



Duval County Transportation Disadvantaged
Coordinating Board
Thursday, May 6, 2021
9 a.m.

Meeting Agenda

- A. Call to Order
- B. Introduction of Members / Public
- C. Public Comments (Comments limited to the current agenda items)
- D. Approval of New Members and Alternates **ACTION ITEM**
- E. Minutes of March 4, 2021 **ACTION ITEM**
- F. Approval of Bylaws **ACTION ITEM**
- G. Approval of Grievance Procedure **ACTION ITEM**
- H. Approval of 2021-22 TD Rates/ Rate Calculation Worksheet **ACTION ITEM**
- I. Approval of 2016-21 TD Service Plan- 2021 Update **ACTION ITEM**
- J. Approval of Duval County CTC 2021-26 MOA **ACTION ITEM**
- K. Update on Duval County TD Program Transfer to the NEFRC Information Only
- L. Commission Update / Legislative Information Only
- M. Report of the Community Transportation Coordinator Information Only

North Florida TPO Meeting Agenda
Duval County Transportation Disadvantaged Coordinating Board
May 6, 2021

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| N. Report of the Jacksonville Transportation Advisory Committee | Information Only |
| O. Unfinished Business | Information Only |
| P. New Business | Information Only |
| Q. Annual Duval County TD Program Public Meeting | |
| 1. Recess TD Board Meeting | |
| 2. Open Public Meeting | |
| 3. TD Presentation | |
| 4. Take Public Comments | |
| 5. Close Public Comments | |
| 6. Re-convene TD Board Meeting | |
| R. Adjournment | |

The next meeting date, time and location will announced by the NEFRC

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
March 4, 2021

Agenda Item E



DUVAL COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEETING SUMMARY

Thursday, March 3, 2021 - 9:00 AM
HYBRID (IN-PERSON/VIRTUAL) MEETING

MEMBERS PRESENT:

John Markiewicz, Disabled American Veterans, **Vice Chairman**
Jeff Aboumrad, Vocational Rehab./Dept. of Education
Terry Campbell, Dept. of Children and Families
Janet Dickinson, Elder Source (for Nancy Tufts)
Ron Howell, Northeast Florida Community Action Agency
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:

Sharon Dykes, Citizen Advocate
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
Charisa Munroe, DCI Shands Jacksonville, Medical Community

OTHERS PRESENT:

Mark Wood, JTA Connexion
Margo Moehring, NE FL Regional Council
Bo Norton, CAC

TPO STAFF PRESENT:

Jeff Sheffield, Executive Director
Elizabeth De Jesus, Transportation Programs Manager
Marc 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 9:03 a.m.

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

► **C. PUBLIC COMMENT**

Ms. De Jesus 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**

- FDOT is requesting Christina Nelson serve as an additional alternate for Theodis Perry.

Ms. DeJesus asked for questions. There were no questions at this time.

Dan O'Connor moved to approve Christina Nelson as an additional alternate for Theodis Perry; Ron Howell seconded; motion unanimously carried.

► **E. ELECTION OF VICE CHAIRMAN**

The Board must elect a Vice Chairman that will serve a term of one year. This is a holdover from the November meeting.

Elizabeth DeJesus opened the floor for nominations for Vice Chairman. DeWeece Ogden nominated John Markiewicz, who accepted the nomination. Elizabeth DeJesus asked for any other nominations. Seeing none, **DeWeece Ogden moved to close the nominations for Chairman; seconded by Dan O'Connor; motion unanimously carried. John Markiewicz will be the 2021 Vice Chairman.**

► **F. APPROVAL OF THE MINUTES OF THE MAY 7, SEPTEMBER 3, and NOVEMBER 5, 2020 DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETINGS**

Ms. DeJesus asked for questions. There were no questions at this time.

Dan O'Connor moved to approve the minutes of the May 7, September 3, and November 5, 2020 Duval County Transportation Disadvantaged Coordinating Board meetings; Theodis Perry seconded; motion unanimously carried.

► **G. APPROVAL OF 2019-20 ANNUAL OPERATING REPORT**

A copy of the TD Commission approved 2019-20 Annual Operating Report has been included in the agenda book. This item is a holdover from the September meeting.

Ms. DeJesus asked for questions. There were no questions at this time.

Dan O'Connor moved to approve the 2019-20 Annual Operating Report; Ron Howell seconded; motion unanimously carried.

► **H. APPROVAL OF 2019-20 CTC EVALUATION**

The CTC Committee met virtually on February 18 to evaluate the CTC. The CTC Evaluation Committee members are John Markiewicz, Kara Tucker and Dan O'Connor. The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded. Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days. The final step is to forward all the documentation to the Commission for the Transportation Disadvantaged.

Ms. DeJesus asked for questions.

- Mark Wood informed the group that ridership is down 40 percent. The biggest challenge is recruiting and retaining drivers. On-time performance is low due to the shortage of drivers, which in turn prevents us from providing our pre-COVID level of service. Mr. Wood also asked that if the group knows anyone who is looking for employment, please let them know JTA is hiring.

Dan O'Connor moved to approve the 2019-20 CTC Evaluation; Thee Perry seconded; motion unanimously carried.

► **I. CTC RE-DESIGNATION**

JTA's current Memorandum of Agreement with the Commission for the Transportation Disadvantaged as CTC is set to expire June 30, 2021. Staff recommends JTA continue as Duval County's CTC.

The steps for re-designation are as follows:

- LCB votes to recommend to re-designate JTA as Duval County's CTC
- TPO staff to send letter to JTA inquiring about their interest in CTC re-designation
- TPO receives a response letter from JTA indicating their interest to continue as Duval County's CTC

- TPO Board approves a resolution to support JTA as Duval County's CTC
- Staff submits all documentation to TD Commission staff
- Staff works on a new TD Service Plan (2021-2026)
- Staff attends a TD Commission business meeting to make a formal request to the TD Commission to approve the re-designation of JTA
- A new Memorandum of Agreement between the TD Commission and the JTA is issued (valid for 5 years)

Ms. DeJesus asked for questions.

- Dan O'Connor wanted to know if we could request this service go out for bid if we had issues with JTA providing this service.

Ms. DeJesus responded that if you want a private entity to provide this service then you would put it out for bid. It is a very complicated process.

- Dan O'Connor commented that he would like JTA to continue as Duval County's CTC.

Dan O'Connor moved to approve the CTC re-designation; Ron Howell seconded; motion unanimously carried.

J. NEXT STEPS ON TRANSFER OF DUVAL COUNTY TD PROGRAM TO NEFRC

Jeff Sheffield addressed the transfer of the Duval County TD Program to the Northeast Florida Regional Council (NEFRC). The goal is to have the transfer complete by July 1.

A formal request letter was sent to the TD Commission on March 1. NEFRC will be issuing a letter to the TD Commission next week. The transfer request will be on the March 29 CTD agenda for approval. No approval is needed by the TD Board.

Mr. Sheffield asked for questions.

- Dan O'Connor wanted to know who would be the new point of contact.

Mr. Sheffield responded that would be coordinated through the NEFRC.

- Thee Perry wanted to know where the meetings would be held.

Mr. Sheffield responded that would be a decision by the NEFRC. Mr. Sheffield offered the use of the TPO Board Room to hold the TD Board meetings.

- Dan O'Connor commented that at the larger combined meetings a person from this board could be a liaison in these meetings.

Mr. Sheffield responded that it would allow the seven counties to have a more collaborative effort and make better use of the financial resources.

Ms. Moehring commented that several NEFRC Board members also serve as chairs on their regional coordinating boards. We are open to any suggestions on how to make this work.

- Councilwoman Randi DeFoor is your new Chair and a NEFRC Board member.
- Dan O'Connor wanted to know if this is a similar model that is happening throughout the state or are we pioneers.

Ms. Moehring responded that there are several regional councils that are include multiple counties.

K. COMMISSION UPDATE/LEGISLATIVE

The Commission for the Florida Transportation Disadvantaged announced that this year's annual TD Day will be held virtually March 29.

L. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR

Mark Wood gave the following report.

- MV is currently in the process of recruiting and hiring drivers to address the shortage. They are also exploring the possibility of offering bonuses to those drivers that remain employed past the training period.
- Rides to Health – This is an initiative that offers free transportation to the various vaccination sites throughout Jacksonville. This service is available on fixed route, Ready Ride and CTC.
- Elizabeth DeJesus wanted to know if anyone can ride for free or do you have to be eligible through the CTC.

Mr. Wood responded that JTA is offering anyone a free ride to a vaccination site; however, if the CTC service is utilized they have to be eligible.

- Dan O'Connor wanted to know if JTA is receiving funding to offset the free trips.

Mr. Wood responded that JTA anticipates receiving CARES Act and FEMA funds to offset the cost of providing these free trips.

M. REPORT OF THE JACKSONVILLE TRANSPORTATION ADVISORY COMMITTEE (JTAC)

None.

N. UNFINISHED BUSINESS

The TD Service Plan committee will meet over the next few weeks to review the plan. The Committee consists of Kara Tucker, DeWeece Ogden, John Markiewicz and Dan O'Connor.

O. NEW BUSINESS

The new TD Board Chair, Randi DeFoor, is scheduled to attend the May 6 meeting.

P. REGIONAL UPDATE

None.

► Q. AGENCY REPORTS

Northeast Florida Community Action Agency – Ronald Howell – We are still providing utility assistance up to \$2000 for those low-income individuals that do not exceed 150 percent of poverty. All appointments will be held virtually, and can be scheduled by calling 904-362-8052. The satellite offices remain closed, with those employees working virtually. The Central Office is open with access limited to authorized personnel only.

American Veterans – John Markiewicz - The VA van transportation network remains shut down, as we cannot properly social distance on the vehicles. Drivers are needed in anticipation of resuming this service in mid-March. Vans will be restricted to 50 percent capacity.

Anyone registered with the VA for healthcare, regardless of age, can receive a COVID vaccination.

Florida Department of Education – Dan O'Connor – We can now assist clients in our office by appointment only.

Florida Agency for Health Care Administration – DeWeece Ogden – Our offices remain closed. The Medicaid agency's contact center allows us to continue to speak with our clients and providers, and can be reached at 877-254-1055.

FDOT – Theodis Perry – Our offices remain closed. Staff is in a transitional period, with some continuing to work from home and some transitioning to in-person.

Elder Source – Janet Dickinson – The majority of our staff continue to work from home. We have a new program called SHINE, which is Serving Health Insurance Needs of Elders. Staff is available to answer questions via our helpline at 888-242-4464.

COJ Disable Services – Kara Tucker – Our offices are open. We are holding hybrid meetings, with a combination of in-person and virtual participants for our Mayor’s Disability Council and subcommittee meetings in the Ed Ball Building.

► **R. PUBLIC COMMENTS**

Dan O’Connor thanked Elizabeth DeJesus for all her hard work and dedication over the years to the TD Board.

Elizabeth DeJesus thanked the group for their participation and support.

► **R. ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:22 a.m. The next TD meeting will be May 6, 2021.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on March 4, 2021.

Elizabeth De Jesus
Duval County TD Planning Agency

Approval of Bylaws

Agenda Item F

**North Florida
Transportation Planning Organization**

Bylaws

Duval County Transportation Disadvantaged Coordinating Board

Revised May 6, 2021

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Bylaws of the Duval County Transportation Disadvantaged Coordinating Board

Article 1: PREAMBLE

The following sets forth the Bylaws which will guide the Duval County Transportation Disadvantaged Coordinating Board in its oversight of the community transportation coordinator hereinafter referred to as the CTC. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes*, and subsequent laws setting forth requirements for the coordination of transportation services for the transportation disadvantaged.

Article II: NAME AND PURPOSE

Section 1: Name

The name of the coordinating board shall be the **Duval County Transportation Disadvantaged Coordinating Board**, hereinafter referred to as the Board.

Section 2: Purpose

The primary purpose of the Board is:

1. To assist the North Florida Transportation Planning Organization (North Florida TPO) in identifying local service needs; and
2. To provide information, advice and direction to the community transportation coordinator (CTC) to coordinate services to the transportation disadvantaged in Duval County pursuant to Section 427.0157, *Florida Statutes*.

Article III: MEMBERSHIP APPOINTMENT, TERM OF NOTICE AND TERMINATING MEMBERSHIP

Section 1: Voting Members

In accordance with Section 427.0157, *Florida Statutes*, all voting members of the Board shall be appointed by the North Florida Transportation Planning Organization hereinafter referred to as the North Florida TPO.

A representative from the following agencies or groups shall be a voting board member:

1. North Florida TPO who has been appointed to serve as Chairperson;

Bylaws

2. The Florida Department of Transportation;
3. The Florida Department of Children and Families;
4. The Public Education Community;
5. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. The Florida Agency for Health Care Administration (MEDICAID);
7. A person recommended by the local Veterans Service Office representing the veterans of the county;
8. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged;
9. A person over sixty years of age representing the elderly in Duval County;
10. A person with disabilities representing Duval County residents with disabilities;
11. Two citizen advocates one of whom must be a user of the Duval County coordinated transportation system;
12. A local representative for children at risk;
13. The Chairperson or designee of the Jacksonville Transportation Authority, the local provider of public transit;
14. The Florida Department of Elder Affairs; and
15. An experienced representative of the local private for profit transportation industry. If such a representative is not available, a local private non-profit representative will be acceptable, except where said representative is also the community transportation coordinator.
16. A representative of the Regional Workforce Development Board;
17. A representative of the local medical community (which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.).
18. A local representative of the Agency for Persons with Disabilities.

Section 2: Technical Advisors

Upon a majority vote of the voting membership present, technical advice may be approved to provide the Board with technical expertise as needed.

Section 3: Alternate Members

Alternates are to be appointed by the agency representative. The North Florida TPO may name one (1) alternate for each voting member of the Board not representing an agency. Alternates will be allowed to vote only in the absence of the voting member whom they represent.

Section 4: Terms of Appointment

Except for the Chairperson, the board members shall be appointed for three (3) year staggered terms. The Chairperson shall serve until replaced by the North Florida TPO. If a member term has expired he/she will serve until a replacement is appointed.

Section 5: Termination of Membership

A member may resign at any time by notice in writing to the Chairperson. Unless specified, such resignation shall take effect when the Chairperson receives the letter.

Each member is expected to demonstrate his/her interest in the Board's activities by attending the scheduled meetings. If an absence occurs, the absent member should ensure that his/her alternate is present. The North Florida TPO shall review the appointment of any voting member who fails to attend three (3) consecutive meetings.

Failure of an agency representative or his/her alternate to attend three (3) consecutive meetings will result in a letter to his/her superior requesting nomination of a replacement.

Article IV: OFFICERS AND DUTIES

Section 1: Number

The Board officers shall be a Chairperson and a Vice-Chairperson.

Section 2: Chairperson

The North Florida TPO shall appoint one member who is an elected official to serve as Chairperson. The Chairperson shall preside at all meetings. The duties of the Chairperson include responsibility for meeting agendas, notices and minutes. The North Florida TPO staff will assist the Chairperson in these tasks and will further assist the Chairperson by preparing and duplicating materials to be distributed at meetings. The Chairperson shall serve until replaced by the North Florida TPO.

Section 3: Vice-Chairperson

The Board shall hold an annual meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the members present. The Vice-Chairperson shall serve a term of one year starting at the next meeting.

Article V: BOARD MEETINGS

Section 1: Regular Meetings

The Board shall meet the first Thursday of March, May, September, and November unless it is determined by the Chairperson that there is not sufficient business to warrant a meeting. In accordance with Section 427.0157, *Florida Statutes*, the Board shall meet at least quarterly.

Section 2: Special Meetings

The Chairperson may convene special Board meetings provided that proper notice is given to all members and other interested parties. Meeting notices must be posted 48 hours in advance and, if time permits, a notice should be published in the *Florida Times-Union* and/or other local newspapers.

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Section 3: Notice of Meetings

Notices and tentative agendas shall be sent to all Board members and other interested parties within a reasonable amount of time prior to the Board meeting. Such notice shall state the date, time and meeting place. Meeting notices must be posted at least 48 hours in advance and published in the *Florida Times-Union* and/or other local newspapers.

Section 4: Quorum

At all Board meetings, a 35% of the voting members, shall constitute a quorum to transact business. In the absence of a quorum, those present may without notice other than by the announcement at the meeting, recess the meeting, until a quorum is present. At any such recessed meeting any business may be transacted which might have been transacted at the meeting as originally called.

Section 5: Voting

At all meetings at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the majority vote of the members present.

Section 6: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.

Article VI: STAFF

Section 1: General

The North Florida TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, *Florida Statutes*. These responsibilities include providing staff to manage and oversee the Board operations and assist in scheduling meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the Board within the limits of the resources available.

Article VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2, *Florida Administrative Code*.

1. Maintain official meeting minutes reflecting official actions taken and a meeting roster. A copy of the minutes shall be provided to the Florida Commission for the Transportation Disadvantaged, hereinafter referred to as the Commission, and to the Chairperson of the North Florida TPO.
2. Review and approve the Memorandum of Agreement between the CTC and the Commission including the Transportation Disadvantaged Service Plan.
3. On a continuing basis, evaluate services provided under the Transportation Disadvantaged Service Plan. Annually, the Board shall evaluate the performance of the CTC and provide this evaluation to the North Florida TPO and to the Commission. Recommendations relative to performance and the renewing of the CTC's contract shall be included.

