

OVERVIEW OF SERVICES AND ORGANIZATIONAL STRUCTURE

Bayway Vision and Goals

Vision:

“Bayway will pursue planning projects that allow for the integration and adoption of new mobility services. The vision for the system is to leverage new and existing technology, customer feedback, community partnerships, and innovative planning methodologies to improve access, diversity, and reliability of the Bayway transit system.”

Goals:

- Ridership – “Improve ridership by ensuring that services are reliable, efficient, and safe/secure for all users.”
- Customer Service – “Improve customer service and increase community support by developing a more robust communications program to support existing outreach strategies.”
- Expanding the system – “Enhance the transit system by maximizing community benefits through increased mobility options and service equity.”
- Partnerships – “Continue to seek new and expand existing partnerships to support transit ridership growth.”
- Technology/Services – “Identify opportunities to pursue and implement transit technology options where needed.”
- Safety & Efficiency – “Implement performance target measures to maintain a state of good repair of the transit system to increase safety and efficiency.”

Services Overview

Deviated Fixed-Route Bus Service and Demand Response Operating Services:

- 7 Days/Week
- Weekday Hours: 6am to 8pm
- Weekend Hours: 6am to 8pm

Organizational Structure

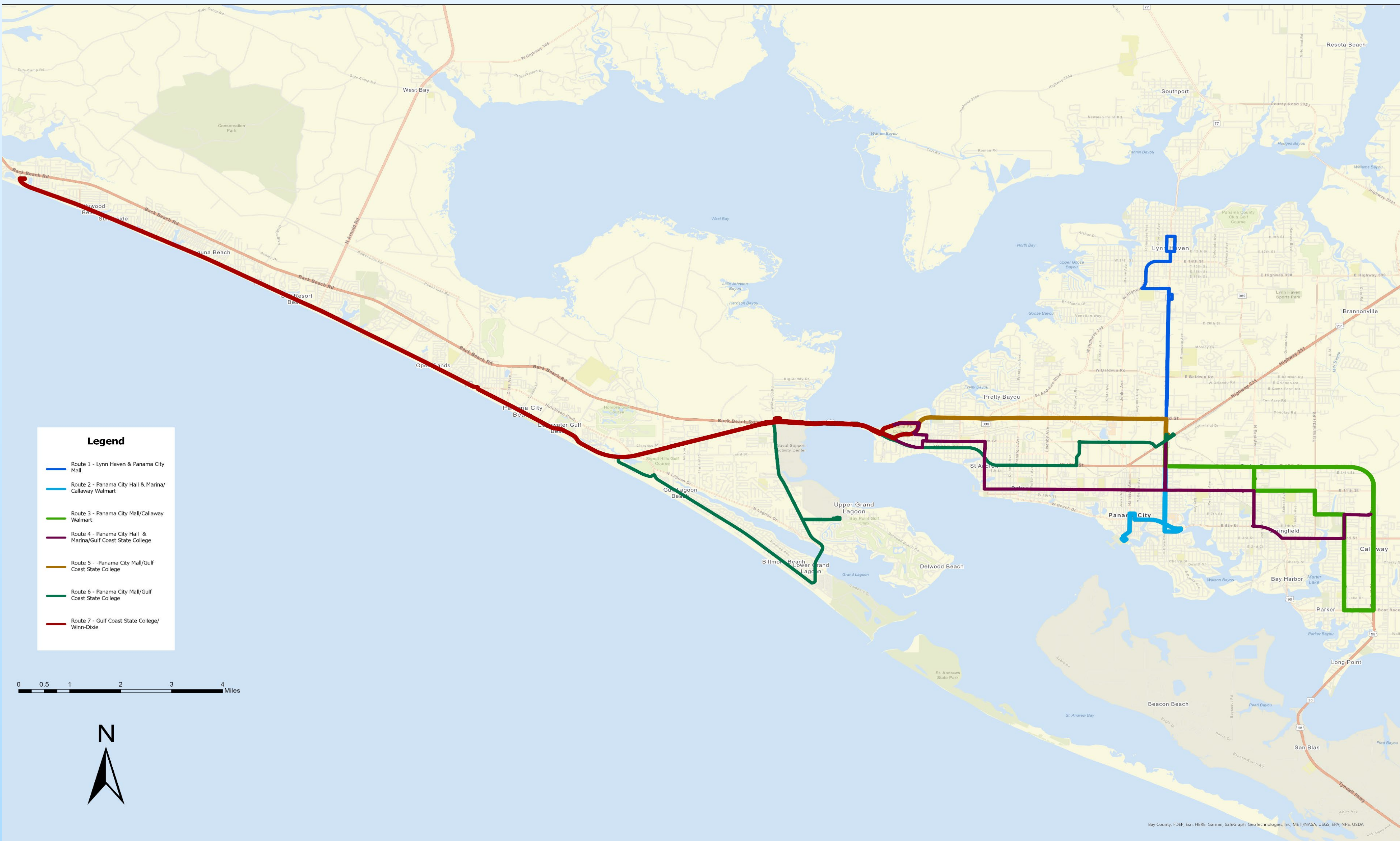
Deviated Fixed-Route System:

