALS, OBJECTIVES, AND STRATEGIES		
V. IMPLEMENTATION SCHEDULE		

SERVICE PLAN	PAGE	UPDATE
I. OPERATIONS		
A. Types, Hours, and Days of Service		
B. Accessing Services		
C. Transportation Operators and Coordination Contractors		
D. Public Transit Utilization		
E. School Bus Utilization		
F. Vehicle Inventory		
G. System Safety Program Plan Certification		
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I. Emergency Preparedness and Response		
J. Education Efforts/Marketing		
K. Acceptable Alternatives		
L. Service Standards		
M. Local Complaint and Grievance Procedure/Process		
N. CTC Monitoring Procedures for Operators and Coordination Contractors		
O. Coordination Contract Evaluation Criteria		
II. COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION		

QUALITY ASSURANCE	PAGE	UPDATE
A. Coordinator Evaluation Process		
B. Coordinator Monitoring Procedures of Operators and Coordination Contractors		
C. Coordination Contract Evaluation Criteria		
D. Planning Agency Evaluation Process		

Adoption of TDSP Roll Call Vote

**GADSDEN COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
SEPTEMBER 15, 2022**

**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	Eric Hinson			
Elderly	Sarah Fields			
Disabled	(vacant)			
Citizen Advocate	(vacant)			
Citizen Advocate/User	Bernice Collins			
Veterans	Mike Jackson			
Community Action	Anne Robinson			
Public Education	Andy Gay			
Children at Risk	Joy Anderson			
Workforce Dyp Board	Dee Robinson			
Medical	Adrian Cooksey Wilson			
FDOT	Debbie "Toni" Prough			
FDCF	Loretha Bellamy			
FDOE/VR	Shakelia Epps			
FDEA	James Hinson			
AHCA	Kenyatta Smith			
APD	Annette Zeeb			
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 15th day of September, 2022.

Coordinating Board Chairperson _____

* * * *

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

Development Plan

I. Introduction to the Service Area

A. 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.

B. Community Transportation Coordinator Designation Date/History

The Apalachee Regional Planning Council, as the designated official planning agency for the county, initiated a procedure for the selection of a community transportation coordinator in 1990. The Apalachee Regional Planning Council, in consultation with the local transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community transportation coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. There was only one response received from Big Bend Transit, Inc. The Apalachee Regional Planning Council and the local transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Big Bend Transit, Inc. was the best source of providing the needed transportation due to its years of experience and its fleet of vehicles to provide the services in a cost competitive fashion. The transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council that Big Bend Transit, Inc. serve as the community transportation coordinator on September 5, 1990. Big Bend Transit, Inc. was then designated by the Commission on October 10, 1990, as the community transportation coordinator. Big Bend Transit, Inc. has continued to serve as the community transportation coordinator for Gadsden County since that date. The most recent designation was made by the Commission for the Transportation Disadvantaged on May 24, 2022 for the continuation of Big Bend Transit, Inc. as the community transportation coordinator, effective July 1, 2022 for a five year term.

C. Organizational Chart

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

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

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

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

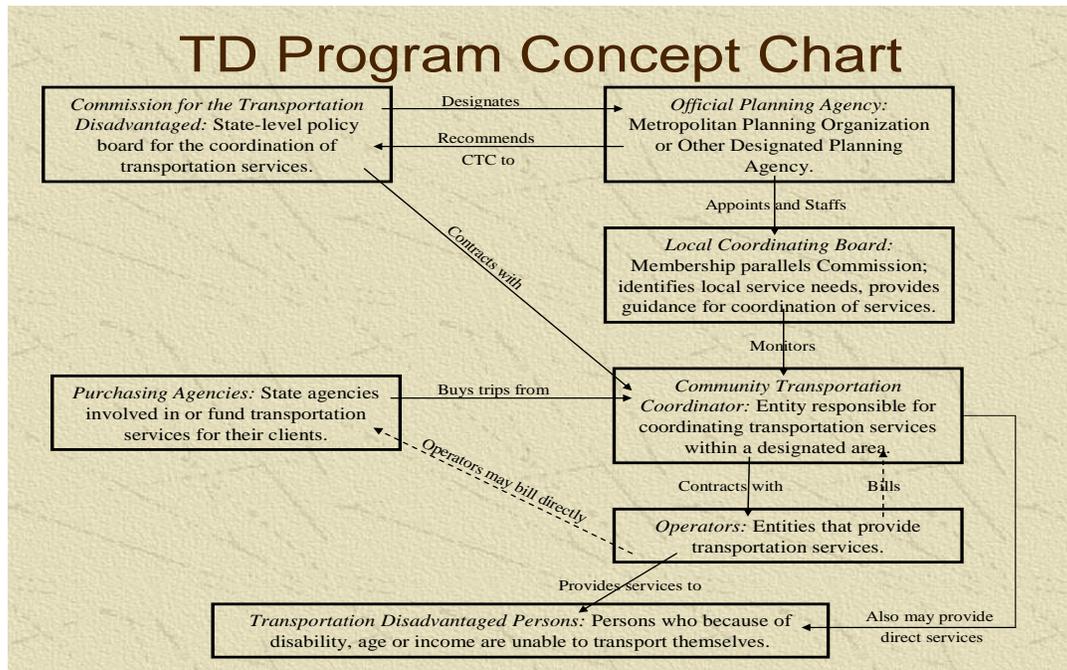
Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services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