4. In cooperation with the CTC, review and provide recommendations to the Commission and the North Florida TPO on all application for local, state or federal funds relating to transportation for the transportation disadvantaged in Duval County. This action ensures that all such expenditures are provided in the most cost effective and efficient manner. The review process shall include at least:
 - a. The review of applications to ensure that they are consistent with the Transportation Disadvantaged Service Plan. This review shall consider:
 - (1) The need for the requested funds or services;
 - (2) Consistency with local governments comprehensive plans and
 - (3) Coordination with the Jacksonville Transportation Authority and the CTC.
 - b. Notifying the Commission of any unresolved funding requests without delaying the application process.
5. Review coordination strategies for service provision to the transportation disadvantaged in Duval County to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service to increase ridership and to service a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation with adjacent counties when it is appropriate and cost effective.
 - a. Support inter- and intra-county agreements to improve coordination to reduce costs for service delivery, maintenance, insurance or other identified strategies.
 - b. Seek the involvement of the private and public sectors, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
6. Appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users and potential users of the coordinated transportation system. The Committee shall meet as often as necessary to resolve grievances in a timely manner. The membership of this Committee shall be as specified in Article VIII, Section 2 of these Bylaws.
7. In coordination with the CTC, develop application for funds that may become available.
8. Consolidate annual budget estimates for local agencies or programs receiving direct federal funding to provide transportation to the transportation disadvantaged.
9. Assist the North Florida TPO in preparing of the Transportation Disadvantaged Element of the annually update Transportation Improvement Program.
10. Annually review the CTCs contracts with local transportation providers to determine if these contracts are cost-effective and provide efficient service.

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Article VIII: COMMITTEES AND SUBCOMMITTEES

Section 1: Committees and Subcommittees

Committees and subcommittees shall be designated by the Chairperson as needed to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All subcommittees can be assembled and dissolved as deemed necessary, with the exception of the Evaluation Committee and Grievance Committee which shall be standing Committees. The Chairperson shall serve as an ex-officio member of all committees and subcommittees. Each committee and/or subcommittee shall elect a Chairperson from its membership.

Section 2: Evaluation Committee

A five member Evaluation Committee shall be designated by the Chairperson to perform the annual evaluation of the Community Transportation Coordinator (CTC) and to monitor the CTC performance on a quarterly basis. The Chairperson of this committee shall be selected by the committee members and shall serve a one year term.

Section 3: Grievance Committee

A five member Grievance Committee shall be designated by the Chairperson to serve as a mediator to process and investigate grievances from agencies, users and potential users of the coordinated transportation system.

The membership of the Grievance Committee shall include at least one representative of the Florida Department of Transportation, the Florida Department of Children and Families, the Florida Department of Labor and Employment Security or the Florida Agency for Health Care Administration.

Article IX: COMMUNICATION WITH OTHER AGENCIES

Section 1: General

The North Florida TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, *Florida Administrative Code*.

Article X: CERTIFICATION

The undersigned hereby certifies that he is Chairman of the Duval County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Duval County Transportation Disadvantaged Coordinating Board on the 6th day of May, 2021.

Chairman
Duval County Transportation Disadvantaged Coordinating Board

Approval of Grievance Procedures

Agenda Item G



**North Florida
Transportation Planning Organization**

Grievance Procedure

Duval County Transportation Disadvantaged Coordinating Board

Revised: May 6, 2021

Grievance Procedure

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Grievance Procedures of the Duval County Transportation Disadvantaged Coordinating Board

LOCAL COMPLAINTS AND GRIEVANCES PROCEDURES

All local coordinating boards are required to adopt Complaint and Grievance Procedures. The Duval County Transportation Disadvantaged Coordinating Board adopted these Complaint and Grievance Procedures. Daily service complaints are routine in nature and are usually resolved immediately within the control center of the CTC. However, if left unresolved, a routine service can develop into a formal grievance.

Section 1: Definition of a Complaint.

For the purposes of this Committee a complaint is defined as:

*“An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a rider, sponsoring agency, community service provider or the staff of the North Florida Transportation Planning Organization which addresses an issue or several issues concerning transportation services provided by the CTC or subcontractors. **Complaints generally relate to the daily operation of the coordinated transportation system and could include late pickups, no shows, the behavior of drivers, clients or reservationists, denial of service or discomfort.**”*

Section 2: Complaint Procedures

The following procedures are established to provide regular opportunities for complaints to be made to the CTC and if necessary brought before the Grievance Committee as a “grievance.”

a. Filing a Complaint

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the Rider’s Guide and distributed to all clients. Riders can file complaints with the CTC by phone 265-8928, fax 265-8919, email ConnexionComplaint@JTAFLA.com or by regular mail to 100 N. Myrtle Ave., Jacksonville, FL 32204. All complaints must be submitted **immediately** after the incident and should include the passenger’s name and address, date and time of the incident, and a detailed explanation of the incident.

Grievance Procedure

When requested, the CTC will respond in writing to complaints, within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

b. Appeal to the Grievance Committee

The CTC shall advise and provide direction to all persons, agencies or entities from which a complaint has been received of their right to file a formal written grievance **to the North Florida TPO for review by the Grievance Committee. The CTC will provide the Grievance Committee with a report on each issue or item brought before the Committee and shall conduct additional investigation as required by the Grievance Committee.**

c. Recording of Complaints

The CTC will keep a computerized file of all complaints and generate a monthly report identifying emerging patterns of complaints. At minimum this report should identify the number of complaints by type including on-time performance (late trips), safety, vehicle condition, and customer service (driver behavior and reservationist behavior for example).

Written responses to complaints forwarded by any agency will be copied to the agency.

Section 3: Definition of a Grievance

For the purposes of this Committee a grievance is defined as:

*“A circumstance or condition thought to be unjust and grounds for a grievance or resentment not resolved by the Community Transportation Coordinator (CTC) through the complaint procedure.” **Grievances could include unresolved service complaints, denial of service, suspension of service, and unresolved safety issues.***

Issues concerning eligibility determination are the sole responsibility of the entity/authority determining eligibility and are not subject to these grievance procedures. An exemption to the policy is not allowable under the grievance procedure.

Section 4: Grievance Procedures

The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee. The CTC provides copies of the Grievance Procedures to clients who have a service suspension.

a. Filing a Grievance

If a system user, sponsoring agency, community service provider or entity has a grievance with an action taken by the CTC in response to a complaint will present the grievance to the North Florida TPO within thirty (30) days of the written response from the CTC. All grievances must be in writing and shall include the following information:

1. The name and address of the grieving party;

Grievance Procedure

2. A statement of the grounds for the grievance and supporting documentation; and
3. An explanation of the relief desired by the grieving party.

Facts concerning the grievance should be stated in clear and concise language. Grievances can be mailed to the North Florida TPO to the following address:

North Florida Transportation Planning Organization
980 North Jefferson Street
Jacksonville, Florida 32209
Attn: Elizabeth De Jesus

Grievances can also be e-mailed to the North Florida TPO at edejesus@NorthFloridaTPO.com. The North Florida TPO will forward a copy of the grievance letter to the CTC for a written response and will schedule a meeting of the Grievance Committee. Grievances can also be mailed to the Community Transportation Coordinator (JTA Connexion) to the following address:

JTA CONNEXION
100 N. Myrtle Ave
Jacksonville, FL 32204
Attn: Justin Cayless

Grievances can also be fax to the JTA Connexion at 904-265-8919. The JTA Connexion will forward all Grievances to the North Florida TPO. The aggrieved party and the CTC will be notified of the date, time and location of the meeting at least ten (10) days in advance.

Pursuant to the American with Disabilities Act (ADA), auxiliary aides and accommodations for persons with disabilities are available upon request. Persons requesting accommodations must allow five business days' notice. Last minute requests will be accepted but may not be possible to fulfill. ADA accommodations can be requested by calling Elizabeth De Jesus at 904-306-7500 (Florida Relay Service users dial 711) and / or email to elizabethdejesus@NorthFloridaTPO.com.

b. Grievance Committee Hearing

Within thirty (30) days of receipt of the grievance, the Grievance Committee will meet and render a recommendation. A written copy of the Committee's recommendation will be forwarded to the TD Board Chairperson and all parties involved within ten (10) days of the recommendation. The TD Board authorizes the Grievance Committee to make the final determination. The grieving party will be notified in writing of the Committee's final determination.

c. Appeal to the Florida Commission for the Transportation Disadvantaged

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged.

The appeal should be in writing and submitted within 60 days of the denial date. It should be addressed to:

*Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450*

Grievance Procedure

d. Appeal to the judicial court system

Aggrieved parties with proper standing may request an administrative hearing or court hearing as per Chapter 120, *Florida Statutes*.

Section 5: Grievance Committee Procedures

The Grievance Committee will follow the procedures outlined below when a grievance has been filed:

•Schedule meetings

Upon receipt of a grievance the North Florida TPO staff will contact the Chairperson and members of the Grievance Committee to schedule a meeting. The Committee will hear grievances prior to the next regularly scheduled Board meeting or at a date, time and location convenient to the Grievance Committee. Grievance meetings will be advertised in a major circulation newspaper.

•Notification

The North Florida TPO staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

•Written Minutes

The minutes of the meeting are recorded and if requested will be provided in written format. These minutes shall include the following:

- (1) A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position.
- (2) A statement that clearly defines the issues discussed;
- (3) An opinion and reasons for the grievance based on the information provided; and
- (4) A recommendation by the Grievance Committee based on their investigation and findings.

COMMUNICATION WITH OTHER AGENCIES

Section 1: General

The North Florida TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, *Florida Administrative Code*.

A. Filing Grievances with Other Agencies

Where appropriate, a grieving party may also file a grievance with other agencies.

Grievance Procedure

CERTIFICATION

The undersigned hereby certifies that he is Chairman of the Duval County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedure of this Board as adopted by the Duval County Transportation Disadvantaged Coordinating Board on the 6th day of May, 2021.

Chairman
Duval County Transportation Disadvantaged Coordinating Board

The following changes were included to the 2021 TD Service Plan update:

- Page 11 – CTC History – Updated re-designation status
- Pages 16-17 – Updated Membership Certification and added reference on Duval County TD Board transfer to the NEFRC
- Pages 42-43 – Updated Table 17A and 17B
- Page 86-87 – Erased table 19 and any reference to the table

Approval of 2016-21 TD Service Plan- 2021 Update

Agenda Item I

**TD Service Plan
2016-2021
2021 Update
Draft**

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I. DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

In 1988, Duval County was one of only seven counties in the State of Florida not in compliance with Chapter 427, Florida Statutes. The law required developing a Transportation Disadvantaged Plan for the county and designating a service provider.

To encourage compliance the Coordinating Council for the Transportation Disadvantaged, an entity of the Florida Department of Transportation, awarded the Metropolitan Planning Organization for the Jacksonville Urbanized Area¹ (MPO) a \$25,000 grant to develop a transportation disadvantaged plan for Duval County. The MPO then circulated a Request for Proposal (RFP) for consultant service to prepare the plan. In late 1988 this contract was awarded to the Center for Local Government Administration at the University of North Florida. A task force was then created to work with the consultant team and the MPO.

Task force members included local transportation providers and potential users of the service. The task force offered four alternative management/administrative schemes for the coordination of transportation services. These were:

- A single service provider/operator acting as the designated provider of all services within the County.
- A centralized agency, a new or specially created nonprofit entity, to provide centralized dispatching, coordinate and management, and contracting with local transportation operators to provide service.
- A coalition retaining all existing service providers with a designated composite entity serving as coordinator.
- A broker, a private for profit entity, providing executive management service, central dispatching and driver training, but contracting with various transportation operators for the provision of service.

¹ The Metropolitan Planning Organization for the Jacksonville Urbanized Area was designated in 1978. In 2000 the name was changed to the First Coast Metropolitan Planning Organization and again in 2009 to the North Florida Transportation Planning Organization.

The task force ultimately recommended a brokered approach.

During the study the Florida Legislature re-enacted Chapter 427, F.S., replacing the “designated provider” with the more powerful “community transportation coordinator (CTC)”. As part of the revision to the act, the Florida Transportation Disadvantaged Commission was established as an autonomous agency, replacing the Coordinating Council for the Transportation Disadvantaged. The name of the Commission was later changed to the Florida Commission for the Transportation Disadvantaged.

The Duval County Study was completed in late 1989 and shortly thereafter the plan was adopted by the MPO.

2. Community Transportation Coordinator Designation Date / History

As prescribed by the study, the MPO then prepared and circulated an RFP for a Community Transportation Coordinator (CTC)—Broker. Concurrent with this effort, the MPO established the Duval County Transportation Disadvantaged Coordinating Board (August 1990). The newly created Board reviewed the responses to the RFP and participated in the selection of the CTC. COMSIS Corporation (later re-named ATC Paratransit) was selected as the CTC and service was initiated February 18, 1991. Within two years 25 local agencies were brought into the coordinated system.

On October 12, 2000 the MPO recommended designating the Jacksonville Transportation Authority (JTA)² as the CTC for Duval County. The Florida Transportation Disadvantaged Commission subsequently approved the MPO’s recommendation and JTA became the CTC effective March 1, 2001. JTA used the City of Jacksonville’s procurement process to issue an RFP for Paratransit Management services and selected MV Transportation, Inc. as the new management contractor. The new CTC started operation on October 1, 2001 under the new name JTA Connexion. In the interim, (March 1-October 1) ATC Intellitrans continued to operate the system.

In 2006, JTA issued an RFP for a provider of drivers and operations management of the Connexion service. First Transit was awarded this contract which began in April 2007. JTA assumed responsibility for provision of reservations, dispatch, scheduling and quality assurance for TD/non-sponsored and ADA complementary paratransit service. The full range of services provided by JTA/JTA Connexion as the CTC included call intake (reservations), trip scheduling, data entry, customer service, vehicle maintenance, compliance monitoring and reporting, and complaints.

² The Jacksonville Transportation Authority (JTA) is the operator of federally funded fixed-route bus service in Duval County.

In January 1, 2014, JTA contracted with MV Transportation to provide drivers (hiring and training), vehicle operations, road supervision, insurance and claim management, service monitoring, dispatch and trip scheduling for paratransit services.

JTA currently manage in house call intake/reservations, data entry, customer service, vehicle maintenance, compliance monitoring and reporting and complaints.

JTA Connexion has been re-designated as Duval County's CTC by the Florida Commission for the Transportation Disadvantaged in June 5, 2006, October 28, 2011 and June 10, 2016. **The current Memorandum of Understanding (MOU) between the Florida Commission for the Transportation Disadvantaged (FCTD) and JTA will expire June 30, 2021. A new re-designation is schedule to be approved by the CTD at their June 2021 business meeting.**

3. Organization Chart

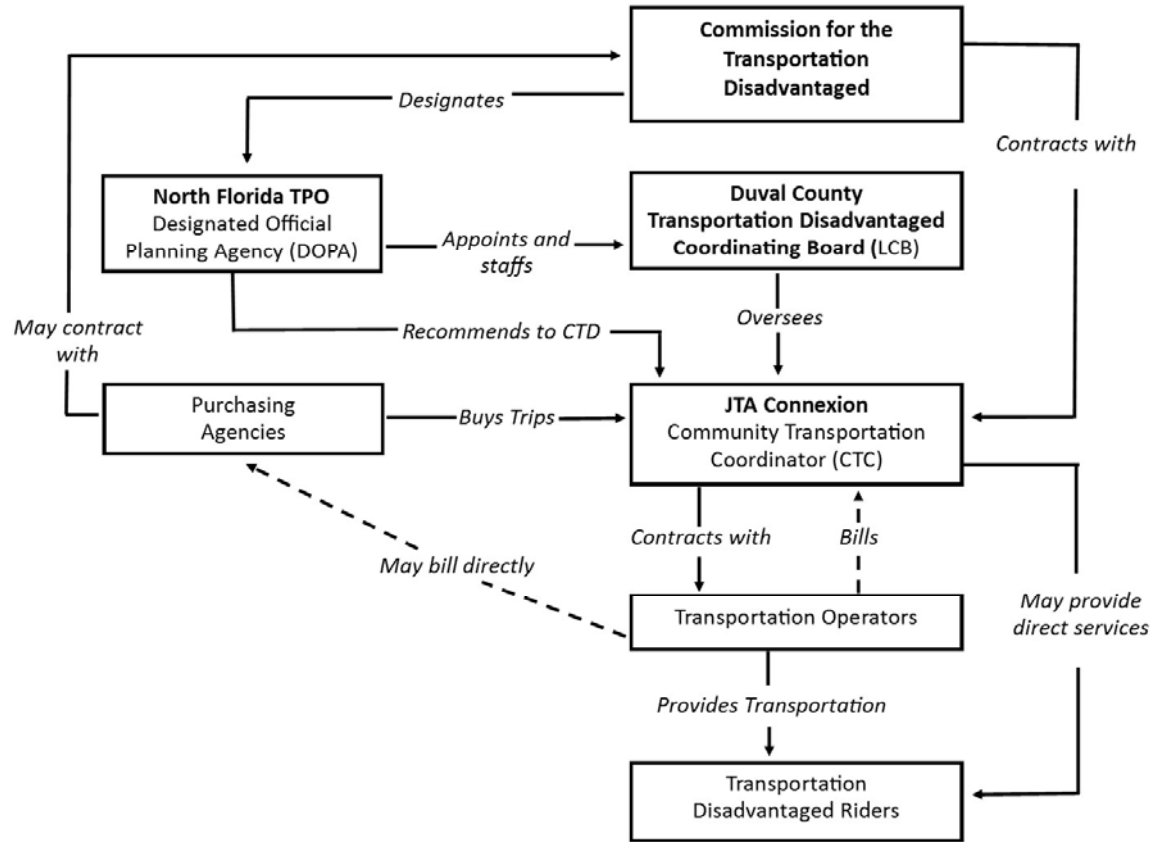
Currently, paratransit services in Duval County are provided by the JTA Connexion, the Community Transportation Coordinator (CTC). As illustrated on Figure A on the following page. JTA Connexion provides paratransit services transportation disadvantaged residents of Duval County who are "non-sponsored" meaning for a specific trip purpose they do not qualify for ADA paratransit service³ or are not eligible for Medicaid service.⁴ Medicaid trips are provided by a separate Medicaid provider contracted by AHCA. The two systems operate independently with no overlap in reservations or service delivery.

