

Current System Description

1. An overview of the organization including its mission, program goals and objectives.

The Ben Hill Transit System's current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents; fully compliant with regulatory requirements; at the minimum cost to the County and its citizens.
2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.

The Ben Hill Transit System is managed and operated by a 3rd party contractor as a department of the County government. Our organization has no full-time employees, part-time employees, or volunteers. Our County Manager is responsible for overseeing the contractor; who manages all of the day-to-day operations of our organization. The County Manager reports directly to the Ben Hill County Board of County Commissioners (BCC). Our BCC is committed to this program and has, therefore, incorporated our service within the County's Public Transportation Program. Transportation services are provided in accordance with the BCC's approved Operations Manual/System Safety/Security Program and its Transportation Disadvantaged Service Plan (TDSP).
3. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?

The Ben Hill Transit System's contractor is responsible to the County Manager for training and management of our transportation program. All safety sensitive employees are required to complete GDOT approved safety and security training course as part of their new hire orientation. All new employees are also required to complete 80 hours of on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheel chair lifts and securing devices. The County Manager is responsible for annual renewal of all liability insurance for both GDOT and County-owned vehicles, as well as vehicle registration renewal. It is the Transportation Manager's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.
4. Who provides vehicle maintenance and record keeping?

Maintenance on all agency vehicles is provided by the contractor. The Contractor employs only ASE certified technicians with experience in working on commercial passenger vehicles like the type our agency uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the GDOT Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at our operations base located at _____[address] and are maintained by the contractor. All records are maintained and retained for a minimum of four (4) years.
5. Number of current transportation related employees

All employees; including, full time drivers, part-time drivers, administrators, and support staff; are employed by the contractor.

6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

Only contractor employees that have completed all of the required safety and drivers training requirements will be allowed to drive the agency vehicles. All our drivers are required to carry a Commercial Driver's License. This allows coverage of all of the larger vehicles and for the opportunity for the other drivers to fill in on service routes with the larger vehicles.

7. A detailed description of service routes and ridership numbers

Transportation services provided through our program are available to Ben Hill County area customers. Our service incorporates on-call and contract services. We provide a wide range of trip purposes that include: medical, nutrition, shopping, social service, training, employment, social and recreation. Approximately _____% of the medical trips we provide are to medical facilities out of the county; therefore, our out of county services are directed to the nearby highway corridors that surround this community for optimum efficiency of trip duration and the most convenient route. Currently, we use a variety of vehicles to provide passenger services. Our fleet includes vans, modified vans, and buses. Three (3) of our vehicles are equipped for wheelchair service. We also have a contract provider that can supplement any services that we are unable to accommodate. We prioritize grouping trips and multi-loading to the maximum extent possible. We make ____ passenger trips per day on average and leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire the vehicles at a consistent pace and appropriate age and mileage.