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

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

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

COORDINATED TRANSPORTATION SYSTEM



D. Consistency Review of Other Plans

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

Local Government Comprehensive Plan

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

Apalachee Strategic Regional Policy Plan

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

Transit Development Plan

This plan is not applicable to this area.

Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

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

Metropolitan Planning Organization Long Range Transportation Plan

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

Transportation Improvement Program

The county is located within the Capital Region Transportation Planning Agency (CRTPA) boundaries. The Year 2018-2022 Transportation Improvement Program (TIP) provides a staged, multi-year listing of regionally significant transportation improvements that will be funded by Title 23 and Title 49 U.S.C. funds within the CRTPA. In addition, the TIP contains all regionally significant projects for which federal action

is required, regardless of whether the projects are to be funded with Title 23 and Title 49 funds. The TIP contains major transportation projects as well as transportation systems management, bicycle/pedestrian, public transportation, aviation, resurfacing/repaving and bridge rehabilitation/replacement projects. State and federally funded projects for areas of the county which are located within the CRTPA planning boundary are contained in the TIP. A copy of the TIP can be obtained on-line, www.crtpa.org.

E. Public Participation

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

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

LOCAL COORDINATING BOARD CERTIFICATION

Representation	Member's Name	Alternate's Name	Term
Chairman	Eric Hinson		
Elderly	Sarah Fields		
Disabled	(vacant)		
Citizen Advocate	(vacant)		
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APD	Annette Zeeb	Willie Dawkins-Miller Tracie Davis	
Private Trans. Industry	Not Applicable		
Mass/Public Transit	Not Applicable		

II. Service Area Profile/Demographics

A. Service Area Description

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

B. 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 the primary destination. 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 2020 Census reported the county’s population as 45,787. The 2020 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+
2000	45,087	9,781	6,411	13,037	10,371	5,487	45,087
2010	46,389	9,291	5,859	11,656	13,260	6,323	46,389
2020	45,787	8,315	5,323	11,484	12,473	8,192	35,840

SOURCE: U. S. Census Bureau

COMPOSITION

Men	21,798
Women	23,989
Veterans	2,813
Disabled	14.1%
Density (Persons/Square Mile)	84.9
Median age (years)	41.4
Public School Enrollment	10,191
High School Graduate or Higher	81.4%
Bachelor’s Degree or Higher	18.2%

SOURCE: U. S. Census Bureau

POPULATION PROJECTIONS

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

Gadsden	April 1, 2019 (est) 46,277	2020	2025	2030	2035
Low		44,500	43,900	42,800	41,700
Medium		46,300	47,000	47,100	47,200
High		48,300	50,300	51,800	53,300

SOURCE: 2020 Florida Population Studies, Bureau of Economic & Business Research, University of Florida, Volume 53, Bulletin 186, January 2020

POPULATION DISTRIBUTION

<i>Location</i>	<i>2010 Census</i>	<i>2020 Census</i>	<i>Percentage Change 2010-2020</i>
Chattahoochee	3,652	2,955	-23.6%
Greensboro	602	461	-30.4%
Gretna	1,460	1,357	-7.6%
Havana	1,754	1,753	<0.1%
Midway	3,004	3,537	15.1%
Quincy	7,972	7,970	< -0.1%
Unincorporated	27,945	25,793	-8.3
County	46,389	43,826	-5.85

SOURCES: 2021 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.