JTA Connexion fully assumed the paratransit management functions that had previously been contracted to MV Transportation in April 2007. This included full in-house call intake/reservations, trip scheduling, data entry, customer service, compliance monitoring and reporting, and complaints.

³ Their trip may be outside the ADA service area.

⁴ May be eligible for Medicaid transportation, but not making a medical trip.

Figure A - Duval County's Coordinated Transportation Program

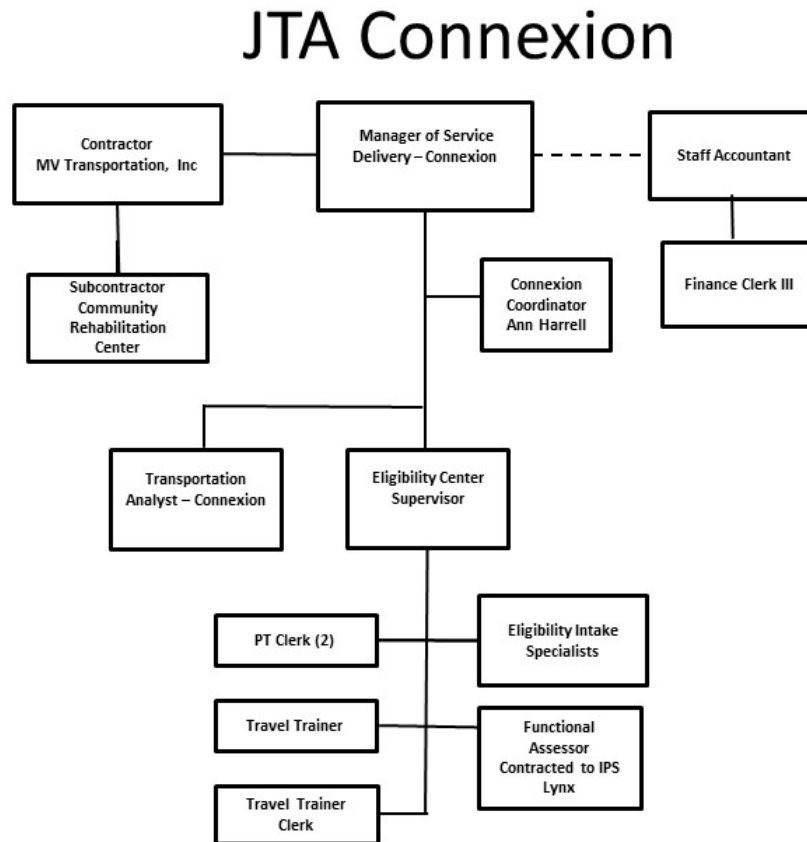


The Community Transportation Coordinator/JTA Connexion is managed by the **Senior Manager Service Delivery Connexion**. The Senior Manager Service Delivery Connexion has full responsibility for ensuring all elements required for an effective and efficient CTC are planned, budgeted and implemented. The Senior Manager Service Delivery Connexion directly supervises the Quality Assurance Coordinator, the Transportation Analyst, the Eligibility Center Supervisor and the Reservations Supervisor. Works closely with the Senior Manager of Budgets, Grants and Financial Analysis and maintains close coordination with the contractor and Maintenance Department. This position serves as a technical advisory to the Duval County Transportation Disadvantaged Coordinating Board and the Jacksonville

Transportation Advisory Committee and is responsible to develop the request for proposals for contracted service. The Senior Manager Service Delivery Connexion reports to the Vice-President of Transit Operations.

Figure B is the organization chart of the JTA Connexion.

Figure B- JTA Connexion –Organization Chart



4. Consistency Review of Other Plans

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

- Jacksonville 2030 Comprehensive Plan
- Northeast Florida Regional Council—Regional Policy Plan
- Jacksonville Transportation Authority—Transit Development Plan
- Commission for the Transportation Disadvantaged Five Year/Twenty Year Plan
- North Florida TPO—Envision 2040 Long Range Transportation Plan (Adopted November 2014)
- North Florida TPO—Transportation Improvement Program

5. Public Participation

The Duval County Transportation Disadvantaged Coordinating Board advises the TPO on issues related to the provision of transportation services for the transportation disadvantaged of Duval County. The Committee structure serves as a forum for local planning staff, agency staff and members of the public to meet on a regular basis to resolve issues or address concerns and make recommendations to the TPO on transportation disadvantaged issues. All meetings are held at the offices of the North Florida TPO at 980 N. Jefferson St. Jacksonville FL 32209.

Chapter 427, F.S. requires the Duval Coordinating Board to advise the TPO on any issue pertaining to providing transportation services to the “transportation disadvantaged.” The “transportation disadvantaged” include the elderly, persons with disabilities, children at-risk and those who economically cannot afford to transport themselves or purchase transportation. Chapter 427, F.S. also specifies the Boards duties and the required membership. The Duval County Transportation Disadvantaged Coordinating Board meets the first Thursday of March, May, September and November at 9 a.m. The members include:

- Representative, Jacksonville Transportation Authority
- Advocate for the elderly
- Advocate for veterans
- Advocate for users of the system
- Representative, Agency for Health Care Administration
- Representative, Florida Department of Elder Affairs (Elder Source)

- Representative, Florida Department of Children and Families
- Representative, Florida Division of Vocational Rehabilitation
- Representative, Florida Department of Transportation
- Representative, NE Florida Community Action Agency
- Representative, Jacksonville Disabled Services Division
- Representative, Medical Community
- Representative, Regional Work Source Development Board (Career Source)
- Representation, Private for-Profit Transportation Industry
- Representation, School Board Transportation Office
- Representative, Children at Risk (Head Start)
- Member, Jacksonville City Council/North Florida TPO Member, Serve as Chairman

All issues concerning the transportation disadvantaged, including but not limited to this Service Plan, are discussed and approved by the Board through the following process.

Regular Meetings of the Local Coordinating Board—Discussions at regular meetings throughout the year help the Board understand how the system operates, assess problems and recommend improvements. Before making any recommendations the TD Board Chairman appoints a TD Service Plan Subcommittee from among the membership. Citizens are invited to share their comments during regular meetings.

TD Service Plan Subcommittee Meetings—This Subcommittee is composed of representatives of ACHA, DOT, JTA, the designated Medicaid Provider and one or more citizen advocates. The Subcommittee meets as frequently as needed to discuss possible revisions to the Service Plan to address performance issues or citizens’ concerns. The Monthly Board Report, Annual Operating Report, CTC Evaluation and citizen complaints are tools the Board uses to evaluate the performance of the CTC and efficiency and effectiveness of the service provided. Committee members use input and recommendations gleaned from these documents to recommend updates to the Service Plan. Their recommendations are subsequently forward to the TD Board for approval.

Annual Public Meeting— A public meeting is held to provide an opportunity for citizens of Duval County to share their insights and voice their concerns about transportation services for the transportation disadvantaged in Duval County. The date, time and location of the meeting is advertised in the *Florida Times-Union*, the largest general circulation newspaper in Northeast Florida. It is published at least seven days prior to the meeting. Meeting notices are also posted at the TPO Public Notice Board and on the TPO’s webpage www.northfloridatpo.com. Persons needing special accommodations are advised to contact the TPO at least 48 hours prior to the meeting.

Meeting Agendas— Are available at least seven (7) days before the meeting and posted on the North Florida TPO webpage.

Internet— Meeting agendas are posted on the TPO webpage prior to the meeting. Also, the TD Service Plan is posted on the TPO webpage allowing citizens and agency staff easy access to the information. The document is in PDF format, which is easy to download.

6. Local Coordinating Board Certification

As noted earlier, the Metropolitan Planning Organization for the Jacksonville Urbanized Area (now the North Florida TPO) established the Duval County Transportation Disadvantaged Coordinating Board in August 1990.

The current Duval County TD Board membership is outlined on the Certification Form on page 15 (**FIGURE C**) and it is consistent with the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

During the first year the Board met monthly to adopt bylaws, develop a grievance procedure (included in the Bylaws), and to closely monitor the transition to coordination. Coordination was initiated in February 1991. Currently, the Board meet the 1st Thursday of March, May, September and November.

Effective July 1, 2021 the coordination of the Duval County Local Coordinating Board (LCB / TD Board) will be transferred to the Northeast Florida Regional Council (NEFRC). The Regional Council is the Designated Official Planning Agency (DOPA) for six (6) LCB’s in the region. With the addition of Duval County the Regional Council will have under their umbrella the full coordination of the TD Program in the region. Membership representation, board role and responsibilities will remain the same.

FIGURE C - Membership Certification

Duval County Transportation Disadvantaged Coordinating Board
 North Florida Transportation Planning Organization,
 980 North Jefferson Street, Jacksonville, FL 32209

The North Florida Transportation Planning Organization hereby certifies to the following: The membership of the Duval County Transportation Disadvantaged Coordinating Board, established pursuant to Rule 41.1012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and the membership represents, to the maximum extent feasible, a cross-section of the local community.

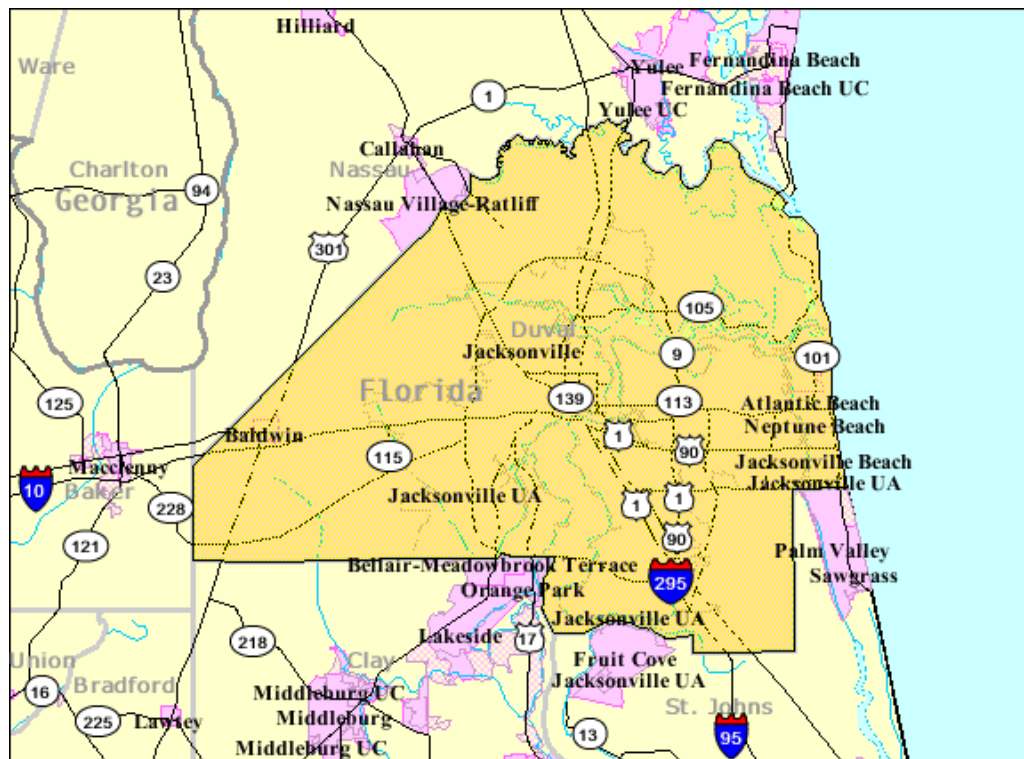
Chairman		Date	
Member	Representing	Alternate	
Randy DeFoor	Chairman (Member, North Florida TPO)		
John E. Markiewicz	Vice Chair (Veterans)		
Terry Campbell	Florida Dept. of Children & Families	Norie Moore-Berlin / Jaclyn Brown	
Sharon E. Dykes	Citizen Advocate (System User)		
Daniel O'Connor	Citizen Advocate	Alexis Read	
Debbie Stokes	Florida Agency for Health Care Admin.	DeWeece Ogden	
Theodis Perry	Florida Department of Transportation	Janell Damato / Christina Nalsen	
Berneitha Mcnair	NE Florida Community Action Agency	Ronald Howell	
Nancy Tufts	Florida Department of Elder Affairs	Patti Simmons / Vanessa Boyer/ Janet Dickinson	
Vacant	Local Medical Community		
Lou Anne Derry	CareerSource		
Vacant	The Elderly (Jacksonville- Duval County Council on Elder Affairs)		
Kara Tucker	Persons With Disabilities - COJ	Lois Smokes	
Vacant Jeff Aboumrad	Private Transportation Industry Florida Dept. of Vocational Rehab.	Yovancha Lewis-Brown / Jamie Spates	
Vacant	Children-at-risk		
Vacant	Agency for Persons with Disabilities		

B. Service Area Profile/Demographics

1. Service Area Description

The City of Jacksonville is a predominately urban community located in the northeast section of the state adjacent to the Atlantic Ocean. It is one of a handful of consolidated city/counties in the United States, and with the exception of three beach communities and a small municipality in the southwest, makes up the vast majority of Duval County. At over 840 square miles, it is the largest city in land area in the contiguous United States. The St. Johns River, one of only a small number of rivers in the world that travel northward, flows through the city and empties into the Atlantic Ocean. Jacksonville is situated at the crossroads of two Interstate Highways; 1-95 that runs north and south along the US eastern seaboard and 1-10 that runs west from Jacksonville along the southern portion of the nation to California. Jacksonville is the most populous city in the region, surrounded by Nassau County to the north, Baker County to the west, Clay and St. Johns Counties to the south. The map in Figure D illustrates the service area.

FIGURE D -Duval County Service Area Map



2. Demographics

a) Land Use

The City of Jacksonville's growth over the last century has been directly linked to developing transportation facilities. As facilities have been constructed, growth in connected areas has followed. In the early 1900's, almost the entire population of Jacksonville was consolidated in the Riverside, Springfield, and Downtown area. With the crossing of the St. Johns River with the original Acosta Bridge in the early 1920's, "sprawl" began with the development of San Marco and San Jose. During the 1950's, the construction of the Mathews Bridge and the beginning of the Interstate system led to the rapid development of Arlington, Southside, Northside and Westside. The opening of both the Buckman Bridge and J. Turner Butler in the 1970's led to the rapid growth of Mandarin, Orange Park and the Beaches. In each of these roughly 25-year increments, a new ring of development occurred in the City. By the end of the 20th century, however, the rings of development had followed construction of transportation facilities to the borders of Duval County and the newest growth rings are occurring in the adjacent counties. As growth continues to follow the developing transportation facilities in the traditional sense, it is now occurring not just within Duval County or Jacksonville but on a regional, inter-county basis.

Another recent phenomenon related to transportation growth in Duval County has been the reduction in identifying and developing new transportation corridors. With the Wonderwood Connector, State Road 9A and Branam Field-Chaffee Road completed, the number of future major corridors for highway construction is virtually nonexistent. Instead, most of the attention of future transportation plans and the available funding are focused on redeveloping or expand existing major corridors. In fact, most of Duval's major existing transportation corridors are currently either under reconstruction or scheduled for reconstruction.

The fact that the traditional transportation-led development has moved beyond Duval County does not, however, diminish the relationship between transportation facilities and land use. Instead, forging an even stronger bond between land use plans and transportation infrastructure is required.

b) Population / Composition

As discussed previously, in 1967 the numerous small communities in Duval County consolidated to form the Consolidated City of Jacksonville. Only four small communities elected not to consolidate and include the Cities of Atlantic Beach, Jacksonville Beach and Neptune Beach and the Town of Baldwin

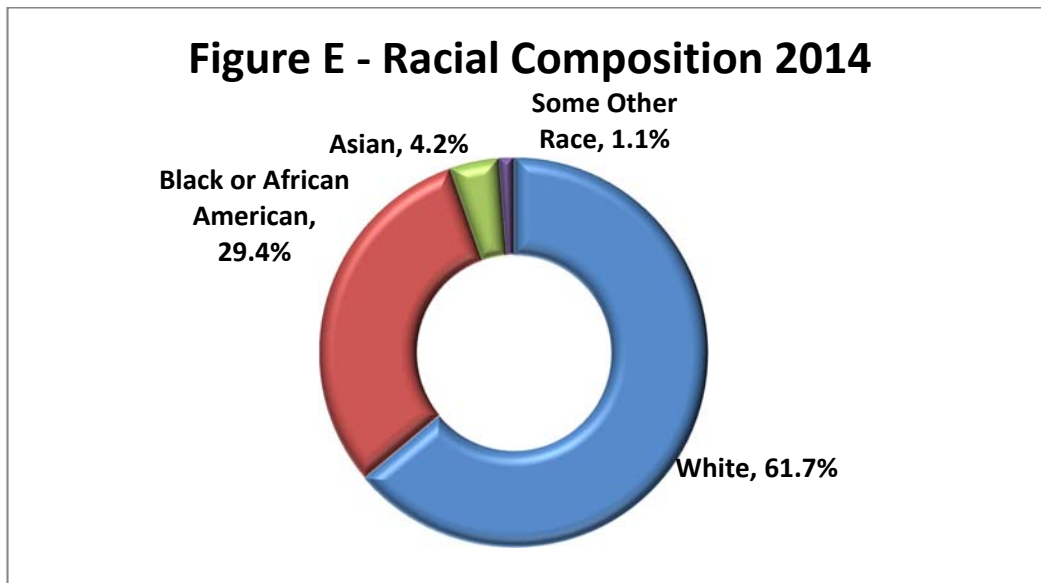
constitute the balance of Duval County. The population of the County and its municipalities, as reported in the 1990, and 2010 U.S. Census, with estimates for 2015 as illustrated on **Table 1**.