- Operating under the name of Bayway
- Administered by the Bay County TPO
- Managed by the Transit Program Administrator

Demand Response System:

- Operates under the name Bayway On-Demand
- Administered by the Bay County Board of County Commissioners (BOCC) since 2014
- Managed by the Transit Program Administrator

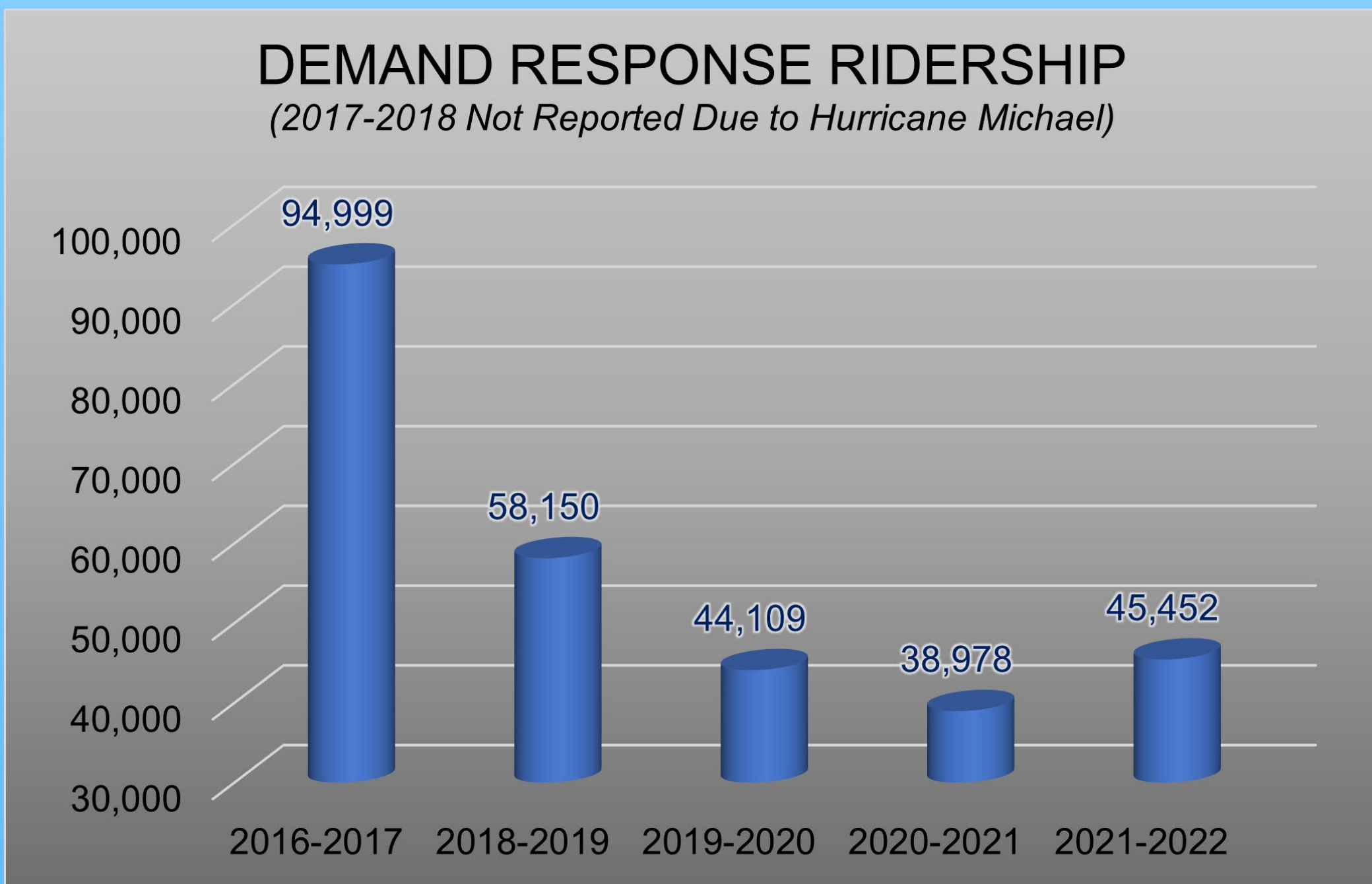
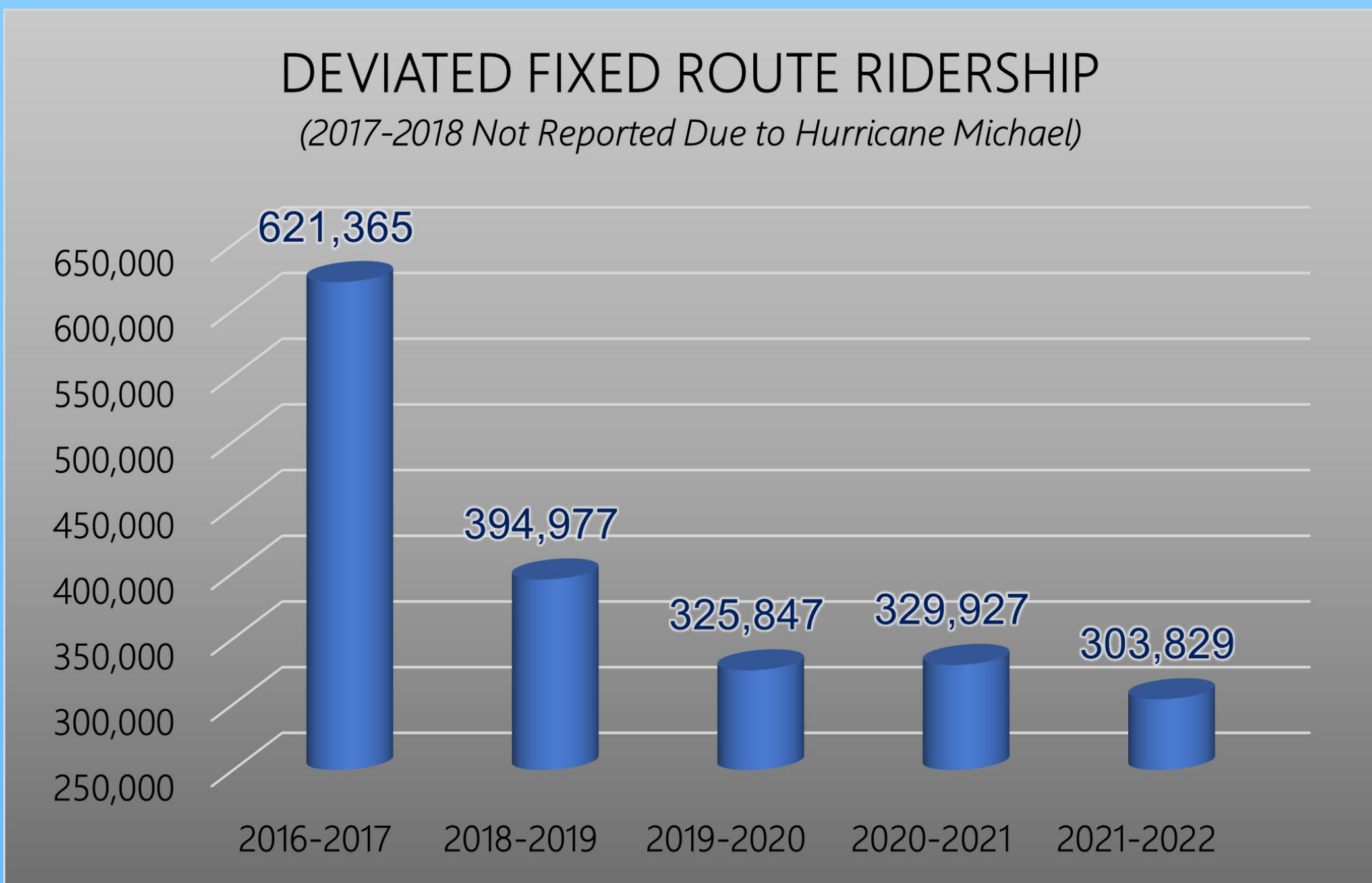
Bayway Fixed-Route System



Bayway On-Demand (Transportation Disadvantaged Program)