	<i>2010</i>	<i>2020</i>	<i>Percentage of Change 2010-2020</i>
Households	16,952	17,307	2.1
Average Household Size	2.61	2.43	-7.4

SOURCE: 2020 U.S. Census

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

84.3 percent of Gadsden County workers drove to work alone in 2020, 7.9 percent carpooled, less than 1 percent took public transportation, and 2 percent used other means. The remaining 5 percent worked at home. Among those who commuted to work, it took them on average 31.3 minutes to get to work.

AUTOMOBILE OWNERSHIP & USE

2020

Worker age 16 and over	17,193
Households with no Vehicle Available	3.4%
1 vehicle available	22.6%
2 vehicles available	33.5%
3 or more vehicles available	40.5%

SOURCE: 2020 American Community Survey

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 2020, for the employed population 16 years and older, the leading industries in Gadsden County were education and health services (23.7%), public administration (16.9%), with others listed below. 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.

EMPLOYMENT STATISTICS

Labor Force	36,700
Employment	18,254
Unemployment Rate	4.8%
Employed Working Outside of County of Residence	53.3%
Persons Below Poverty Level	21.9%
Median Household Income,	\$41,135

SOURCES: U. S. Census Bureau; 2020 Florida Statistical Abstract,

EMPLOYMENT BY INDUSTRY IN 2020

<i>Type of Industry</i>	<i>Percent of employed people 16 years and over</i>	<i>Type of Industry</i>	<i>Percent of employed people 16 years and over</i>
Agriculture, forestry, fishing and hunting, and mining	3.6	Information, Finance and insurance, and real estate and rental and leasing	4.8
Construction	8.4	Professional, scientific, and management, and administrative and waste management services	8.0
Manufacturing	5.0	Educational services, and health care and social assistance	23.7
Wholesale trade	1.6	Arts, entertainment, and recreation, and accommodation and food services	7.2
Retail trade	10.6	Other Services, except public administration	4.0
Transportation and warehousing, and utilities	6.5	Public administration	16.9

SOURCE: American Community Survey, 2020

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

<i>Employment</i>	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
<i>Social Activity</i>	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	Attapulgus Highway, Quincy
	Thomas Field Post 217	Attapulgus Highway, Quincy
	West Gadsden Historical Society	Greensboro
<i>Housing</i>	Arbor Crest Apartments	62 North Cleveland Street, Quincy
	Gadsden Arms Apartments, Inc.	503 South Stewart Street, Quincy
	Gadsden Assn. Rehabilitation Center, Inc. Group Home	905 Martin Luther King Jr., Blvd, Quincy
	Golden Leaf Apartments	122 North Cleveland Street, Quincy
	Green Meadows Apartments	944 Strong Road, Quincy
	Home Trailer Park	2215 West Jefferson Street, Quincy
	Magnolia House	1125 Strong Road, Quincy
	McClouds Group Home	140 Astor Avenue, Quincy
	Omega Villas Apartments	405-2 Strong Road, Quincy
	Parkview Garden & Manor Apartments	500 South Atlanta Street, Quincy
	Rentz Mobile Home Park	71 Rentz Road, Quincy
	River Chase Care Center	1000 Strong Road, Quincy
	Triple Oaks Apartments	405 Strong Road, Quincy
	Vanguard Village Apartments	33 Church Street, Gretna
	Triple Oaks Apartments	405 Strong Road, Quincy
	Careful Care Personal Home Care	601 East Griffin Avenue, Quincy
	Disc Village	305 West Crawford Street, Quincy
<i>Health Care Facility</i>	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 7th Avenue, Havana
	Mills, Caron Massage Therapy	1780 Attapulugus Highway, Quincy
	NHC Home Care	860 Strong Road, Quincy
	Newberry, Dr. Mark	602 East 5th Avenue, Havana
	Quincy Care Linda Bianco, ARNP	300 East Jefferson Street, Quincy
	Quincy Family Medicine, Inc. Dr. Carla M Holloman, DO	Quincy
	Lab First, Inc.	215 West Jefferson Street, Quincy
	Regional Therapy Services, Inc.	108 North Adams Street, Quincy
	Rehab Advantage	1017 Strong Road, Quincy
	South East Eye Specialists Dr. James A. Stephens, OD Dr. W. Stan Peacock, OD Dr. Josua Trafton, OD	21 South Madison Street, Quincy