Table 1—Duval County Population

Municipality	2000	2010	% Change 2000-2010	Est. 2015	% Change 2010-2015
Atlantic Beach	13,368	12,655	-5%	13,012	2.7%
Baldwin	1,634	1,425	-13%	1,385	-2.9%
Jacksonville Beach	20,990	21,362	2%	22,805	6.3%
Neptune Beach	7,270	7,037	-3%	7,120	1.2%
TOTAL Other Municipalities	43,262	42,479	-19%	44,322	4.2%
TOTAL Jacksonville	735,617	821,784	12%	861,252	4.6%
TOTAL Duval County	778,879	864,263	11%	905,574	4.6%

Source: Bureau of Economic and Business Research (BEBR), University of Florida, Florida Estimates of Population 2015

Figure E- Racial Composition 2014



Source 2014 American Community Survey

Population Characteristics

Table 2—2014 Duval County Population Breakdown by Age Groups

Ages	Estimate
Under 5	60,216
5-9	56,528
10-14	54,428
15-19	55,051
20-24	67,128
25-34	135,827
35-44	114,982
45-54	125,293
55-59	56,633
60-64	49,696
65 and Over	104,968
Total	880,750

Source: 2014 American Community Survey (DP05)

Population Density

As the table that follows illustrates, Duval County population is urban in character. The U.S. Census defines urbanized areas based on population density. Areas with 1,000 persons per square mile or more are considered urbanized. It should be noted that net land area minus inland water was used to calculate population density.

Table 3—Duval County Population Density

Municipality	Land Area (Sq. Ft.)	2010 Population	2010 Persons/Sq. Mile	2015 Population	2015 Persons/Sq. Mile
Atlantic Beach	2.39	12,655	5,295	13,012	5,444
Jacksonville Beach	7.97	21,362	2,680	22,805	2,861
Neptune Beach	2.37	7,037	2,969	7,120	3,004
Combined Beaches	12.37	41,054	3,319	42,937	3,471
Baldwin	1.5	1,425	950	1,385	923

Table 3—Duval County Population Density

Municipality	Land Area (Sq. Ft.)	2010 Population	2010 Persons/Sq. Mile	2015 Population	2015 Persons/Sq. Mile
TOTAL Other Municipalities	14.23	42,479	2,985	44,322	3,115
Jacksonville	762	821,784	821	861,252	1,130
Duval County*	776	864,263	1,114	905,574	1,167

Source: Bureau of Economic and Business Research (BEBR), University of Florida, Florida Estimates of Population 2015

In 2014, Duval County had an estimated 80,818 veterans of which 8,202 were females (11 percent) and 72,616 were males (89 percent). See **Table 4**.

Table 4- Veterans Status 2014

Age	Female	Male	Total
18-34	1,117	7,257	8,374
35-54	3,930	23,181	27,111
55-64	2,348	16,518	18,866
65-74	442	14,380	14,822
75 years and over	365	11,280	11,645
Total	8,202	72,616	80,818

Source: 2014 American Community Survey (B21001) (Sex by Age by Veteran Status for the Civilian Population 18 Years and Over)

Table 5- Poverty Status in the last 12 months by Disability Status by Employment Status for the Population 20 to 64 years – Duval County- 2010-2014

	Below Poverty Level	Above Poverty Level
With a Disability	17,268	43,471
In Labor Force	4,623	21,181
Not in Labor Force	12,645	22,290
No Disability	67,075	411,976
In Labor Force	41,418	355,510
Not in Labor Force	25,657	56,466

Source: 2010-2014 American Community Survey, U.S. Census Bureau (B23024)

In 2014, the median household income in Duval County was \$47,582.

Table 6—Duval County Household Income and Benefits 2014
(In 2014 Inflation-Adjusted Dollars)

Income Amount	Estimate
Less than \$10,000	28,602
\$10,000-\$14,999	19,612
\$15,000-\$24,999	37,659
\$25,000-\$34,999	38,887
\$35,999-\$49,999	49,339
\$50,999-\$74,999	62,000
\$75,000-\$99,999	38,490
\$100,000-\$149,999	37,083
\$150,000-\$199,999	11,934
\$200,000 or more	11,115
Total Households	334,721
Median Household Income	\$47,582

Source: 2014 American Community Survey, U.S. Census Bureau (DP03)

In 2015, there were 358,861 households in Duval County with an average household size of 2.4⁵. As illustrated on **Table 7** in 2014, 21.3 percent of families with children under age 18 lived below poverty level.

⁵ BEBR Household and Average Household Size in Florida: April 1, 2015

Table 7—Duval County Percentage of Families and People whose income in the past 12 months is below the Poverty Level (2014)

	Percent
All Families	13.4%
w/related children under 18 years	21.3%
w/related children under 5 years only	21.7%
Married couple families	5.6%
w/related children under 18 years	7.7%
w/ related children under 5 years only	7.3%
Families with female householder no husband present	33.3%
w/related children under 18 years	43.3%
w/ related children under 5 years only	46.1%
All people	17.4%
Under 18	25.4%
Related children under 18 years	25.1%
Related children under 5 years	28.1%
Related children 5 to 17 years	23.8%
18 years and over	15%
18 to 64 years	16%
65 years and over	9.8%
People in families	15.1%
Unrelated individuals 15 years and over	26.3%

Source: 2014 American Community Survey, U.S. Census Bureau (DP03)

The U.S. Census Bureau and the U.S. Department of Health and Human Service both record poverty statistics for the country. Each has its own methodology for calculating poverty level. The Census Bureau’s estimates are used to determine the number of American’s living in poverty whereas the Department of Health and Human Service’s estimate is used to determine financial eligibility for many federal programs. The two estimates, however, do not differ dramatically.

The Census Bureau determines poverty level by looking at money income, plus family size and composition. “Money income” is income before taxes and does not include capital gains and non-cash benefits (i.e. Food stamps). Geography is not taken into account, but annual inflation levels are taken into consideration.

Figure F - 2015 Poverty Threshold by Size of Family and Number of Children — U.S. Census

One person, under 65 years—\$12,331
 One person, 65 years and over—\$11,367
 Nine People or more—\$45,822 (with 8 or more Children under 18 yrs.)

The Department of Health and Human Services does not make distinctions based on age, but does separate Alaska and Hawaii where the cost of living is “traditionally believed to be significantly higher than in other states.”

Employment status

As illustrated on **Table 8**, based on data provided from the 2014 American Community Survey, Duval County has a large civilian labor force. This labor force is augmented by a military labor force that varies in size depending on the number and type of vessels based at NS Mayport and air craft stationed at NAS Jacksonville. At last report this number was approximately 10,738.

Table 8—Duval County Employment Data 2014

Employment Status	Estimate
In Labor Force	460,454
Civilian Labor Force	449,716
Employed	399,633
Unemployed	50,083
Armed forces	10,738
Not in Labor Force	238,567
Total Population 16 years and over	699,021

Source: 2014 American Community Survey, U.S. Census Bureau (DP03)

Jacksonville’s unemployment rate was 7.2 percent in 2014, down from 8 percent in 2014. As illustrated on **Table 9**, 83 percent of the employed worked in the private sector, 12.5 percent in the public sector in state or local government.

Table 9—Duval County Class of Worker 2014

<i>Employment Status</i>	<i>Estimate</i>	<i>Percentage</i>
<i>Private wage and salary workers</i>	<i>331,528</i>	<i>83%</i>
<i>Government workers</i>	<i>49,997</i>	<i>12.5%</i>

Table 9—Duval County Class of Worker 2014

<i>Employment Status</i>	<i>Estimate</i>	<i>Percentage</i>
<i>Self-employed workers in own not incorporated business</i>	<i>17,689</i>	<i>4.4%</i>
<i>Unpaid family workers</i>	<i>419</i>	<i>0.1%</i>

Source: 2014 American Community Survey (DP03)

In a publication dated September 2011, the U. S. Bureau of Labor Statistics reported the unadjusted unemployment in the Jacksonville metropolitan area as 10 percent.

Housing

In 2014, Duval County had 391,719 housing units, 14.6 percent of which were vacant. 65.6 percent of these units were single-family homes, 29.7 percent were multi-family homes and 4.6 percent were mobile homes. 36.4 percent were constructed after 1990.

Table 10—Duval County Housing Occupancy 2014

Housing Occupancy	Estimate
Total housing units	391,719
Occupied housing Units	334,721
Owner-occupied housing units	201,882
Renter-occupied housing units	132,839
Vacant Housing Units	56,998

Source: 2014 American Community Survey, U.S. Census Bureau (DP04)

In 2014, Duval County had 334,721 occupied housing units of which 201,882 were owner occupied (60.3%) and 132,839 (39.7%) were renter occupied. Three percent of households did not have telephone service. The median monthly housing cost for mortgage holders was \$1,411, non-mortgage holders' costs was \$455 and renters was \$941. It is also reported that 8.4 percent of the housing units did not have access to a car, truck, or van for private use. Multi-vehicle households were not rare. 38.5 percent had two vehicles and another 13.7 percent had three or more vehicles (Figure G).

Education

In 2014, 88.4 percent of Duval County residents 25 years and over had at least graduated from high school and 26.5 percent had a bachelor's degree or higher.

Table 11—School Enrollment 2014

Population 3 years and over enrolled in school		228,963
Nursery school, preschool	15,245	6.7%
Kindergarten	11,432	5%
Elementary School (grades 1-8)	89,737	39.2%
High School (9-12)	43,949	19.2%
College or graduate school	68,600	30%

Graduation Attainment

Less than 9 th grade	19,769	3.4%
9 th to 12 th Grade, no diploma	48,428	8.2%
High School graduate (includes equivalency)	169,500	28.9%
Some College, no degree	137,262	23.4%
Associates degree	56,962	9.7%
Bachelor's degree	106,991	18.2%
Graduate or professional degree	48,487	8.3%
Percent high school graduate or higher		88.4%
Percent bachelor's degree or higher		26.5%

Source: 2014 American Community Survey (DP02)

The following institutions of higher education are located in Duval County:

- Jacksonville University
- Florida State College at Jacksonville
- University of North Florida

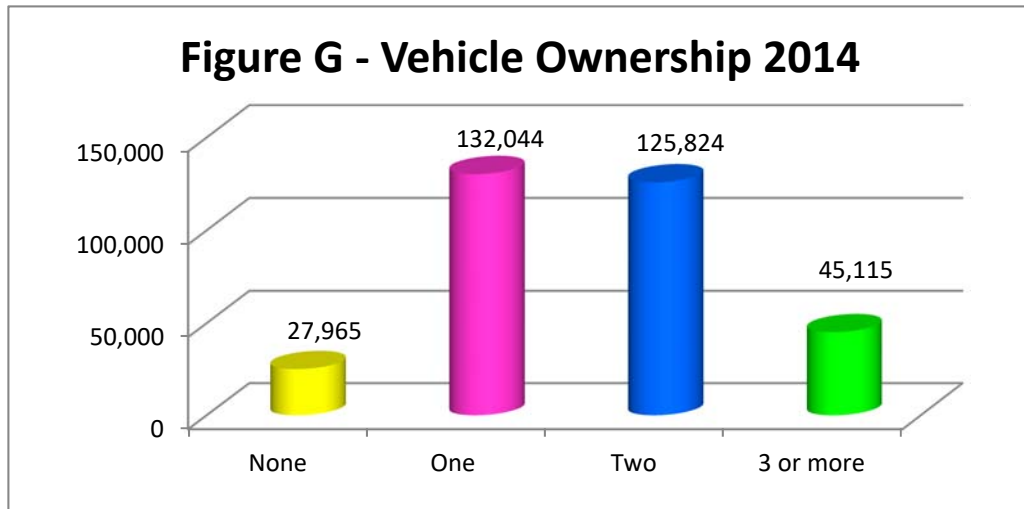
These institutions are also major employers.

Table 12—Commuting to Work 2014

	Estimate	Percentage
Car, truck, or van—drive alone	324,214	80.4%
Car, truck or van—carpooled	39,897	9.9%
Public transportation (excluding taxicab)	6,947	1.7%
Walked	5,191	1.3%
Other means	7,695	1.9%
Worked at home	19,259	4.8%
Mean travel time to work (minutes)	23.5	

Source: 2014 American Community Survey (DP03)

Figure G – Vehicle Ownership 2014



Source: 2010-2014 American Community Survey- (DP04)

c) **Employment**

The Florida Research and Economic Database (FRED) reports the February 2016 seasonally adjusted unemployment rate at 4.8 percent. FRED estimates the average wage for Duval County in 2015 was \$908. This equates to \$22.70 per hour or \$47,216 per year, assuming a 40-hour week worked the year.

The total number of individuals employed in Duval County for February 2016 was 444,098. Total labor force was 466,575. The largest major industry sector was Health Care and Social Assistance with 67,049 employees, followed by Retail Trade with 53,056, and Accommodations and Food Services with 46,575. (FRED Duval County Area Profile)

d) **Major Trip Generators / Attractors**

This section identifies major locations where trips would be generated from or to. This includes facilities, parks or employers. Major employers in the area include the following **medical facilities**:

- Baptist Hospital (Downtown)
- Baptist Hospital (Beaches)
- Brooks Pain and Rehabilitation Center
- Baptist Hospital South
- Mayo Clinic/Hospital
- Nemours Clinic
- St Vincents South Hospital
- St. Vincent's Hospital
- UF Health Hospital (Shands)
- Wolfson Children's Hospital

The following **military installations**:

- Naval Air Station Jacksonville
- Naval Station Mayport
- U.S. Marine Corps Blount Island Logistics Command

The following list of **major employers**:

- Anheuser-Busch, Inc.
- Atlantic Marine Inc.

- American Heritage Life, Inc.
- Citicard, Inc.
- Coastal Marine, Inc.
- Comcast
- Gator Freightway, Inc.
- Landstar Global Logistics
- Miller Electric
- North Florida Shipyards
- Stein Mart, Inc.
- Sysco Food Services of Jacksonville
- Swisher, Inc.
- Vistakon

Other major trip attractors/generators include:

- Public buildings including Atlantic Beach, Baldwin, Jacksonville, Jacksonville Beach and Neptune Beach City Halls
- Federal County House, Jacksonville
- County Court House, Jacksonville
- Various locations of Florida Department of Motor Vehicles, Duval County Tax Collector, and other state offices
- 20+ Jacksonville Public Libraries
- Jacksonville Town Center (shopping), Regency Center Mall, Avenues Mall, River City Mall, Orange Park Mall (Clay County)
- Jacksonville International Airport, Cecil Field Airport, Craig Airport, Herlong Airport
- JAXPORT (Blount Island and Dames Point Marine Terminals, Talleyrand Marine Terminal)

e) **Inventory of Available Transportation Services**

Transportation services currently available in Duval County include the following:

- Traditional fixed-route, trolley, commuter express bus services and a limited area general public demand response (Readi-Ride) service are provided by the Jacksonville Transportation Authority (JTA). This bus system provides approximately 11,600,000 trips annually with 8.5 million revenue miles.
- In addition to bus service, JTA operates an automated fixed-guideway (Skyway) system in Downtown Jacksonville that spans the St. Johns River linking both banks of the central business district. This system operates Monday through Friday from 6 a.m. to 9 p.m. and only during special events on Saturday and Sunday. Skyway has around 1,315,000 boardings annually.
- JTA provides complementary paratransit service as required by the Americans with Disabilities Act (ADA). The paratransit service has been branded as JTA Connexion. JTA is also under contract with the Florida Commission for the Transportation Disadvantaged to serve as the Community Transportation Coordinator for Duval County and provide paratransit service using these State funds. JTA does not provide Medicaid transportation.
- TransPortal hosted by JTA is a web-based mobility management solution that covers a 12-county region. Riders can connect with car and van pools, volunteer driver programs, motor coach, passenger rail, bicycling, walking, taxi and traditional bus programs. This tool is accessible to the general public by visiting the webpage at www.transportal.net
- AHCA has contracted with MTM to provide Medicaid non-emergency medical transportation in Duval County for patients not enrolled in a managed care plan. For more information visit MTM's webpage at <https://www.mtm-inc.net/floridaffs/> or call 1-844-239-5974. Patients enrolled in a managed care plan or HMO must contact their respective HMO directly to request transportation to medical appointments.
- Inter-City transportation services are provided by Amtrak (passenger rail), Greyhound, MegaBus and Red Coach.
- The City of Jacksonville Community and Veterans Services Department provides transportation to and from the city's Senior Centers. To be eligible, seniors must be 60 years of age or older and enrolled in one of the Senior Center programs. The programs operate weekdays from 7

a.m. to 4 p.m. Transportation service can be requested by calling 904-630-0801.

- The Disabled American Veterans group provides transportation between the VA Clinic in Jacksonville and the VA Medical Centers in Gainesville and Lake City. Only certain veterans with appointments at these medical centers are eligible for travel.
- Vision Education and Rehabilitation Center operates a service from 8 a.m. to 11 a.m. and from 2 p.m. to 5 p.m. for visually impaired students registered with the Center.
- Several agencies within the Jacksonville area offer day care and employment services for people with developmental disabilities. These agencies also provide their clients with transportation to these services. These agencies include ARC Jacksonville, Pine Castle, Challenge Enterprises and BASCA.
- The Beaches Dial-a-Ride offers door-to-door transportation to seniors 60 years or older and persons with disabilities for transportation to doctor appointments, shopping and errands in the Jacksonville Beach area. This service operates from 8:30 a.m. to 4:00 p.m. Monday through Friday. The phone number to request service is 904-246-1477
- American Cancer Society Road to Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves. The telephone to request service in 1-800-227-2345 or visit their webpage below for more information: <https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html>
- Hart Felt Ministries provide transportation for their clients. Their clients are 60 years of age or older with one or more chronic health conditions preventing them from performing daily living activities. Service is available from 8 a.m. to 4 p.m. in the beaches area of Duval County and Ponte Vedra beach exclusively. To obtain more information the telephone is 904-861-2799 or visit their webpage at www.hartfelt.org

C. Service Analysis

1. Forecast of Transportation Disadvantaged Population

To serve as an aid in the development of TD population and travel demand estimates, the National Center for Transit Research developed a tool for the Florida Commission for the Transportation Disadvantaged (CTD). The tool uses a series of formulas to project future travel demand using the most current U.S. Census Bureau demographic and socio-economic data available.

