



Virtual Meeting Agenda

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| A. Call to Order | |
| B. Introduction of Members/ Public | |
| C. Public Comments (Comments limited to the current agenda items) | |
| D. Minutes of May 7, 2020 | ACTION ITEM |
| E. Approval of New Members and Alternates | ACTION ITEM |
| F. Approval of 2019-20 Annual Operations Report | ACTION ITEM |
| G. Regional Update | Information Only |
| H. Commission Update / Legislative | Information Only |
| I. Report of the Community Transportation Coordinator | Information Only |
| • Monthly Board Report | |
| • Operator Payments | |
| J. Report of the Jacksonville Transportation Advisory Committee | Information Only |
| K. Unfinished Business | Information Only |
| L. New Business | Information Only |
| M. Public Comments | |
| N. Adjournment | |

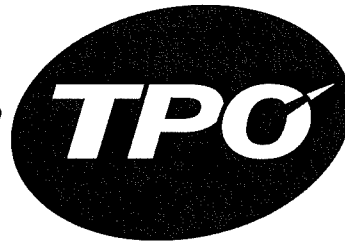
The next meeting will be November 5, 2020.

NOTICE

In accordance with Section 286.01105, *Florida Statutes*, any person wishing to appeal a decision reached at this meeting will need a record of the proceedings. He may need to ensure that a verbatim record of the proceedings be made, which record would include the testimony and evidence upon which the appeal is to be made.

Minutes of
May 7, 2020

Agenda Item D



**DUVAL COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEETING SUMMARY**

Thursday, May 7, 2020 - 9:00 AM
VIRTUAL MEETING

MEMBERS PRESENT:

Jeff Aboumrad, Vocational Rehab/Dept. of Education
Janet Dickinson, Elder Source (for Nancy Tufts)
Sharon Dykes, Citizen Advocate
John Markiewicz, Disabled American Veterans, **Vice Chairman**
Charisa Munroe, DCI Shands Jacksonville, Medical Community
Dan O'Connor, Citizen Advocate
DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)
Theodis Perry, FL Dept. of Transportation
Kara Tucker, City of Jacksonville, Disabled Services

MEMBERS ABSENT:

Terry Campbell, Dept. of Children and Families
Wanda Hathaway, Citizen Advocate
Bliss Hayes, CareerSource, Northeast Florida
Don Ingram, Jacksonville/Duval County Council on Elder Affairs
Berneitha McNair, Northeast Florida Community Action Agency

OTHERS PRESENT:

Justin Cayless, JTA Connexion
Mark Wood, JTA Connexion
Liz Peak, Regional Mobility Group

TPO STAFF PRESENT:

Jeff Sheffield, Executive Director
Elizabeth De Jesus, Transportation Programs Manager
Marci Larson, Public Affairs Manager
Jennifer Lott, Executive Assistant

► **A. CALL TO ORDER**

Vice Chairman Markiewicz called the Duval County Transportation Disadvantaged Local Coordinating Board meeting to order at 9:02 a.m.

▶ **B. INTRODUCTION OF MEMBERS/PUBLIC**

▶ **C. PUBLIC COMMENT**

Mr. Sheffield informed the committee that if anyone has a comment and does not wish to speak to email Marci Larson at mlarson@northfloridatpo.com. Ms. Larson will read the comment for the record during the *Public Comment* portion of the meeting.

None at this time.

▶ **D. APPROVAL OF NEW MEMBERS AND ALTERNATES**

None at this time.

▶ **E. APPROVAL OF THE MINUTES OF THE MARCH 5, 2020 MEETING OF THE DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Vice Chairman Markiewicz asked for review and approval of the minutes of the March 5 meeting.

DeWeece Ogden moved for approval of the March 5, 2020 minutes; Kara Tucker seconded; motion unanimously carried.

▶ **F. APPROVAL OF BYLAWS**

Elizabeth De Jesus presented the draft bylaws.

The only update is on page 8, updated approval date.

Ms. De Jesus asked for questions. There were no questions at this time.

Daniel O'Connor moved for approval of the Bylaws; DeWeece Ogden seconded; motion unanimously carried.

▶ **G. APPROVAL OF GRIEVANCE PROCEDURE**

Elizabeth De Jesus presented the grievance procedure.

The only update is on page 7, updated approval date.

Ms. De Jesus asked for questions. There were no questions at this time.

Jeff Aboumrad moved for approval of the Grievance Procedure; DeWeece Ogden seconded; motion unanimously carried.

► **H. APPROVAL OF THE 2020-21 TD RATES/RATE CALCULATION WORKSHEET**

Elizabeth De Jesus presented the proposed TD service rates for FY 2020-21. The worksheet was prepared by the CTC, and has yet to be submitted to the TD Commission. This item will be approved today; however, if there are any changes we will have to bring it back before the TD Board for approval in September.

Ms. De Jesus asked for questions.

- Dan O'Connor wanted to know what the difference is between what is being presented today and the previous rates.

Elizabeth De Jesus responded that the ambulatory rate was \$27.31 and the proposed rate is \$28.18. The wheelchair proposed rate is \$46.82, which is approximately a \$2 increase.