	Tallahassee Memorial Family Medicine	600 LaSalle Lefall Drive, Quincy
	Tallahassee Memorial Rehab	16 West Washington Street, Quincy
	Cardiology Group of North Florida	230 East Crawford Street, Quincy
	Walgreen Drug Store	1217 West Jefferson Street, Quincy
	Walgreen Drug Store/Winn-Dixie	1632 West Jefferson Street, Quincy
	Wal-Mart Pharmacy	1940 Pat Thomas Parkway, Quincy
	Watson, Dr. Sterling, DMD	236 East Jefferson Street, Quincy
<i>Education</i>	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
	Early Learning Coalition	233 E. Jefferson Street, Quincy
<i>Nutrition</i>	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
<i>Shopping</i>	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 10th 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 Attapulgus 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
<i>Other Life Sustaining Activities</i>	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 11th Street, Greensboro
	Gretna City Hall	14615 Main Street, Gretna
	Havana City Hall	121 East 7th 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.

<i>Name:</i>	<i>Big Bend Transit, Inc.</i>	<i>Gadsden County School Board</i>
Telephone Number:	850-574-6266 (Tallahassee) 850-627-9958 (Quincy)	850-627-6858
Contact Person & Title:	Shawn Mitchell, General Manager Robert Craig, Transportation Manager	Andy Gay Transportation Director
Number Vehicles:	21	98
Provider Type:	Private, Not For Profit	Government
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No
What are the criteria for passenger eligibility?	Program participants and general public	School children
Is the provider part of the coordinated transportation program?	Yes, CTC	No

June 2022

III. 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 sponsored agency 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.

A. Forecasts of TD Population

Forecasts of Gadsden County’s Estimated Potential TD Population (Category I) by Market Segment 2019-2022				
Market Segment	2019	2020	2021	2022
Disabled, Non- Elderly, Low Income	1,660	1,674		
Disabled, Non Elderly, Non-Low Income	2,688	2,711		
Disabled, Elderly, Low Income	524	528		
Disabled, Elderly, Non-Low Income	2,242	2,261		
Non-Disabled, Elderly, Low Income	566	571		
Non-Disabled, Elderly, Non-Low Income	3,607	3,638		
Non-Disabled, Non-Elderly, Low Income	9,658	9,740		
TOTAL Potential TD Population	20,946	21,124		

Sources:

Center for Urban Transportation Research. Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts. 200 1- 2006. (extrapolated for 2022)

Forecasts of Gadsden County’s TD Population (Category II) by Market Segment 2019-2022				
Market Segment	2019	2020	2021	2022
Transportation Disabled, Non-Elderly Low Income	420	422		
Transportation Disabled, Non-Elderly, Non-Low Income	1,091	1,096		
Transportation Disabled, Elderly, Low Income	556	560		

Transportation Disabled, Elderly, Non Low Income	1,390	1,399		
Non-Transportation Disabled, Low Income, No Auto, No Public Transit	6,234	6,263		
Total TD Population	6,234	6,263		

Sources:

Center for Urban Transportation Research. Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts, July 1996. (method only) Extrapolated for 2022 and beyond..

B. Needs Assessment

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

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

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

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

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

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

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

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

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

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

FIVE-YEAR TRANSPORTATION DISADVANTAGED IMPROVEMENT PLAN

	Project	Improvement	Estimated Cost	Estimated Revenue Source
1	Purchase replacement and/or expansion paratransit vehicle to provide transportation for the elderly and disabled	23' cutaway buses with lift equipment 21' cutaway buses with lift equipment 5-passenger minivans	\$1,700,000	U.S.C. Sec. 5310 FDOT, CTC
2	Provide paratransit transportation service to the elderly, handicapped and disadvantaged citizen residing in the county	Operational Assistance	\$2,000,000	U.S.C. Sec. 5311, Non-Government
3	Purchase miscellaneous equipment for operations and/or maintenance	Miscellaneous Equipment	\$85,000	U.S.C. Sec. 5339 FDOT, CTC

Updated June 2022

C. 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.

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 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, Dothan, Pensacola, etc.