The TD demand methodology will no longer use the 1993 process terminology to describe trip types (e.g., program trip or general trip) and trip categories (Category I and II). The new approach uses general TD populations, based upon estimates of all disabled, elderly and low-income persons, and children who are “high-risk” or “at-risk”.

These population groups are further refined to identify the “critical need TD” population. The critical need TD population includes individuals who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

After the critical need TD population is defined, daily trip rates are applied to calculate daily and annual travel demand. This methodology uses trip rates for persons who live in households without any vehicles available from the 2009 National Household Travel Survey (NHTS).

The new forecasting tool utilizes more current data and assumptions. Data sources are the U.S. Census, American Community Survey (ACS) and the Bureau of Economic and Business Research (BEBR) at the University of Florida. Some of the data input is: percent transit coverage; Number of annual service days (transit); Population projections; Population by age; Population below poverty level by age; Population with a disability by age; and total population with a disability and below poverty level by age. The table in the next page is the information obtained from the US Census for 2011-2013 for Duval County. This demographic data is the basis for the calculations in Tables 13-16.

Area Name: **Duval County**

Last Year of Census Data Used: **2013**

Percent Transit Coverage: **42%**

Number of Annual Service Days: **365**

County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	59,396	17,608	178	109
5-17	140,156	34,459	8,082	2,792
18-34	210,762	42,360	12,829	3,812
35-64	343,541	46,636	48,468	13,972
Total Non Elderly	753,855	141,063	69,557	20,685
65-74	59,087	5,413	16,308	2,067
75+	42,195	4,565	22,132	2,667
Total Elderly	101,282	9,978	38,440	4,734
Total	855,137	151,041	107,997	25,419

County Population Projections	
2015	887,202
2020	928,135
2025	967,649
2030	1,003,844
2035	1,038,403
2040	1,071,594

5-year growth Annual % Growth
40,933 0.92%

In Table 13, the population totals (age, income and disability) are displayed. Because some individuals may fall into one or more of these demographic or socio-economic categories, it is necessary to eliminate the “double counts”. The spreadsheet will automatically calculate the overlapping populations as displayed in the spreadsheet and graphic. Duval County has a non-duplicated general TD population of 291,217 individuals or 34.1 percent of its total population.

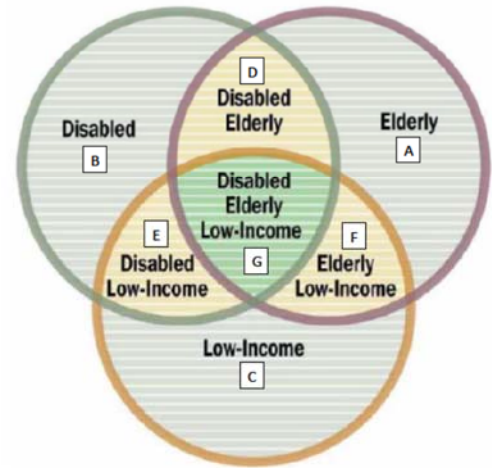
Table 13—General Transportation Disadvantaged Population

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Duval County					Census Data from 2013			
County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	59,396	6.9%	17,608	2.1%	178	0.2%	109	0.43%
5-17	140,156	16.4%	34,459	4.0%	8,082	0.9%	2,792	0.33%
18-34	210,762	24.6%	42,360	5.0%	12,829	1.5%	3,812	0.45%
35-64	343,541	40.2%	46,636	5.5%	48,468	5.7%	13,972	1.63%
Total Non Elderly	753,855	88.2%	141,063	16.5%	69,557	8.1%	20,685	2.42%
65-74	59,087	6.9%	5,413	0.6%	16,308	1.9%	2,067	0.24%
75+	42,195	4.9%	4,565	0.5%	22,132	2.6%	2,667	0.31%
Total Elderly	101,282	11.8%	9,978	1.2%	38,440	4.5%	4,734	0.55%
Total	855,137	100%	151,041	17.7%	107,997	12.6%	25,419	2.97%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	20,685
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	48,872
G - Estimate elderly/disabled/low income	From Base Data (I14)	4,734
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	33,706
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	5,244
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	57,598
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	120,378
Total - Non-Duplicated		291,217

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	291,217	34.1%



Ideally, comparisons of disability estimates should be made using the same survey, geographic parameters, and disability definitions. However, because the severity of an individual’s disability is not clearly captured by questions in the American Community Survey, particularly as it relates to the need for specialized transportation, another source is used in the demand methodology.

The U.S. Census Bureau’s 2010 Survey of Income and Program Participation (SIPP) is a continuous series of national surveys conducted over the course of 2 ½ to 4-year period with a sample size ranging from approximately 14,000 to 36,700 households. The SIPP collects demographic and socio-economic data used to measure the effectiveness and future costs associated with government programs.

The SIPP, through its supplemental questionnaires on adult and child functional limitations, asks questions about the ability of respondents to perform functional and participatory activities. When a respondent indicates having difficulty performing an activity, a follow-up question is used to determine the severity of the limitation. The responses to these and other questions are used to develop three overall measures of disability: any disability, severe disability, and needs assistance.

Because the SIPP age thresholds do not directly correspond to the ACS data used to calculate the general TD population, the severe disability rates (or average rates) that most closely correspond to the ACS age brackets are used in the demand methodology to estimate the prevalence of a severe disability by Florida County. In the demand methodology, these are the individuals identified as having a “critical need” for transportation based on their disability status.

In table 14 Duval county has an estimated 22,588 residents with a need for transportation due to a severe disability.

Table 14—Critical Need TD Population with Severe Disabilities

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

<i>Duval County</i>					Census Data from: 2013	
County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	178	4.20%	7	0		
5-17	8,082	4.20%	339	0.24%		
18-34	12,829	6.30%	808	0.38%		
35-64	48,468	13.84%	6,708	1.95%		
Total Non Elderly	69,557		7,863	1.04%	28.60%	2,249
65-74	16,308	27.12%	4,423	7.49%		
75+	22,132	46.55%	10,302	24.42%		
Total Elderly	38,440		14,725	14.54%	11.70%	1,723
Total	107,997		22,588	2.64%		3,972

Data from the most recent (2009) National Household Travel Survey NHTS is also use for the demand methodology. Sponsored by the Federal Highway Administration, the NHTS is conducted approximately every eight years to collect in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time.

List –assisted random digit dialing computer –assisted telephone interviews were utilized to collect a sample of 150,147 households for the most recent NHTS.

For purposes of forecasting paratransit demand, the trip rates for households with zero vehicles available are used. This is based on the assumption that the elderly, low income, and disabled who make up Florida’s TD population are more likely to reside in households with zero vehicles and/or their travel demand would be similar to households with zero vehicles available versus households with vehicles and unconstrained use.

Based on the 2009 NHTS, the per capita trip rate for Florida households with zero vehicles available averaged 2.4 trips per day. Of the 2.4 trips per day, 0.389 were made on transit, 0.063 on school buses, and 0.049 on special services for people with disabilities. These three modes are subtracted from the 2.4 trips per day to arrive at the daily trip rate for the low income, non-disabled without access to automobiles or public transit. These trips were made using a variety of modes including: privately operated (but not household owned) vehicles as a passenger or driver, bicycle, walking, taxi or other.

The daily trip rate for those individuals with severe disabilities would fall within the specialized transit rate of 0.049 trips per day.

In the spreadsheet tool, these rates are applied to the various critical need TD population group as follows:

- Based on rates from the 2009 NHTS for the United States, of the 125,622 low-income, non-disabled residents of Duval County, approximately 27.2 percent (34,169) live in zero vehicle households.
- Based on user provided input, 58 percent of the low income, non-disabled population without auto access also does not have access to public transit (19,818 individuals). This group is reliant on other means of transportation for 37,635 daily trips.
- The TD population with critical needs due to severe disabilities (i.e. critical need TD population) of 22,588 could be expected to make 1,107 daily paratransit trips.
- Combined, the estimated total daily demand for critical need TD trips in Duval County is 38,741 trips.

Table 15—Calculation of Critical Need TD Population and Trips

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	5,614	2,249	7,863
Elderly	13,002	1,723	14,725
TOTAL	18,617	3,972	22,588

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION			
Low Income & Not Disabled = C + F			
Assumes			
27.2%	xx % without auto access	125,622	
		34,169	
58.0%	xx % without transit access	19,818	
		Calculation of Daily Trips	
Total Actual Critical TD Population		Daily Trip Rates	Total
		Per Person	Daily Trips
Severely Disabled	22,588	0.049	1,107
Low Income ND	19,818	1.899	37,635
Totals	42,406		38,741

Based on the 2011 ACS, projections can be developed for specific populations at future points in time. Table 16 displays the forecasts of the general and critical need TD population for Duval County. The projections are based on the estimates prepared using the Bureau of Economic and Business Research data. Table 16 shows that Duval County’s daily trip demand for the critical need population will increase from 38,741 in the 2011 base year to 45,936 in 2021.

Table 16—Forecast of General and Critical Need TD Population and Trips

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Duval County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	20,685	20,876	21,069	21,263	21,459	21,657	21,857	22,059	22,262	22,468	22,675
B - Estimate non-elderly/ disabled/not low income	48,872	49,323	49,778	50,237	50,701	51,169	51,641	52,117	52,598	53,084	53,574
G - Estimate elderly/disabled/low income	4,734	4,778	4,822	4,866	4,911	4,956	5,002	5,048	5,095	5,142	5,189
D - Estimate elderly/ disabled/not low income	33,706	34,017	34,331	34,648	34,967	35,290	35,616	35,944	36,276	36,611	36,949
F - Estimate elderly/non-disabled/low income	5,244	5,292	5,341	5,391	5,440	5,490	5,541	5,592	5,644	5,696	5,748
A - Estimate elderly/non-disabled/not low income	57,598	58,129	58,666	59,207	59,754	60,305	60,861	61,423	61,990	62,562	63,139
C - Estimate low income/not elderly/not disabled	120,378	121,489	122,610	123,741	124,883	126,035	127,198	128,372	129,557	130,752	131,959
TOTAL GENERAL TD POPULATION	291,217	293,904	296,616	299,353	302,115	304,903	307,717	310,556	313,422	316,314	319,233
TOTAL POPULATION	855,137	863,028	870,991	879,028	887,139	895,325	903,587	911,925	920,340	928,832	937,403

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
<i>Disabled</i>	22,588	22,797	23,007	23,219	23,434	23,650	23,868	24,088	24,311	24,535	24,761
<i>Low Income Not Disabled No Auto/Transit</i>	19,818	20,001	20,186	20,372	20,560	20,750	20,941	21,134	21,329	21,526	21,725
Total Critical Need TD Population	42,406	42,798	43,193	43,591	43,993	44,399	44,809	45,223	45,640	46,061	46,486
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	1,107	1,117	1,127	1,138	1,148	1,159	1,170	1,180	1,191	1,202	1,213
<i>Low Income - Not Disabled - No Access</i>	37,635	37,982	38,332	38,686	39,043	39,403	39,767	40,134	40,504	40,878	41,255
Total Daily Trips Critical Need TD Population	38,741	39,396	40,062	40,739	41,428	42,161	42,907	43,666	44,439	45,226	45,936
Annual Trips	14,140,629	14,379,606	14,622,621	14,869,743	15,121,042	15,388,684	15,661,064	15,938,265	16,220,372	16,507,473	16,766,640

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 0.92%

2. Needs Assessment

As discussed in the Development Plan, residents of Duval County have access to both public and private transportation services. This section identifies unmet needs and gaps in service based on demographics, travel patterns and transportation service based on stakeholder input and the TPO’s public involvement activities.

To identify un-met need for transportation services for the disparate needs of this diverse and challenged community of individuals is no easy task. So many needy individuals easily slip through the cracks of “regular” service if there is no mother, father, caseworker or some other friend if they are unable to advocate on their own behalf.

Identified need

1. A service deficiency has been identified linking the unemployed with entry level employment opportunities. Entry-level workers, especially those who are low-

income, are likely to be hampered in search for a job by transit available and schedule. Transit may not be available where jobs are.

2. Another service gap is for paratransit/ADA eligible clients residing in Duval County, outside the 3/4mile service area of the fixed-route bus service and therefore, not eligible for the ADA required complementary paratransit service for trips originating from their residence. If there is no licensed driver and vehicle in the home and the client is not able to otherwise purchase transportation, service funded by the Florida Commission for the Transportation Disadvantaged generally referred to as “non-sponsored” service is an option. The availability of “non-sponsored” service is limited, however due to funding constraints. The Duval County Transportation Disadvantaged Coordinating Board has prioritized the expenditure of these funds to insure that “life-sustaining” medical trips such as dialysis are not sacrificed for recreational trips. Consequently, service may not be available when requested. Therefore, there is an increased need for funding to provide trips to individuals who live outside of the service area, who are not elderly, are low income, and have no disabilities.
3. As the Duval County Transportation Disadvantaged Coordinating Board supports JTA’s effort to transition able paratransit clients to the fixed route system, it becomes increasingly evident that there is an acute need for professional travel training. Travel training is regularly provided to the staff of social service agencies and to individuals. The JTA received FTA New Freedom grants to provide a regional travel training program in partnership with other social service agencies. There is an ongoing need to maintain this program and possibly add a staff position.
4. There is an ongoing need to replace CTC vehicles that have exceeded their useful life. Annually the CTC submits a 5310 grant application to FDOT and the JTA annually budgets for replacement CTC vehicles through the section 5307 program. All new JTA buses are ADA accessible. All new JTA fixed route buses are low-floor vehicles. The JTA was awarded FTA Section 5339 Bus and Bus Facilities funding in FY 2015-16 to replace older buses. This will improve buses efficiency and air quality.
5. There is a significant need identified around the service area to improve accessibility to many of the JTA’s bus stops. Accessibility can be enhanced by providing sidewalks and curb ramps, bus stops and bus shelters. JTA annually installs 25 to 50 bus shelters, including replacements and new shelters. JTA has sought funding to upgrade bus stops. JTA has received FTA Section 5307 formula capital grants to improve passenger amenities at all stops, replace bus shelters around the service area, and add bus pull-off lanes and walkways at several bus stops locations.
6. The Non-Sponsored TD Program is not funded at adequate levels. The transportation needs of the transportation disadvantaged in Duval County far

exceed the current funding level. Every year the Florida Commission for the Transportation Disadvantaged educate the Florida legislature on the critical need of the transportation disadvantaged and to encourage legislation to secure additional funding for the program.

Duval County Funding Priorities

The JTA will continue to identify funding sources to acquire new technology that will enhance customer service, reduce operating costs, and improve the ability to coordinate transportation in the region. Vehicle Mobile Data Terminals, Interactive Voice Recognition technology, improved Computer Aided Dispatch/Automated Vehicle Location systems and the acquisition of additional components to the existing scheduling software will be priorities over the next five years

JTA seeks capital funding and operating assistance from many sources to improve its services, as well as advancing projects forward to construction using local funding for projects such as the BRT east and southwest corridor design projects. Recent projects submitted to the Federal Transit Administration (FTA) would provide for enhanced stations and shelters for the Downtown BRT north corridor design, right of way and construction as well as for the BRT southeast corridor design, right of way and construction; to provide for associated equipment for buses and vans as well as for replacement buses and vans as well as enhanced facilities; to provide for rehabilitation of Skyway facilities, as well as being able to obtain funding through Florida Department of Transportation (FDOT) Service Development Grants that would expand and enhance services, especially for under and unemployed individuals and persons with disabilities.

The projects listed in **Table 17A** are indicative of the types of federal capital funds currently programmed to benefit the general population of Duval County. It is not a complete list of projects.

Table 17A- 2020-2021 Funding Awarded by FDOT

Grantee	Project	Project Year	Estimated Cost	Funding Source
CAPITAL PROJECTS				
JTA	Funding for Transportal for program technologies to improve functionality through upgraded equipment, software improvements and annual support.	2020-21	\$253,200 Federal \$31,650 State \$31,650 Applicant TOTAL \$316,500	Section 5310 (Large Urban Area)
JTA	Five (5) 22' Ford E-350 cutaway Buses with 8 ambulatory, 3 wheelchair positions and wheelchair lift.	2020-21	\$372,423 Federal \$46,553 State \$46,553 Applicant TOTAL \$465,529	Section 5310 (Large Urban Area)
Beaches COA	One (1) Ford Transit Minibus with medium roof and 5 ambulatory, 3 wheelchair positions and wheelchair lift.	2020-21	\$56,135 Federal \$7,017 State \$7,017 Applicant TOTAL \$70,169	Section 5310 (Large Urban Area)
OPERATING PROJECTS				
The ARC Jacksonville, Inc.	Continue existing services to individuals with intellectual and developmental disabilities.	2020-21	\$ 170,000 Federal \$ 170,000 Applicant TOTAL \$ 340,000	Section 5310 (Large Urban Area)

FDOT Capital and Operational Grant (5310)

In 2021 FDOT received the following applications for both operational and capital assistance under 5310 Funding for FY 2021-22:

Table 17B- Section 5310 Program- 2021-2022 funding Request

Applicant	Project	Project Year	Estimated Cost	Funding Source
CAPITAL PROJECTS				
Beaches COA	Capital request for one (1) vehicle- to expand service.	2021-22	\$67,685 Federal \$8,460 State \$8,460 Applicant Total \$84,605	Section 5310 (Large Urban Area)
JTA	Continue to purchase equipment, software improvements and annual support for Transportal.	2021-22	\$363,237 Federal \$45,405 State \$45,405 Applicant TOTAL \$454,047	Section 5310 (Large Urban Area)
JTA	Capital assistance for eight (8) replacement Dodge Grand Caravan minivans.	2021-22	\$340,468 Federal \$42,558 State \$42,558 Applicant Total \$425,584	Section 5310 (Large Urban Area)
OPERATING PROJECTS				
The ARC Jacksonville, Inc. (Large Urban)	Operating request to continue existing services to individuals with intellectual and developmental disabilities.	2021-22	\$179,378 Federal \$179,378 Applicant TOTAL \$358,756	Section 5310

Regional Mobility Management Program

JTA has developed an ambitious program for coordinating regional mobility in 13 counties of Northeast Florida. The vision for the regional mobility management program is clear, simple, and achievable:

- 1) Partner with organizations to improve access to diverse transportation services, improve the rider's travel experience, and achieve cost savings through regional coordination;
- 2) Shift the focus from individual agencies to the customer;
- 3) Emphasize the entire travel experience, not just the time on the vehicle.