- Dan O'Connor commented that he believes there is a formula to reflect the increased costs and analysis that went into this.

Ms. De Jesus responded that there is a worksheet that the JTA has to plug all the information into. The worksheet calculates the rate that they will use for the coming year. It goes to the TD Commission for review and approval. If the rate is increased by a specific percentage, the Commission will then check to make sure the numbers are okay. If the Commission feels the rates are too high, the CTC will have to justify the increase.

Ms. De Jesus feels confident that the Commission will approve the proposed rates.

- Ms. De Jesus commented that these rates will go into the new service plan, which will begin July 1.
- Sharon Dykes wanted to know if these rates are for paratransit only.

Mark Wood responded that the rates are for paratransit only.

- Thee Perry commented that on the pdf of the worksheet there are three Ns in the word "Connexion".

Ms. De Jesus responded that staff will make the correction showing "Connexion" with two Ns.

Dan O'Connor moved for approval of the 2020-21 TD Rates/Rate Calculation Worksheet; DeWeece Ogden seconded; motion unanimously carried.

► I. APPROVAL OF 2016-21 TD SERVICE PLAN – 2020 UPDATE

The TD Service Plan is required to be updated every year. On April 16, the TD Service Plan Committee had a conference call to review and discuss changes to the TD Service Plan. Members of the Committee are John Markiewicz, Kara Tucker, Lois Smokes and Ronald Howell. Mr. Howell did not participate on the conference call. Others present were JTA Connexion Manager, Mark Wood, and Justin Cayless.

The Committee reviewed the TD Service Plan and made revisions. Additional corrections were submitted by JTA Connexion staff.

The following updates/changes were made to the document:

- **Page 13 – updated Figure B (per JTA Connexion)**
- **Page 17 – updated Membership Certification**
The Chairman position is vacant. Kara Tucker and Lois Smokes were added as alternates.
- **Pages 41-43 – updated Table 17A and 17B**
- **Page 85 – proposed changes to non-sponsored eligibility**
JTA Connexion wanted to add language to the TD eligibility criteria to increase re-certification from two years to three.

JTA Connexion wanted to add the following language to the criteria below:
“Cannot access JTA fixed route bus service due to physical or cognitive disability that prevents usage of the fixed route system *or qualifies for the fixed route senior fare card*”.

JTA Connexion wanted to add the following language to the criteria below:
“Have a documented household income which does not exceed 150 percent of the federal poverty guidelines. *Household income includes ALL income that an applicant receives prior to disbursement to any assisted living facility or care provider.*”

- **Page 89 – updated Table 20**
- **Page 90 – updated Figure H**

- **Page 99 – updated “Passenger Assistance” Standard**
Language added – *“the driver may open and close door to buildings”*
- **Pages 134-135 – updated Table 21**
- **Page 137 – updated Tables 22-24**

Ms. De Jesus asked for questions.

- Dan O’Connor wanted to know in what instances would not opening a door be unsafe.

Ms. De Jesus responded that they would open doors; now they may open doors depending on the situation.

Mr. Wood commented that a situation would be where the driver would lose sight of the vehicle.

- Dan O’Connor commented that it is a door-to-door service. Mr. O’Connor wanted to know if the driver is required to go to the door to assist the person.

Mr. Wood responded that if the driver opening the door puts the vehicle out of their sight range for an extended period or forcing situations where clients are left on the vehicle and out of the driver’s view, then they cannot assist the passenger.

- Mark Wood commented that the driver can assist the passenger to the door. If additional steps are needed for the passenger to enter the building, the driver has to assess the situation. If assisting the passenger into the building leaves the passengers on the vehicle out of his sight or away for an extended period of time, he cannot assist the passenger.
- Sharon Dykes commented that she feels there needs to be clarification on this policy. There are many instances where the driver is walking the passenger to their apartment, and the apartment is out of the sight of the vehicle. If you leave it up to the drivers, no one will get escorted to their door. Ms. Dykes wanted to know if the driver can shut the door prior to losing sight of the vehicle so no one can enter.
- Ms. De Jesus wanted to know if the driver training includes criteria for opening and closing doors for passengers.

Mr. Wood responded that we try and remove as much of a driver having to make a judgement call as possible. In a situation where they cannot meet

the standard procedure, they are required to contact Dispatch. Dispatch will make the decision about any variance from the standard operating procedure. Mr. Wood commented that JTA will look into making some clarification to that particular paragraph.

- Thee Perry requested that on page 43, Table 17B, to add the verbiage “A Large Urban” under The ARC Jacksonville, Inc. in the first column.
- Sharon Dykes asked for clarification on page 85 regarding “Household income includes ALL income that an applicant receives prior to disbursement to any assisted living facility or care provider”.

Mr. Cayless responded that the TD Commission has made it clear that any time we look at household income information before anything is taken out for assisted living or nursing homes. We are to include everything that they have coming in as household income, and not after the facility is paid.

- Sharon Dykes wanted to know if this is the normal policy or something new.