IV. 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 council 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 data base 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

V. Implementation Schedule

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, 2022 – June 30, 2027
Maintain and expand the client data base relating to the clients' needs and capabilities	CTC	July 1, 2022 – June 30, 2027
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2022 – June 30, 2027
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2022 – June 30, 2027
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2022 – June 30, 2027

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, 2022 – June 30, 2027
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2022 – June 30, 2027

Develop a workable budget and keep within budget expectations	CTC	July 1, 2022 – June 30, 2027
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2022 – June 30, 2027
Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2022 – June 30, 2027
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2022 – June 30, 2027
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2022 – June 30, 2027

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

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide training on customer satisfaction	CTC	July 1, 2022 – June 30, 2027
Provide training on passenger assistance techniques	CTC	July 1, 2022 – June 30, 2027
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2022 – June 30, 2027
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2022 – June 30, 2027
Report accidents and roadcalls to the LCB	CTC	July 1, 2022 – June 30, 2027
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2022 – June 30, 2027
Annually review SSPP and amend as needed	CTC	July 1, 2022 – June 30, 2027
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2022 – June 30, 2027
Sponsor at least one public hearing each year for public comment	PA	July 1, 2022 – June 30, 2027
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2022 – June 30, 2027

Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2022 – June 30, 2027
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OBJECTIVE 4: Secure necessary funding to support the TD program.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Address public organizations and agencies on the need of local financial support	CTC, LCB, PA	July 1, 2022 – June 30, 2027
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2022 – June 30, 2027

OBJECTIVE 5: Ensure program accountability.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide copies of reports to the LCB for review.	CTC, PA	July 1, 2022 – June 30, 2027
Provide, at least quarterly, operational and financial information to the LCB	CTC	July 1, 2022 – June 30, 2027
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2022 – June 30, 2027
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2022 – June 30, 2027
Perform annual evaluation of CTC	LCB, PA	July 1, 2022 – June 30, 2027

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

Service Plan

I. Operations

A. Types, Hours, and Days of Service

Types of Service

- Advance Reservation, Intra-County Service - curb-to-curb (on exception, door-to-door), ambulatory/wheelchair, and 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 (and, on occasion, South Georgia) Counties.
- 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.
- Evacuation Service - door-to-door, ambulatory/ wheelchair, transportation service, only to the extent of availability per agreement.

Bariatric Transportation:

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

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 (TDTF) 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 other federal, state and/or local government agency(s) is provided as negotiated.

B. Accessing Services

Office Hours

Big Bend Transit's office hours are Monday through Friday, 8:00 AM to 5:00 PM

Phone Number

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

- Advance Reservation Service - When requesting advanced reservation 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.
- Evacuation Service - When requesting evacuation service, the Purchaser will place with the CTC the number and type of vehicle 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 vehicle(s).

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

Trip Cancellation Process

Hours of the CTC for cancelling all transportation services are Monday - Friday, 6:00 AM to 6:00 PM. Trip cancellations shall be made to Big Bend Transit a minimum of two (2) hours prior to the earliest pick-up time. A "No-Show" will be charged to passengers who do not cancel trips a minimum of two (2) hours prior to their pick-up time.

No-Show Policies

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

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

Transportation Disadvantaged Program Eligibility

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

Transportation Disadvantaged Program Trip Priorities

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

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

C. Transportation Operators and Coordination Contractors

Solicitation for contracted Transportation Operators is need driven, and is accomplished through a competitive RFQ process.

D. Public Transit Utilization

Not Applicable

E. School Bus Utilization

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

F. Vehicle Inventory

The Vehicle Inventory of the Gadsden County Coordinated System is as follows:

DATE: 06/29/2022		BIG BEND TRANSIT INC.				ID: 1-343/MVI	PAGE: 1			
EXPANDED VEHICLE DATA PRINTOUT										
VEHICLE#	MAKE	SIZE	SERIAL NUMBER	VEHICLE LOCATION	VEH GVN	FORCH DT	PURCH\$	DEP/PD	VALUE	INSURE LIC
ODOMSTR	YEAR	DEPARTMENT	FUEL REGISTRATION NUM	VEHICLE DRIVER	PLATE #	INSRVCE	RESELL	PERIODS		LICENS INS
0910	FORD A	80207	L 1FBNE31L19DA91484	GADSDEN	0000000	08/26/2009	0	0		0 06
70071	2009	0003	U		X9935B	08/26/2009	0	0		0 01
0911	FORD A	80208	L 1FBNE31L39DA91485	GADSDEN	0000000	08/26/2009	0	0		0 06
62829	2009	0003	U		X8488D	08/26/2009	0	0		0 01
1013	CHEVY C	80310	H 1GBG5U1938F414830	GADSDEN EXP	0000000	12/07/2009	0	0		0 00
334311	2010	0003	D		X1216B----	12/07/2009	0	0		0 00
1014	CHEVY C	80311	H 1GBG5U1928F414706	GADSDEN EXP	0000000	12/07/2009	0	0		0 00
363544	2010	0003	D		X1214B----	12/07/2009	0	0		0 00
1408	FORD C	92374	M 1FD0FE4FS9EDB17244	GADSDEN	0000000	00/00/0000	0	0		0 00
215383	2014	0003	U		X4073C----0135609/27/2014		0	0		0 00
1409	FORD C	92376	M 1FD0FE4FS0EDB17245	GADSDEN	0000000	00/00/0000	0	0		0 00
360820	2014	0003	U		X4077C----0135503/10/2015		0	0		0 00
1501	DODGE	93315	L 2C7MDG8G6FR614182	GADSDEN	0000000	06/02/2015	0	0		0 00
99385	2015	0003	U		X5917C	06/02/2015	0	0		0 01
1604	DODGE	93355	L 2C7MDG8G3GR358438	GADSDEN	0000000	00/00/0000	0	0		0 00
94976	2016	0003	U		X0869D	08/24/2016	0	0		0 01
1706	FOTRS7	93368	M 1FBVU4XG0GKB32988	GADSDEN	0000000	00/00/0000	0	0		0 00
132222	2016	0003	U		X1452D	06/13/2017	0	0		0 00
1707	FOTRS7	93369	M 1FBVU4XG2GKB32989	GADSDEN	0000000	00/00/0000	0	0		0 00
112114	2016	0003	U		X1450D	06/13/2017	0	0		0 00
1708	FOTNS7	93370	M 1FBVU4XG9GKB32990	GADSDEN	0000000	00/00/0000	0	0		0 00
136231	2016	0003	U		X4504A	06/13/2017	0	0		0 00
1709	FTLNR C	93367	M 4UZAADRU4HCJE1648	GADSDEN	0000000	00/00/0000	0	0		0 00
135194	2017	0003	D		X3093D	05/26/2017	0	0		0 00
1805	FTLNR C	93394	M 4UZAADRF5JCJW2600	GADSDEN	0000000	03/12/2018	0	0		0 00
73204	2018	0003	D		X5957D	03/12/2018	0	0		0 00
1808	FORD C	93397	L 1FD0FE4FS5HDC70627	GADSDEN	0000000	05/12/2018	0	0		0 00
214106	2017	0003	U		X6054D	05/12/2018	0	0		0 00
1901	FORD C	94312	M 1FD0FE4FS3KDC02169	GADSDEN	0000000	11/01/2018	0	0		0 00
163146	2019	0003	U		X9070D	11/26/2018	0	0		0 00
1904	FORD C	94311	M 1FD0FE4FS8KDC00885	GADSDEN	0000000	11/01/2018	0	0		0 00
149239	2019	0003	U		X8317D	11/26/2018	0	0		0 00
1913	FORD C	30025	M 1FD0FE4FS7KDC35689	GADSDEN	0000000	05/23/2019	0	0		0 00
152046	2019	0003	U		X2177E	06/10/2019	0	0		0 00

VEHICLE#	MAKE	SIZE	SERIAL NUMBER	VEHICLE LOCATION	VEH GVM	PURCH DT	PURCH\$	DEP/PD	VALUE	INSURE LIC
ODOMETR	YEAR	DEPARTMENT	FUEL REGISTRATION NUM	VEHICLE DRIVER	PLATE #	INRSVCE	RESELL	PERIODS		LICENS INS
2001	FORD C	30045	M 1FDPE4PS9KDC73005	GADSDEN	0000000	04/08/2020	0	0		0 00
24185	2020	0003	U		X5055E	04/08/2020	0	0		0 00
2002	FORD C	30044	M 1FDPE4PS2KDC73010	GADSDEN	0000000	04/08/2020	0	0		0 00
10047	2020	0003	U		X5054E	00/00/0000	0	0		0 00
2104	FORD C		M 1FDPE4FN8MDC41692	GADSDEN	0000000	06/04/2021	0	0		0 00
70	2021	0003	U		X7053E	08/06/2021	0	0		0 00
2801	INL HYB	31105	H 1HV8TAAL09H082366	GADSDEN	0000000	10/01/2014	0	0		0 00
147650	2009	0003	D		DOT31105	10/01/2014	0	0		0 00

Updated June 2022

G. System Safety Program Plan Certification

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

This Certifies year 2017.