The JTA has assembled \$3.7 million through federal, state, local, and private sources for the development and implementation of this unique regional mobility management program. The key features to date have not been combined and implemented anywhere else in the U.S. They include: a web-based regional trip-booking and scheduling system; TransPortal, a web-based open source code one call/one click system and regional travel training program. In addition, the program includes coordinated outreach and marketing efforts to promote regionally coordinated service delivery.

The combination of these three key elements and the focus on integrating One Click and regional trip-booking are what makes this program unique and a model for the rest of the country. Deployment of a web-based regional scheduling system is the most technically and politically challenging aspect of the JTA program and its accomplishment is groundbreaking. The web-based regional scheduling system allows staff across the region to book and schedule trips for their clients with the scheduling algorithms identifying and combining regional trips more cost-effectively. Linking TransPortal to regional scheduling is a tremendous advantage whereby the customer or a case manager can find the most appropriate service and then immediately, with one click, book the service.

Some unexpected benefits of the program have been found including:

1. Larger pool of local system experts that troubleshoot and assist other providers even during staffing shortages and emergencies.
2. Centralized IT staff and secure technological infrastructure reduced technology and maintenance costs while expanding capabilities.
3. Improved coordination between agencies reducing duplication of services.

The coordinated efforts focusing on the needs of our customers improved the fiscal solvency of the transit providers and created a family of transportation services that has been well received by the community.

The participating entities in the regional mobility management program are social, medical, human and transportation service providers operating in the following counties: Suwannee, Columbia, Alachua, Bradford, Baker, Union, Nassau, Duval, Clay, St. Johns, Putnam, and Flagler. The operating entities within these counties include those responsible for mobility such as: Council on Aging, Veterans Affairs and Disabled American Vets, the Transportation Disadvantaged Commissions, the Community Transportation Coordinator, and public transit providers. The public transportation providers include: JTA, St. Johns County Council on Aging (Sunshine Bus), Suwannee Valley Transit Authority, Putnam Transit (The Ride Solution), Clay Transit (Clay County Council on Aging), Nassau Transit (Nassau County Council on Aging) and the Baker County Council on Aging.

Regional Fare Best Practices and Feasibility Study

JTA is working to prepare documentation for a Regional Fare Best Practices and Feasibility Study for the six-county Northeast Florida region, which includes Baker, Clay, Duval, Nassau, Putnam and St. Johns counties. This Study builds upon the analysis and recommendations of the Northeast Florida Regional Coordinated Mobility Plan (Mobility Plan), originally adopted in 2008 and updated in 2014 and of the Regional Transit Action Plan currently being drafted by the Northeast Florida Regional Transportation Commission (RTC). These plans identified the need to coordinate seamless transportation across jurisdictional boundaries. A consistent goal of these plans are to examine the feasibility of implementing a regional fare system to enhance the overall accessibility to transit services. The study is anticipated to be completed by the end of May 2018.

3. Barriers to Coordination

The Florida Legislature enacted Chapter, 427, Florida Statutes (F.S.) to ensure the availability of accessible and efficient transportation service for the transportation disadvantaged. Chapter 427, F.S., defines the “transportation disadvantaged” as “those persons who because of physical or mental disability, income status or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping or social activities, or other life sustaining activities, or children who are disabled or at high risk as defined in Section 411.202, F.S.” The Legislation also outlines the role and responsibilities of various state and local agencies and government entities involved in providing transportation services for the transportation disadvantaged.

The legislative intent of Chapter 427, F.S., is to the coordinate transportation services for the transportation disadvantaged by establishing local coordinating boards to oversee local coordination efforts. These Boards are staffed by metropolitan planning organizations (MPOs) or by some other designated official planning agency (DOPA), often a regional planning council (RPC). The local coordinating board (LCB) serves as an advisory body and reviews and approves the Community Transportation Coordinator’s (CTC) Memorandum of Agreement (MOA) prior to its transmittal to the Florida Commission for the Transportation Disadvantaged. Contracts with individual transportation operator or carriers and local coordination agreements are also reviewed and approved by the Board.

As outlined in Chapter 427, F.S., the CTC is at the center of the local coordination effort. Local and state agencies are required to participate in the coordinated system if they receive local, state or federal funds to transport transportation disadvantaged persons. A recent revision of Statute allows agencies that provide their own transportation to circumvent coordination by executing a coordination agreement with the CTC. A coordination agreement is defined as:

If an agency fails to develop a coordination agreement with the CTC, the Commission for the Transportation Disadvantaged may pressure agencies funding local programs to withhold funding. Through the local coordinating board has requested Commission assistance to do so, the Commission has deferred such action.

The coordination model and local management concept with the designation of a CTC is not new or unique to Florida. States in the north and west have been moving in this direction for the last decade. Experience indicates that coordination efforts have succeeded at the local level when the following conditions have been met:

- When there are incentives for local social service agencies to participate in the coordination effort and/or penalties for failure to do so.

The local coordinating board (LCB) serves as an advisory body and reviews and approves the Community Transportation Coordinator's (CTC) Memorandum of Agreement (MOA) prior to its transmittal to the Florida Commission for the Transportation Disadvantaged. Contracts with individual transportation operator or carriers and local coordination agreements are also reviewed and approved by the Board

- These incentives can take many forms, both positive and negative. In Florida, penalties for failure to coordinate have been introduced to encourage coordination. Agencies not entering into a coordination agreement risk losing funding. Though this approach may succeed in forcing agency participation, it does not create a positive environment for coordination at the local level. As noted earlier, efforts by the Duval County Transportation Disadvantaged Coordinating Board to put pressure on state funding agencies to require coordination of local programs have met with little success.
- Support and commitment from state funding agencies and strong support from elected officials. In the absence of a strong commitment by state agencies funding local social services programs local programs are reluctant to participate in coordination efforts. State level agencies funding local programs include:

- Florida Department of Health and Rehabilitative Services (FRSF)
 - Florida Agency for Health Care Administration (FAHCA)
 - Florida Department of Labor and Employment Security (FDL&ES)
 - Florida Department of Transportation (FDOT)
 - Florida Department of Elder Affairs (FDEA)
- The support of local elected officials is also important and can be catalysts for agency participation and cooperation. This support at the local level can also ensure that the coordination efforts meet the needs of the local community and the agencies served.
 - Developing and managing an effective and viable coordinated transportation system is no small task. Unlike fixed route bus systems with set and driver schedules and routes, vehicles and drivers in coordinated shared ride transportation systems operate on a different schedule every day, and do not have a fixed route. Scheduling a high volume trips is difficult and in large urban areas may require state-of-the-art computer and communication technology. Experienced technical staff is needed to utilize this technology. Additional professional assistance may be required to modify or update computerized scheduling systems as they grow.

In Duval County, the primary barrier to coordination is funding. The demand for service exceeds available funding. The Duval County Transportation Board is working with the CTC to stretch the limited funding available to provide as much service as possible. Also, with the new Medicaid managed health care system approach we no longer have a coordinated transportation system in Florida. These new reality throws a new challenge to CTC's who are no longer able to verify if clients are eligible to receive transportation services under Medicaid.

In addition, new app technology like Uber and Lyft are creating more pressure in an already fragile system. This new technology put CTC's at a disadvantage by having to compete for lower trip prices. The ride-hailing industry does not own vehicles consequently they do not have to comply with federal and state safety laws that make paratransit vehicles safer for the general public. However, the elevated cost of providing transit services is pushing transit organizations to consider these apps as a solution rather than a competition. Some transit agencies in the country have launched partnerships with these upstart service providers with the intent of complementing their fixed routes by experimenting with ways to encourage customers to use these ride apps to get to and from stations.

For the past several years the CTC and the TD Board have worked tirelessly to create a seamless, cohesive and stringent eligibility process. All ADA and TD/Non-Sponsored clients have been re-certified to identify those clients capable of using the fixed-route bus system.

D. Goals, Objectives and Strategies

When the Duval County Coordinated Transportation System was established in 1991 the Duval County Transportation Disadvantaged Coordinating Board established goals and policies for the program. These goals were later revised to include measures of their accomplishments.

Goal 1 is general in nature and reflects the goals and objectives of the City of Jacksonville's 2030 Comprehensive Plan. Accomplishment of this goal is outside the purview of the Duval County TD Board. It is also consistent with the comprehensive plans of the other local governments in Duval County.

GOAL 1

ECONOMIC VIABILITY OF TRANSIT. THE ECONOMIC EFFICIENCY OF THE TRANSIT SYSTEM SHALL BE MAXIMIZED WHILE PROVIDING FOR THE BASIC TRANSPORTATION NEEDS OF THE TRANSIT-DEPENDENT.

Objective 1.1

The Jacksonville Transportation Authority (JTA) shall evaluate 25 percent of its bus routes annually. Evaluation shall be based on service demand and cost effectiveness for purposes of determining whether routes should be expanded or retained.⁶

Policies

- 1.1.1 The JTA shall conduct a study to determine the service standards and evaluation procedures to be used in assessing which fixed transit routes and operating hours are to be maintained by JTA. JTA shall include representatives of low and lower-income persons and disabled and handicapped persons in the study groups concerning accessibility of transit.
- 1.1.2 The JTA shall continue to assess all fixed transit routes at a regular interval to determine necessary revisions to improve the fixed route system's efficiency.

⁶ Objective 6.1 of the Transportation Element of the City of Jacksonville 2030 Comprehensive Plan, Revised June 2018.

- 1.1.3 The City’s Land Development Regulations shall continue to provide for coordination with developers of industrial parks, developments of regional impact and other large developments to ensure, where warranted, the provision of transit access and passenger facilities in the development.

Objective 1.2

The Jacksonville Transportation Authority shall establish mass transit corridors.⁷

Policies

- 1.2.1 The Jacksonville Transportation Authority shall designate mass transit corridors through which frequent mass transportation service will be provided. In addition, the JTA shall implement Mass Transit Express, Flyer and/or Commuter Mass Transit Service in heavily traveled corridors.
- 1.2.2 The Jacksonville Transportation Authority shall continue to establish park-and-ride facilities at appropriate intervals along the mass transit corridors, as funds become available. Service to the commuting public should be enhanced through strategically located park-and-ride facilities, express bus connections to suburban multimodal transportation hubs and neighborhood feeders.
- 1.2.3 The City shall require through Land Development Regulations, higher density and intensity development in existing and future mass transit corridors, with employment generating land uses concentrated in the vicinity of the park-and-ride facilities consistent with the Future Land Use Element and Map series.
- 1.2.4 The Jacksonville Transportation Authority shall continue to operate fixed-guideway transit systems and coordinate this system with other, existing modes of mass transit.

Objective 1.3

⁷ Objective 6.3 of the Transportation Element of the COJ 2030 Comprehensive Plan, Revised June 2018.

The Jacksonville Transportation Authority shall utilize, to the extent allowed by law, existing and future federal, state and local funding mechanisms established to support transit systems in the City.⁸

Policies

- 1.3.1 The Jacksonville Transportation Authority shall complete an internal study of alternative methods of financial support for mass transit and an efficient non-polluting transit system.

Objective 1.4

The Jacksonville Transportation Authority, in conjunction with the North Florida Transportation Planning Organization for the Jacksonville Urbanized Area (TPO), shall ensure the timely and efficient provision of mass transit service to the City's transportation disadvantaged.⁹

Policies

- 1.4.1 The Jacksonville Transportation Authority, in conjunction with the TPO, shall establish mass transit routes which will assist in the implementation of the Duval County Transportation Disadvantaged Plan.
- 1.4.2 Persons who, for reasons of physical or mental handicap, cannot use the standard mass transit services shall be provided with demand responsive service (e.g. DART). The quality / level of service standard to be used in establishing such service shall be an average of one round trip per handicapped person per day consistent with federal regulations.
- 1.4.3 The JTA shall implement the plan developed by the City, the JTA, the TPO, and the Mayor's Disability Council which identifies the technical and financial methods of best providing for the transit needs of the disabled.

Objective 1.5

⁸ Objective 6.4 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised June 2018.

⁹ Objective 6.5 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised June 2018.

The City shall continue to provide and improve public transportation that is a viable work and school trip alternative for workers and students, including the handicapped, residing within the City.¹⁰

Policies

- 1.5.1 Owners and developers of non-residential properties shall consider the needs of the transit rider, including the disabled and handicapped, in the provision of transportation facilities at, to and around the work place by providing access to contiguous bus stops. All new or refurbished buildings which offer service to the general public or where more than 10 people are employed shall meet handicapped accessibility standards.
- 1.5.2 The City shall coordinate with the Duval County School Board to provide transit alternatives to the use of school buses.
- 1.5.3 The City shall develop design standards to make transit pedestrian facilities uniformly attractive, safe and comfortable.

Objective 1.6

Scheduling of mass transit service within the City shall continue to be such that persons residing and working within the City that have traditional work hours (8:00 a.m. to 5:00 p.m.) will be able to use Jacksonville Transportation Authority (JTA) service for the purpose of home-work/work-home trips.¹¹

Policies

- 1.6.1 The JTA shall continue to adjust its hours of service to encourage the use of public transportation for home-work/work-home trips.
- 1.6.2 The JTA and the City shall continue to ensure that an efficient non-polluting transit system is available in the Central Business District (CBD) and will extend the system as federal funds matched with state, local and private monies become available.

¹⁰ Objective 6.6 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised June 2018.

¹¹ Objective 6.7 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised June 2018.

- 1.6.3 The JTA and the City shall provide for an efficient, non-polluting rapid transit system as an integrated transit mode outside the CBD and continue to formulate a long-range corridor plan for this efficient non-polluting transit system and park-and-ride facilities along the right-of-way. Construction shall begin contingent upon the receipt of federal, state and local funds.

GOAL 2

PROMOTE COST AND SERVICE EFFICIENCY BY DESIGNING SERVICES THAT ARE BASED DIRECTLY ON DEMAND, WITH CONSIDERATION GIVEN TO EFFICIENT ROUTING, SCHEDULING AND OPERATION PROCEDURES.

TRANSPORTATION RESOURCES MUST BE FULLY COORDINATED TO PROVIDE APPROPRIATE SERVICE TO THE CONSUMER AND EFFORT SHOULD BE MADE TO INFLUENCE TRANSIT USAGE SUCH AS MEDICAL APPOINTMENTS, EMPLOYMENT SCHEDULES AND OTHER MEANS.

Objective 2.1

To provide the greatest number of trips in the most cost effective methods possible using the most modern cost-effective procedures.

Policies

- 2.1.1 To improve the effectiveness and efficiency of computer scheduling of trips

Measure—On-time performance

- 2.1.2 To encourage local physicians, clinics and hospitals outpatient facilities to see clients in advance of their scheduled return trip. Contact facilities/physicians about clients being ready and on time for their scheduled return trip.

Measures—On- time performance and reduce or decrease client will-calls

- 2.1.3 Evaluate and test the feasibility of service routes to and from appropriate clinics and facilities.

Measures—Number of hours of treatment missed, on time performance and cost per trip.

- 2.1.4 Implement trip negotiation to improve productivity and efficiency of scheduling and use of resources

Measure—Improved productivity

Objective 2.2

Development of a database

Policies

- 2.2.1 All re-certified and new clients will be assigned paratransit eligibility according to paratransit eligibility standards.

Objective 2.3

To discourage one passenger taxi trips utilizing TD funds

Policies

- 2.3.1 No more than seven percent of TD funding trips will be provided by taxi.

Measure—The number of taxi trips provided monthly as a percent of total trips

Objective 2.4

To require the use of fixed-route bus service when such service is offered and the consumer is capable of utilizing the service.

Policies

2.4.1 ADA approved certification will be determine on a temporary basis and up to three years of eligibility. TD clients will need to reapply every 2 years to continue eligibility.

Measure—Full fare pass or reduce fare pass

2.4.2 To provide full fare passes or reduce fare passes for Transportation Disadvantaged clients and other programs.

Measure—Full fare pass or reduced fare pass to TD Clients

2.4.3 To move 100% of all TD eligible riders who are able to ride the bus to the fixed route bus system

Measure—The number of bus trips provided monthly as a percent of total trips

2.4.4 Accurate TD ridership information in the fixed route system will be achieved by installing a better fare collection system.

2.4.5 To provide travel training to TD clients capable of utilizing the fixed-route bus service

Measure – The number of clients receiving travel training

Objective 2.5

To use a brokered approach to providing transportation service.

Policies

2.5.1 To provide the types of services required by the transportation disadvantaged

Measures—Trip purpose as a percent of total trips and number of trips denied (for non-sponsored only)

2.5.2 To subcontract for service with the providers of different types of transportation service

Measure—Number of transportation providers under contract to the Community Transportation Coordinator.

2.5.3 To provide alternate transportation provider to meet the demand during peak hours and for late night trips. (Ex. Taxi cabs, etc.)

Measure—Number of peak hour and late night trips.

GOAL 3

TO INCREASE PARTICIPATION IN THE COORDINATED TRANSPORTATION SYSTEM BY THE TRANSPORTATION DISADVANTAGED.