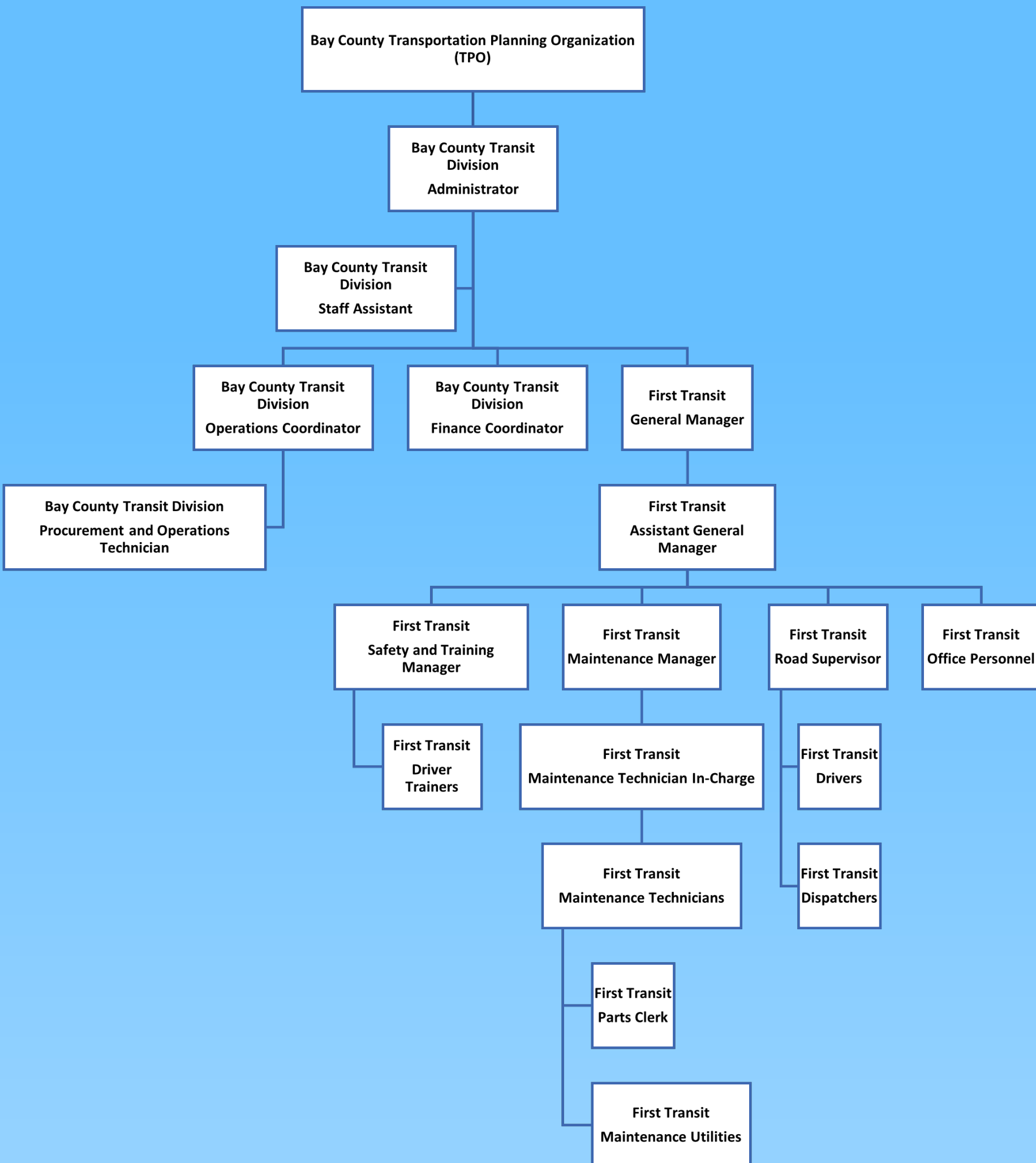
In 2014, the Bay County Board of County Commissioners became the designated Community Transportation Coordinator for Bay County. In this role, the County is responsible for the provision of Demand Response door-to-door Transportation Disadvantaged services for eligible participants with no access to transportation. For more information on this program, please visit the Bayway website at www.baywaytransit.org or contact (850) 769-0557.

RIDERSHIP PRE/POST HURRICANE MICHAEL



ORGANIZATIONAL STRUCTURE OF PUBLIC TRANSPORTATION SERVICES IN BAY COUNTY

BAYWAY ORGANIZATIONAL STRUCTURE



BAYWAY ON-DEMAND (Transportation Disadvantaged Services) ORGANIZATIONAL STRUCTURE