DATE: January 15, 2018

TRANSIT SYSTEM: Big Bend Transit, Inc.

ADDRESS: 2201 Eisenhower Street, Tallahassee Florida 32310

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

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

Signature: Shawn Mitchell

Name: Shawn Mitchell Title: General Manager
(Type or Print)

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

Name/Company: Big Bend Transit, Inc.

Address: 2201 Eisenhower Street Tallahassee Florida

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

H. Intercounty Services

BBT provides regular scheduled and non-scheduled inter-county transportation service(s). BBT participates, when operationally- and cost-effective, in inter-county service routes operated by adjacent CTCs.

I. 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.

J. Education Efforts/Marketing

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

K. Acceptable Alternatives

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

L. Service Standards

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

Commission Service Standards

DRUG AND ALCOHOL POLICY.....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.

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

ESCORTS AND 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.

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

CHILD RESTRAINTS.....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.

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

PASSENGER PROPERTY.....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, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

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

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

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

LOCAL TOLL FREE TELEPHONE NUMBER FOR CONSUMER COMMENT.....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.

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.

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

VEHICLE CLEANLINESS.....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 passenger.

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

BILLING REQUIREMENTS TO CONTRACTED OPERATORS.....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.

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

PASSENGER/TRIP DATA BASE..... 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.

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

ADEQUATE 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.

Local Policy: Big Bend Transit 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.

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

PASSENGER 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.

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

SMOKING, EATING AND DRINKING ON VEHICLES.....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.

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

NO-SHOW POLICIES.....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.

Local Policy - Passenger no-shows are defined as trips not cancelled a minimum of two (2) hours prior to the scheduled pick-up time. Passengers shall be notified if they are considered a no-show. No-Shows will not exceed 1% of the requested trips.

COMMUNICATION EQUIPMENT.....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.

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

VEHICLE AIR CONDITIONING AND HEATING EQUIPMENT..... 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.

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

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

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

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

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

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

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

DRIVER 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.

Local Policy: All drivers in the coordinated system shall meet Level 2 criminal background screening 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.

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

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.

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

ON-TIME PERFORMANCE.....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.

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

ADVANCE RESERVATION REQUIREMENTS.....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.

Local Policy: 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.

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

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

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 for 100,000 miles shall be the maximum number of complaints for the evaluation period.

Passenger Code of Conduct

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

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

Verbal Abuse

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

Physical Abuse

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

Substance Abuse

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

Penalties

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

Verbal Abuse

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

Physical Abuse

- First offense - Big Bend Transit will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Big Bend Transit intends to suspend his or her riding privileges and the reason for such action.
- Second offense – 180 day suspension of services

- Third offense - permanently removed from service

Appeals

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

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

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

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

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

M. Local Complaint and Grievance Procedure/Process

1. The aggrieved person is to present a formal (written) grievance to the CTC within 10 working days of the incident.
2. The CTC 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 CTC shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.
3. The aggrieved person, dissatisfied with the response from the CTC, has 5 working days of the received response to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.

4. 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 CTC 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.

5. 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.

6. 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.

7. The CTC will have 10 working days from receipt of the recommendations to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.

8. The Transportation Disadvantaged Coordinating Board will review the CTC'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 CTC's annual evaluation. The grievance record will also be reviewed during the development of the CTC's service plan.

9. 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.

10. 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.

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.

N. CTC Monitoring Procedures for Operators and Coordination Contractors

Not applicable

O. Coordination Contract Evaluation Criteria

The Community Transportation Coordinator 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 Community Transportation Coordinator.

II. Cost/Revenue Allocation & Rate Structure Justification

The Cost Revenue Allocation and Rate Structure are determined by The Commission for Transportation Disadvantaged Rate Calculation Model. The Rate Calculation Model Worksheets are reviewed annually to determine Rate adjustments. Rate changes are calculated annually by changes to the level of service, expenditures and Revenues. The Rate Calculation Model Worksheets are included.

SERVICE RATES SUMMARY

Big Bend Transit Inc,
Gadsden County Coordinated Transportation System
Effective: July 1, 2022

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Passenger Trip	\$40.56
Wheelchair	Passenger Trip	\$69.53

A. Service Rates Summary & Rate Calculation Worksheets

Quality Assurance

I. 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.

A. 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.

B. 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.

C. 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.

D. 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.