THE BENEFITS OF INCREASED PARTICIPATION IN THE COORDINATED TRANSPORTATION SYSTEM WILL BE TWOFOLD. FIRST, INCREASED RIDERSHIP WILL ALLOW GREATER EFFICIENCY OF SERVICE. SECOND, GREATER PARTICIPATION WILL FURTHER THE MISSION OF THE TRANSPORTATION DISADVANTAGED PROGRAM.

Objective 3.1

To increase public awareness and utilization of the fixed route with paratransit customers.

Policies

- 3.1.1 The rider's guide or quick reference guide will be updated annually as necessary based on significant changes to the coordinated system.

Measure—Update and distribute the rider's guide as necessary

- 3.1.2 A presentation about the services available will be developed for use by agencies, clubs, associations and schools.

Measures—Number of presentations annually

- 3.1.3 To encourage the JTAC to participate in educating users of the system

Measure—Number of persons participating in Jacksonville Transportation Advisory Committee (JTAC) meetings.

GOAL 4

TO INSURE THE PROVISION OF SAFE TRANSPORTATION SERVICES.

THE SAFETY AND WELL-BEING OF THE RIDERS OF THE COORDINATED TRANSPORTATION SYSTEM IS OF UTMOST CONCERN. INSPECTION AND MAINTENANCE OF VEHICLES AND DRIVER TRAINING WILL REDUCE THE LIKELIHOOD OF ACCIDENT AND/OR INJURY.

Objective 4.1

To insure the safety and well-being of passengers through inspection and maintenance of all vehicles.

Policies

- 4.1.1 The System Safety Program Plan (SSPP) will meet all established requirements and adhere to 341.06, F.S. and Rules 41-55 and 14-90, Florida Administrative Code

Measure—Existence of a System Safety Program Plan that meets the requirements of the Florida Statutes and documentation that is being enforced.

- 4.1.2 At minimum, all vehicles are required to be inspected every 6,000 miles in accordance with the SSPP.

Measure—Certification of vehicles is maintained through the respective carrier and JTA maintenance groups and with the Transportation Manager

- 4.1.3 Taxi cabs will be inspected as required by local regulation.

Measure—Vehicle inspection stickers are displayed on all vehicles and/or documentation of said inspection must be available on all vehicles

- 4.1.4 All drivers will receive emergency vehicle evacuation, passenger assistance and sensitivity training annually. In addition, drivers will receive defensive driving biannually. Every vehicle will be equipped with a First Aid/Spill Kit and fire extinguisher.

Measure—Document all training

- 4.1.5 Drivers who have not received the required training will be suspended until training is completed. The company by which they are employed will be assessed penalties.

Measures—Include documentation of all training in drivers' files.

- 4.1.6 The Community Transportation Provider will develop and distribute a Drivers' Manual outlining driver responsibilities and to ensure that all drivers are familiar with its content.

Measure—Drivers Manual. Document distribution.

GOAL 5

TO PROVIDE CONSUMER ORIENTED TRANSPORTATION PROGRAMS THAT OFFER COMFORTABLE CONVENIENT AND RELIABLE TRANSPORTATION SERVICES.

PASSENGERS USING COMMUNITY TRANSPORTATION HAVE A RIGHT TO EXPECT COURTEOUS, RELIABLE SERVICE ON CLEAN AND SAFE VEHICLES.

Objective 5.1

To ensure courteous and professional service.

Policies

- 5.1.1 All reservationists and other office staff, including dispatchers, schedulers and customer service personnel, will receive sensitivity and courtesy training annually, and within 30 days of employment.

Measure—Number of customer service complaints

- 5.1.2 All customer service personnel will be apprised of all the services provided and the restrictions and requirements of the various funding programs.

Measure—Number of customer service complaints regarding service and funding problems.

Objective 5.2

To insure convenient service.

Policies

- 5.2.1 Call in-take will be monitored to ensure that callers are not on hold more than an average of 2 minutes.

Measure—Report number of calls placed on queue for more than an average of two minutes.

Measure- 80% of calls will be answered less than 3 minutes.

- 5.2.2 Minimize the amount of time consumers spend in transit.

Measure—Trips within the service area should meet these guidelines: 0-10 miles up to 60 minutes; 10.1-20 miles up to 90 minutes; and over 20.1 miles up to 120 minutes. Particular care shall be taken when scheduling return trips for dialysis, to minimize the length of the trip.

Objective 5.3

To ensure on-time performance.

Policies

- 5.3.1 To educate clients about how to schedule rides correctly to avoid late arrivals

Measure—CTC Monitoring

Measure—Transportation provider will be assessed penalties for arrival 30 or more minutes after the scheduled pick-up time unless extenuating circumstance can be documented.

Measure—The amount of penalties assessed.

GOAL 6

TO IMPROVE COMMUNICATION WITHIN THE COORDINATED TRANSPORTATION SYSTEM.

CLEAR AND CONCISE COMMUNICATION IS A VITAL COMPONENT OF ALL “SYSTEMS.”

Objective 6.1

To improve efficiency between scheduling, dispatching and driver activities.

Policies

- 6.1.1 Service efficiency will be improved via the installation and operation of Trapeze scheduling system.

Measure—Improved on-time performance and fewer complaints about late pick-ups

Policies

- 6.1.2 Communication / service efficiencies will be improved via the installation and operation of AVL / text messaging.
- 6.1.3 Communication / service efficiencies will be improved via the installation and operation of Mobile Data Terminals (MDT's)

Objective 6.2

To improve communication between the CTC staff and consumers.

Policies

- 6.2.1 Allow consumers direct access to information about trips and vehicle schedules.
- 6.2.2 Update and distribute the rider's guide.
- 6.2.3 Distribute rider's guides to agency/facility personnel scheduling service.
- 6.2.4 Create a webpage to give consumers access to scheduling information, the rider's guide, Service Plan and similar documents

To further accomplishment of these goals and to better measure their success the Duval County Transportation Disadvantaged Coordinating Board has revised the format and content of the Monthly Statistical Analysis provided by the Community Transportation Coordinator.

GOAL 7

ENSURE TD PROGRAM ACCOUNTABILITY.

Objective 7.1

Collect, compile report and maintain required data to ensure program accountability and stability.

Policies

- 7.1.1 The CTC shall collect data sufficient to complete the various elements of the Transportation Disadvantaged Service Plan, CTC evaluation and operating reports.
- 7.1.2 The CTC shall make available the Monthly Board Report by the middle of the next month.

GOAL 8

TO INSURE APPROPRIATE FUNDING TO MEET THE NEEDS OF THE PROGRAM.

OBJECTIVE 8.1

Identify funding opportunities/seek funding to provide transportation to jobs and job training.

Policies

- 8.1.1 To work with JTA, FDOT and other agencies to identify funding opportunities to provide trips to low income citizens and persons with disabilities to jobs and job training.

Objective 8.2

Identify funding opportunities/seek funding to provide transportation service options to person with disabilities beyond the ADA requirements.

Policies

- 8.2.1 To work with JTA, FDOT and other agencies to identify funding opportunities to provide transportation service options to persons with disabilities in areas not currently covered by ADA funding.

Objectives 8.3

Identify funding opportunities/seek funding to provide commute service options to help close the public transportation gap in rural communities.

Policies

- 8.3.1 To work with JTA, FDOT and other agencies to identify funding opportunities to provide transportation options to Duval County’s rural communities.

Objective 8.4

The CTC should identify capital funding opportunities/seek funding to replace/acquire equipment and vehicles.

Policies

- 8.4.1 To work with JTA, FDOT and other agencies to identify funding opportunities to seek capital funding for vehicle and equipment replacement.

GOAL 9

TO IMPROVE REGIONAL COOPERATION AND COORDINATION WITH TRANSPORTATION PARTNERS IN NEIGHBORING COUNTIES SO THAT SERVICE CAN BE MORE CONVENIENT FOR CLIENTS AND MORE COST-EFFICIENT FOR ALL PROVIDERS.

TRANSPORTATION RESOURCES MUST BE FULLY COORDINATED THROUGHOUT THE REGION TO PROVIDE APPROPRIATE SERVICE TO CLIENTS, ESPECIALLY FOR INTER-COUNTY TRIPS. IMPROVED

COORDINATION WILL ALSO INCREASE PRODUCTIVITY AND REDUCE COSTS.

OBJECTIVE 9.1

To participate in regional initiatives which improve communication between regional partners.

Policies

9.1.1 To participate in regional meetings which discuss mutual transportation issues.

Measure- Attendance at regional transportation meetings.

9.1.2 To encourage regional meetings which discuss mutual transportation issues.

Measure – Number of meetings in which the LCB and / or the CTC are sponsors or partners.

9.1.3 To encourage new policies and procedures by all partners that allow for better coordination and scheduling of inter-county trips.

Measure – Number of new operational policies and procedures adopted by all regional transportation partners.

Objective 9.2

To promote the use of new technologies that will aid in establishing a coordinated regional transportation service.

Policies

9.2.1 To promote the establishment of a common virtual platform that allows all transportation partners in the region to coordinate trips.

Measure – Establishment of a regional internet-based scheduling program that can be used by all transportation partners.

GOAL 10

TO ENCOURAGE PARTICIPATION IN INITIATIVES THAT IMPROVE THE MOBILITY AND ACCESSIBILITY OF PEDESTRIANS, CYCLISTS, TRANSIT USERS AND PERSONS WITH DISABILITIES IN NORTH FLORIDA.

OBJECTIVE 10.1

To participate in city/ county/regional initiatives which improve mobility and accessibility for pedestrians, cyclists, transit users and persons with disabilities.

Policies

- 10.1.1 To participate in city/county/regional meetings which discuss challenges/ barriers for the accessibility and mobility of pedestrians, cyclists, transit users and persons with disabilities.

Measure- Attendance/ participation in city/county/regional mobility/ accessibility meetings.

- 10.1.2 To provide input on projects/ initiatives in regards to barriers for the mobility / accessibility of pedestrian, cyclists, transit users and persons with disabilities.

Measure – Number of presentations at LCB meetings on projects / initiatives for pedestrians, cyclists, transit users and persons with disabilities.

GOAL 11

TO SUPPORT REGIONAL TRANSIT

OBJECTIVE 11.1

Increase coordination with other counties in Northeast Florida and surrounding communities.

Policies

- 11.1.1 Continue to participate and collaborate with the Regional Transit Working Group (RTWG) in implementing the Regional Transit Action Plan.

Measure- Attendance/ participation in RTWG meetings.

- 11.1.2 Coordinate multi-county trips and service enhancement between Duval County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTWG (Baker, Clay, Nassau, Putnam and St Johns Counties).

Measure – Participation in RTWG transit projects / initiatives.

E. Implementation Schedule

Four-Year Implementation Plan

Safe, reliable service that meets the many and varied needs of the “transportation disadvantaged” is the primary goal of this Service Plan. The Implementation Plan outlines how this goal is to be achieved. Capital Improvements over the next four years are consistent with the TPO’s current TIP and with the goals, objectives and strategies of the TDSP. The Four-Year Implementation Plan for the Duval County TD Service Plan is presented in Table 18.

Table 18 -Four-Year Implementation Plan

Strategy	Responsible Party	Time Frame for accomplishment
Year 1 –FY 2016-17- Ongoing Capital / Service Improvements		
Continue recertification of TD clients	CTC	Ongoing
Transfer TD eligible riders to the fixed route	CTC	Ongoing
Update Rider’s Guide	CTC	As needed
Updated System Safety Program Plan	CTC	Annually
Vehicle inspections	CTC	Every 6,000 miles
Driver’s training	CTC	30 days from hiring and annually
Driver’s Manual development and distribution	CTC	As needed
Provide customer service representatives, drivers and office staff with proper training including sensitivity and accessibility training	CTC	Annually and within 30 days of employment
Continue implementing the travel training program	CTC	Ongoing

Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue to work with the Mobility Coalition to achieve better transportation coordination with surrounding counties	CTC/LCB	Ongoing
Continue coordinating the TD service with Community Shuttle	CTC	Ongoing
Limit TD trips outside of the service area	CTC	Ongoing
Continue rider/passenger education	CTC	Ongoing
Monitoring and enforcing the no-show policy	CTC	Ongoing
Increase fixed route utilization	CTC	Ongoing
Find alternative resources for overflow trips during peak hours and late pick up services	CTC	Underway
Research types of cardless payment systems	CTC/transit agency	Currently Researching
Year 2 - FY 2017-2018 Capital /Service Improvements		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing
Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually
Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment

Driver's training	CTC	As needed
Coordinate with transit to implement accessibility training (including announcing / calling stops for the blind and/or visually impaired passengers, etc.)	CTC	Annually
Implement IVR (Interactive Voice Response) system to include eminent arrival, previous day reminders, no-show and eligibility expiration notifications.	CTC	Underway
Year 3 - FY 2018-2019 Capital /Service Improvements		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing
Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually
Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment
Driver's training	CTC	As needed
Implement on-line trip booking (PASS-Web and PASS-Web Worker) modules	CTC	Underway
Year 4- FY 2019-2020 Capital /Service Improvements		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing

Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually
Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment
Driver's training	CTC	As needed
Implement Connexion Plus Service	CTC	Ongoing
Year 5- FY 2020-2021 Capital /Service Improvements		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing
Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually
Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment
Driver's training	CTC	As needed

1. Long Term Goals

Improving efficiencies- Consolidate Customer Service staff from Community Shuttle Service and JTA Connexion.

Appeal Process – The CTC assess eligibility for TD non sponsored funding as well as ADA.

Integration of services – Provides seamless transportation with all the transit components; shuttles, fixed-route, paratransit, Skyway, path of travel, etc. to provide the most efficient, effective and cost saving transportation.

Community Shuttle Services- This service has been discontinued. In December 2018, the REDI RIDE service was implemented within five respective service Zones.

Continue Travel Training- the Travel Training Program will continue to partner with more agencies from across the region (Duval, Clay, Baker, Nassau, Putnam and St Johns) to provide additional training opportunities for trips crossing county lines. Travel trainers will also participate in the coordination of traditional and nontraditional transportation services as they assist individuals with the best trip options for their needs. Future travel training activities will also incorporate travel training outreach for veterans.

Bus stop accessibility- JTA's Mobility Corridors Program primary focus is to better address the multimodal characteristics of select corridors in Jacksonville / Duval County, Florida with renewed emphasis to enhance mobility choices, accessibility and safety consistent with values, aspirations and expectations of the Jacksonville community. The Mobility Corridors Program will strike a balance between all street functions, putting people and quality of place first, with the fundamental recognition that mobility plays a major role in improving public health and community livability. In order to achieve these outcomes, potential corridor improvements will consider how pedestrians, bicyclists, motorists and transit users serve as partners in mobility, each contributing to a community's quality of life. Transit access is a central part of the Program and, as such, improvements have been prioritized to increase access to JTA's system. JTA's Mobility Corridors Program consists of 14 corridors that were each selected as representing JTA's highest frequency transit corridors within its transit service area in Jacksonville / Duval County, Florida. JTA's Mobility Corridors Program is designed to maximize JTA's recently implemented Route Optimization (ROI) by enhancing transit access to the redesigned system thereby increasing its appeal to current and potential riders. This \$15 million initiative has been divided into two distinct, yet concurrent scopes of work – Transit Enhancements and Complete Streets.

The Transit Enhancement component, with an estimated value of \$5 million, will focus on improvements critical to bus stops within the designated corridors that include, but are not limited to:

- Improving standards to comply with Americans with Disabilities Act (ADA)
- Constructing sidewalks, and
- Installing other amenities such as shelters, lighting and benches

The Complete Streets component, with an estimated value of \$10 million, will focus on a longer term planning and design solutions to maximize opportunities within the designated corridors that include, but are not limited to:

- Improving transit access
- Increasing pedestrian safety
- Integrating traffic calming best practices, and
- Facilitating economic investment

Many of the corridors fall within economically distressed neighborhoods where the need for transportation infrastructure investment has been identified for decades. These areas face critical safety and access disparities, including the lack of ADA compliant sidewalks, marked and visible crosswalks, and lack of bicycle lanes resulting in significant barriers to economic mobility. Additionally, some of these corridors have experienced stable and/or declining daily traffic volumes (AADT's). This presents an opportunity to rethink and redesign the facilities to reduce excess capacity for vehicles and promote safe, multimodal travel for area residents who primarily walk, bike and utilize transit within these corridors for daily activities.

Beginning in August 2015, the JTA has undertaken a series of planning and design workshops with the community and other stakeholders to identify immediate, mid-term and long term improvements designed to maximize transit and multi modal accessibility and safety. A draft report is being prepared for each corridor to include short, mi-term and long term recommendations to support the goals and objectives of the Mobility Corridor effort. This will also include conceptual and illustrative plans in order to advance key recommendations into preliminary engineering, design and construction. Recommendations shall reinforce standards for improve safety, accessibility and walkability. The report shall also contain a record of the public engagement process, as well as the timing and prioritization of projects for funding and implementation.

The requested Mobility Corridors Program funding will enable JTA to further leverage their \$15 million in local funding to advance critical safety and mobility improvements while maximizing multimodal capacity, through preliminary engineering, design and construction within each of the 14 designated corridors. Safety is a chief objective of the Mobility Corridors Program. According to the 2014 “Dangerous by Design” report published by Smart Growth America, Florida has the top four metropolitan areas on the list of most dangerous large metro areas for walking in the U.S.:

1. Orlando-Kissimmee

2. Tampa – St Petersburg – Clearwater
3. Jacksonville
4. Miami-Fort Lauderdale-Pompano Beach

In much of Jacksonville, the auto-oriented environment means that pedestrians and bicyclists are considered vulnerable road users. They lack protection in case of a crash, and the overall absence of good urban design features and supportive infrastructure contribute to this unsafe condition. Creating a safe, comfortable, and convenient environment for walkers and cyclists will provide a greater sense of security particularly for those who are trying to access JTA’s newly-designed transit system. The Mobility Corridors Program will directly target safety deficiencies through a collaborative partnership of all key agency stakeholders with the unified purpose of eliminating Jacksonville’s poor reputation associated with pedestrian and bicycle safety, while at the same time, improving multimodal access and capacity of facilities to prevent them from becoming constrained.