Mr. Cayless responded that this is the normal policy. It is just providing clarification, as we have had questions as to why we cannot include the income post paying for an assisted living facility or similar.

- Sharon Dykes wanted to know if this would include young adults living with their parents and if their parent’s income would be included in that.

Mr. Cayless responded that is correct.

- DeWeece Ogden wanted to know if the “Rate per Revenue Hour” of \$37.641 for JTA vans is correct.

Mr. Wood responded that the amount is correct.

- Elizabeth De Jesus commented that she did not receive the ADA cost per trip.

Mr. Wood responded that he will have JTA’s Finance Department get that number so that it can be approved in September.

- Dan O’Connor wanted to know if an individual had money in a special needs trust would those funds be considered.

Mr. Cayless responded that those funds would not be considered as income. In terms of income, they are looking at funds that come in on a

regularly monthly basis. Such as unemployment, social security or disability.

Dan O'Connor moved to approve the 2016-21 TD Service Plan 2020 Update; Kara Tucker seconded; motion unanimously carried.

A Roll Call vote was taken and approved unanimously.

► J. COMMISSION UPDATE/LEGISLATIVE

- In response to anticipated reduction in demand for Transportation Disadvantaged services due to COVID-19, the Commission is implementing a rescue plan within the Trip and Equipment Grant to mitigate some of the corresponding financial losses that would be incurred by the system. Beginning for the month of March, the Commission will compensate The Community Transportation Coordinators for a portion of their monthly allocated amount remaining in excess of invoiced TD services rendered through the duration of the same month. This plan is intended to provide a certain level of financial relief, and is also designed to support and encourage the continuation of essential TD services.

► K. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR

Mark Wood reported that last month 12,000 passengers were transported. In an average month, JTA Connexion transport between 30,000 and 31,000 passengers. This is a decline in ridership of approximately 50 percent. Mr. Wood reported that in lieu of laying off drivers, MV has offered for the drivers to take a reduction in hours. This will allow them to retain their benefits. JTA is looking at other things for the MV drivers to do outside of their normal duties to provide them additional hours.

- Dan O'Connor wanted to know if JTA plans to have the drivers tested periodically is going forward.

Mr. Wood responded that the JTA has increased their cleaning efforts and revised their standards to ensure the health and safety of our patrons.

- Dan O'Connor wanted to know if there are requirements for the passengers to wear masks and/or gloves.

Mr. Wood responded that the passengers are strongly encouraged to wear masks. It is difficult to mandate that someone wear a mask. The issue is that there is limited access to these supplies.

- Sharon Dykes commented that she is strongly against passengers being mandated to wear masks. Ms. Dykes cannot wear a mask, as it restricts her breathing. This will cause issues among the passengers. Mr. Wood responded that we depend on instruction and guidance from the FTA and the CDC.
- Dan O' Connor wanted to know if there are going to be options for drivers to be tested in the near future.

Mr. Wood responded that the lawyers and unions will work together to work these things out.

► **L. REPORT OF THE JACKSONVILLE TRANSPORTATION ADVISORY COMMITTEE (JTAC)**

Sharon Dykes reported that JTAC has only met once since the COVID-19 outbreak began. We have some proposed changes for the premium service. Mileage would be cut down to 15 miles, and anything over that the client would be responsible for. JTAC is encouraging JTA to find additional funding sources to supplement this service.

► **M. UNFINISHED BUSINESS**

None at this time.

► **N. NEW BUSINESS**

- Dan O'Connor requested that JTA give a status update on the automated vehicles, the Skyway transition and the possibility of a downtown trolley.

Mr. Wood responded that he will have the appropriate staff member reach out to Elizabeth and she can then disseminate the information to the group.

The Transportation Disadvantaged Coordinating Board meeting was recessed at 10:10 a.m. The annual Duval County TD Program Public Meeting was convened at 10:10 a.m.

► **O. ANNUAL DUVAL COUNTY TD PROGRAM PUBLIC MEETING**

Elizabeth De Jesus gave a brief presentation on the TD program.

Ms. De Jesus asked for questions.

- Thee Perry commented that FDOT has contracts in place for the express routes to St. Johns and Baker counties. Due to the COVID-19 pandemic, all of these routes have been suspended.
- Sharon Dykes wanted to know if people with disabilities can ride the fixed route for free.

Mr. Wood responded that if a passenger has an SSA disability, they can get a reduced fare card. If they go through the eligibility process at CTC, they can ride the fixed route for free.

- Dan O'Connor wanted to know if there is an update on the commuter rail initiative. Mr. O'Connor wanted to know if there would be a connection from the airport to downtown.

Mr. Sheffield responded that the commuter rail initiative is included in our long range plan. This will allow the JTA to move forward with some preliminary analysis.

- Thee Perry commented that JTA does include this information in their TDP and is required to update this annually. The public is always encouraged to provide feedback.

The annual Duval County TD Program Public Meeting was adjourned at 10:27 a.m.

► **N. ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:27 a.m. The next TD meeting will be September 3, 2020.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on May 7, 2020.

Elizabeth De Jesus
Duval County TD Planning Agency