The Mobility Corridors Program seeks to construct a range of Complete Streets – based improvements that have been presented to the community to address safety; connectivity; walkability; traffic calming; the ability to restore or renew the ecological potential of streets via low impact storm water management; as well as the potential for streets to support economic development – each achievable within the context of local conditions and facility types.

The Mobility Corridors Program is targeting the multimodal development and enhancement of 14 designated corridors which represent the highest-frequency transit routes within the City of Jacksonville. Through the planning and design process, each corridor project is guided through a clear and defined set of goals and objectives aimed at

- Maximizing access to JTA’s newly design transit system;
- Identifying the most effective means to address safety for pedestrians and bicyclists and;
- Fostering placemaking and livability outcomes, particularly in areas experiencing decline and disinvestment.

The Mobility Corridor Program is a part of JTA’s overall MobilityWorks program designed to complete select transportation and mobility projects funded by the extension of the local option gas tax (LOGT) through 2036. JTA is leveraging \$15 million from issued bonds to begin advancing corridor projects into design and construction. In order to complete construction on immediate improvements identified among the list of prioritized corridors, JTA is requesting a total of \$1,500,000,00 annually for the duration of the five-year MobilityWorks program.

The initial funding will be used for the final design and construction of the first two prioritized Corridors, including University Boulevard (N) and Merrill Road, which are wholly contained within the newly established Arlington Community Redevelopment Agency (CRA). This will enable additional Tax Increment Financing (TIF) allocations to be used for improvements within the Corridors, further demonstrating local match capabilities. The remaining 12 corridors will be prioritized in terms of immediate safety improvements that can be quickly advanced with the available funding over the five-year program.

2. CTC Accomplishments of the Last 5 Years

- Trip negotiation implemented (FY 2012-13)
- Rider's guide updated (FY 2015-16)
- Travel training expanded (FY 2014-15)
- Radio system upgraded (FY 2014-15)
- Mobile bus tracking system implemented (Mobi)
- Electronic Connexion Eligibility application now available online -2018
- Ride Guide updated per FTA Triennial Review guidelines- July 2018
- Customer Comment Line post card implemented - March 2018

II. SERVICE PLAN

A. Operations

The Jacksonville Transportation Authority provides complementary paratransit service. The Americans with Disabilities Act of 1990 requires transit agencies to provide complementary paratransit service for disabled persons who due to the nature of their disability are no able to access the fixed route bus system. They may not be able to access the bus system because the bus stop is not accessible, because they do not have the cognitive skills to utilize the bus system or because they are not physically capable of boarding and disembarking a bus on a regular basis. Many disabled persons are able to use the fixed route system for some trips and rely on complementary paratransit service for others. Complementary paratransit service is only available when fixed-route bus service is provided. Another alternative available for the “transportation disadvantaged” is “non-sponsored service” funded with a grant from the Florida Commission for the Transportation Disadvantaged. The “transportation disadvantaged” are defined in Chapter 427, Florida Statute 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 as defined in s. [411.202](#).”

ADA funded service is available for all trips purposes, “non-sponsored/TD funded service, however, is prioritized. Due to funding limitations, the Duval County Transportation Disadvantaged Coordinating Board has established priorities for the use of these funds with highest priority given to life-sustaining medical trips, followed by other medical, work and school trips. Lowest priority is given to social and recreational trips. A complete vehicle inventory is included in Appendix A.

1. Types of Service, Hours of Operation and Days of Service

The Community Transportation Coordinator (CTC), JTA Connexion, offers ADA accessible fixed-route bus service, paratransit and deviated fixed-route service and Ride Request which is available for both ambulatory and passengers in wheelchairs. Service is available 7 days a week the same hours and days that the fixed route system operates. JTA Connexion office hours are 8 a.m. to 5 p.m., Monday thru Friday. Trip reservation hours are 8 a.m. to 5 p.m., daily including weekends and holidays.

The JTA’s administers both the complementary paratransit service required by the Americans with Disabilities Act and the Transportation Disadvantaged

Trust Fund (non-sponsored). The later, subsidizes transportation for those persons not sponsored by an agency, or not sponsored for a particular trip purpose. The CTC has one application process for both funding sources. Passengers can obtain a paratransit application by calling the JTA eligibility Center at 904.265.6001.

Service is provided with ADA compliant vehicles. Passengers can make reservations up to 7 days in advance. Service must be scheduled no later than the day prior to the day of service for ADA and TD clients. Next day reservations are accepted until 5:00 PM. Same day reservations are not accepted. Standing orders are accepted for regularly scheduled trips, including medical, work and school related trips.

2. Types of Service Offered

Service is door-to-door. For multi-unit residential buildings/medical or nursing home facilities or other similar facilities, drivers will pick up clients at the lobby/reception area or the agreed upon designated pick up location for facilities that may have multiple entrances. Drivers are not to enter any client's residence, hospital or nursing home facility room or residence.

The CTC offers a variety of services that accommodates individual needs and abilities.

3. Accessing Service

- **How to Request Service**

Service may be scheduled by telephone at [904-265-6999](tel:904-265-6999), or Florida Relay (TDD) (800) 955-8771 for persons needing accessible telephone assistance. Passengers can make reservations one day and up to seven (7) days in advance. Next day reservations are accepted until 5 p.m. Reservation office hours are 8:00 a.m. to 5:00 p.m. daily including weekends and Holidays. Transportation service is available 7 days a week the same hours and days that the fixed route system operates. To cancel trips for advance reservations passengers can use the cancellation line 904-265-8927, 24 hours a day, 7 days a week.

- When scheduling service be specific and accurate about the type of service required (i.e. Wheelchair, ambulatory, etc.)
- Be specific and provide accurate information about the destination of the trips.

Standing orders are encouraged for regularly scheduled medical, work or other regularly recurring trips. Return trips must also be scheduled in

advance. Passengers will be given a 30-minute pick-up window when they call to make a reservation. They should be ready and in the pick-up area 15 minutes before the assigned pick-up time. Drivers will wait no more than five minutes.

Since the complementary paratransit service required by the American with Disabilities Act of 1990, must be provided to persons with disabilities during the hours service is available via the fixed-route bus system, the CTC has adopted the fixed-route schedule for its paratransit service operations. To better match actual hours of operation with the fixed-route service, the hours of operations will be adjusted to the service span of each individual bus line. Trips can only be scheduled on the paratransit system within these times.

While being transported all passengers must be secured with seatbelts and/or wheelchair tie-downs.

Instructions for Scheduling Medical Trips

- When scheduling medical appointments verify the appropriate pick-up time with the doctor's office before calling to schedule the trip.
- Schedule the return trip in advance.
- Be ready for transport at the beginning of the 30-minute pick-up window and board the vehicle immediately when it arrives.
- If the trip must be cancelled, do so no later than one and one half hours before the scheduled pick-up time. Trips can only be cancelled by calling the cancellation line 904.265-8927.
- **Failure to cancel a trip is a no-show.**
- Be specific about the type of service required (i.e. wheelchair, ambulatory, etc.) and the destination (i.e. correct address).

- **How to Cancel a Trip**

Clients must call the CTC office to cancel a trip. The number to call is 265-8927, 24 hours, 7 days a week.

- **No-Show, late cancellation and cancellation at the door – Procedures and Policy**

The Jacksonville Transportation Authority, as the Community Transportation Coordinator for Duval County, has established the following policy and procedures for JTA Connexion regarding no-show and

cancellations. The Federal Transit Agency has established a rule for no-shows that must include a pattern of abuse and trip percentage versus no-shows and /or late cancellations to determine if a client meets the criteria for suspension from the paratransit system. Under these guidelines no-shows suspensions may be imposed only when the rider's record involves intentional, repeated, or regular actions, not isolated, accidental or singular incidents. Ex. If a rider travels to and from work five (5) days a week and misses several trips a month, this is a less repeated or regular action than if the rider misses the same number of trips out of a total travel record of once every week or two. So, frequency of use or percentage of trips missed should be considered when determining pattern or practice. The JTA has established the criteria below to meet the requirements of the FTA.

A **No-Show** occurs when a vehicle arrives on time (within the client's 30 minutes pick-up window) and the client cannot be reached or located at their pick-up location. A driver must take all reasonable steps to make contact with the client, this includes the driver ringing the doorbell and knocking on the door.

A **Cancellation at the Door** occurs when the vehicle arrives on time (within the client's 30 minutes pick-up window) and the client declines their scheduled transportation.

A **Late Cancellation** occurs when a client decides not to take a scheduled trip and does not call to cancel their trip at least 1 ½ hours (90 minutes) prior to the schedule time of the pick-up. The client will be reported as a late cancellation. Late cancellations are considered no-shows. The number for the client to call to cancel their ride is 265-8927 (24 hours, 7 days a week).

A customer may be subject to suspension for a predetermined length of time based on review of scheduled trips that shows the customer no-showed more than 10% of their scheduled rides (10% being twice the system average).

Important Note: if a driver arrives to pick up a client before the start of the client's pick-up window and the client is not ready to be transported, the client is not required to board the vehicle. The client may board if they are ready and does not oppose departing early. The client will not be charge a no-show should they decide not to board the vehicle early.

**PROCEDURE AND PENALTIES FOR VIOLATION OF
NO-SHOW & CANCELLATION POLICY**

First 30-Day Period

- | | |
|---------------------------------|---|
| * Third / fourth no-shows | Phone Call to the client / caregiver to discuss the client's no-show history for the current month. |
| * Fifth and subsequent no-shows | Phone call to the client / caregiver to discuss the continued pattern of abuse. |
| * End of the month | First no-show notification letter is mailed. |

Second 30 Day Period

- | | |
|--|--|
| * Second /third no-shows | Phone call to client / caregiver and /or second no-show notification letter is mailed. |
| * Fourth / fifth and subsequent no-shows | Phone call to client / caregiver. |
| * End of the second month | Suspension no-show notification letter is mailed. |

PENALTIES

- | | |
|-------------------------|---|
| 1 ST offense | Seven (7) day suspension after written notification and opportunity for the client to appeal. |
| 2 nd offense | Fourteen (14) day suspension after written notification and opportunity for the client to appeal. |
| 3 rd offense | Thirty (30) day suspension after written notification and opportunity for the client to appeal. |
-

Suspension Process

The CTC has endorsed the process of working with a client to reduce a client's no-show or late cancellations prior to suspending a client's service. After the first suspension the client will be reinstated with full privileges. The client's clock will start from a zero point. If the suspension criteria is again violated, the client will again be suspended. The suspension process will include a graduated level of termination for each subsequent suspension. If the 10% rule and pattern of abuse is again violated the clients will again be suspended. After three suspensions in a twelve (12) month period consideration will be given to termination of service for the client. If the client appeals within the seven-day period, their transportation will not be interrupted until the final appeals decision is to do so.

Appeals

If a client is sent a suspension letter and they would like to appeal; the client may file an appeal by calling the JTA Connexion at 265-6001 or sending a letter to 100 North Myrtle Avenue, Building G, Jacksonville FL 32204. They may state why they feel the no-shows or late cancellations are in error. The appeal will be reviewed and the client will be given the opportunity to meet a JTA representative to discuss the no-shows. A decision will be rendered within fifteen (15) working days. The client will be notified by telephone or in writing of the final decision. If the decision still stands to suspend, the client will follow the JTA Appeals and Grievance Procedure. A copy of this process will be offered to each client that indicates they plan to oppose the no-show decision. Client's transportation continues while appealing.

- **Procedures for dispatching back-up service or after-hour service**

The CTC has a “**No Strand Rule**” during operating hours. There are currently no provisions for after hour service. The CTC will be working to establish procedures in case a client slips through the cracks and is left stranded after operating hours.

- **Eligibility**

Eligibility to ride the JTA Connexion is determined through an application process. To request an application, individuals may call 904.265-6001, make a request by e-mail to Eligibility@JTAFLA.com and/or download the application from the JTA webpage at www.JTAFLA.com. The eligibility process will include the application, possible medical form to be filled out by a physician or other medical professional, and a potential in-person interview and functional assessment performed at the JTA Connexion Eligibility

Center. The Eligibility Center staff will determine a person's eligibility for ADA and/or TD funding.

The following section detail eligibility for ADA administered by the Jacksonville Transportation Authority; and the Transportation Disadvantaged Trust Fund administered by the Florida Commission for the Transportation Disadvantaged. Every funding agency has established a set of eligibility rules and criteria in order for passengers to be eligible for sponsored and non-sponsored trips.

Americans with disabilities Act (ADA)

On July 26, 1990 the Americans with Disabilities Act (ADA) (P.L. 101-336; 42 U.S.C. Section 13101) became law. This far reaching civil rights legislation for persons with disabilities includes specific requirements for public and private transportation providers. It recognizes that some people by the nature of their disability are not able to utilize the fixed-route system. For these individuals the transit provider must offer paratransit service that is both comparable and complementary to the fixed-route service. To be eligible for this complementary paratransit service the individual must fall into one of three eligibility categories. The following individuals are ADA paratransit eligible:

Eligibility Category 1

Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

Eligibility in this category is based on ability to board, ride and disembark independently. This category includes, among others, persons with a mental or visual impairment who, as a result, cannot navigate the system. This category also includes people who cannot board, ride or disembark from an accessible vehicle without the assistance of another individual. This means that if an individual needs an attendant to board, ride or disembark from a fixed-route vehicle the individual is eligible for paratransit.

The ADA recognizes that some individuals may be eligible for some trips and not for others. With mobility training for example, a blind person may be able to utilize the bus system for the trip to and from work, but not able to travel to a destination with which they are not familiar.

Eligibility Category 2

Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

This category applies to persons, who could use accessible fixed-route transportation, but accessible transportation is not being provided at the time, and on the route the person would travel. A bus line is truly accessible when the bus can be boarded by all customers, including the mobility impaired, by accessible entry and exit on board the bus, and by unobstructed bus stops. A wheelchair passenger would be eligible for paratransit service if a bus operating on a bus line is not accessible, or if there is not an unobstructed path to the bus within a ¼ mile radius, for both the boarding and alighting location.

An individual in a wheelchair would also be eligible for paratransit service if the bus and the route are accessible but the lift cannot be deployed at a stop at which they embark or disembark.

Eligibility Category 3

Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system. This criteria concerns individuals who have a specific impairment-related condition which prevents them from getting to and from a stop or station.

Examples of impairment-related conditions include chronic fatigue, blindness, or lack of cognitive ability to remember and follow directions, or extreme sensitivity to temperature. Impairment mobility, severe communication disabilities such as serious vision and hearing impairments, cardiopulmonary conditions, or various other serious health problems may have similar effects.

“What the rule uses as an eligibility criterion is not just the existence of a specific impairment-related condition. To be a basis for eligibility, the condition must prevent the individual from traveling to a boarding location or from a disembarking location. The “prevent” is very important. For anyone, going to a bus stop and waiting for a bus is more difficult and less comfortable than waiting for a vehicle at one’s home. This is likely to be all the more true for an individual with a disability. But for many persons with disabilities, in many circumstances, getting to a bus stop is possible. If an impairment related condition only makes the job accessing transit more difficult than it might otherwise be, but does not prevent the travel, then the person is not eligible.”¹²

ADA Paratransit Eligibility Standards

Unconditional Eligibility—Applies when an individual is eligible for all trips.

Conditional Eligibility—This individual will be eligible for some trips, but not others.

Permanent Disability—Applies when an individual has a permanent disability.

¹² Federal Register Notice, Title 49, Volume 1, Parts 1 to 99, Revised as of October 1, 1996, Page 511.

Temporary Disability—This standard will apply when an individual has a temporary disability and the bus route that would normally take him/her to work is not accessible. Eligibility granted to such a person should establish an expiration date.

*ADA Eligibility Process*¹³

The ADA requires an eligibility process to be established by each operator of complementary paratransit service. The process may not involve “user fees” or application fees to the applicants. It may include functional criteria and, where appropriate, functional evaluation or testing. While evaluation by a physician (or professionals in rehabilitation or other relevant fields) may be used as part of the process, a diagnosis of a disability is not dispositive. What is needed is a determination of whether, as a practical matter, the individual can use fixed-route transit in his or her own circumstances. That is primarily a transportation decision, not a medical decision.

The goal of the process is to ensure that only people who meet the regulator criteria, strictly applied, are regarded as ADA paratransit eligible. People with mobility and visual impairment may be paratransit eligible. To accommodate persons with visual impairment, all documents concerning eligibility must be made available in one or more accessible formats, on request.

When a person with a disability applies for eligibility, the entity will provide all the needed forms and instructions. These forms and instructions may include a declaration of whether the individual travels with a personal care attendant. The entity may make further inquiries concerning such a declaration (e.g., with respect to the individual’s actual need for a personal care attendant).

When the application process is complete—all necessary actions by the applicant taken—the entity should process the application within 21 days. If unable to do so, it must begin to provide service to the applicant on the 22nd day, as if the application had been granted. Service may be terminated only if and when the entity denies the application. All determinations shall be in writing; and in the case of a denial, reasons must be specified. The reasons must specifically relate the evidence in the

¹³ Federal Register Notice, Title 49, Volume 1, Parts 1 to 99, Appendix D to Part 37, Revised as of October 1, Pages 513,-514.

matter to the eligibility criteria of this rule and the entity's process. A mere recital that the applicant can use fixed-route transit is not sufficient.

For people granted eligibility, the documentation of eligibility shall include at least the following information:

1. The individual's name,
2. The name of the transit provider'
3. The telephone number of the entity's paratransit coordinator,
4. An expiration date for eligibility
5. The re-certification process at reasonable intervals to assure that changed circumstances have not invalidated or change the individual's eligibility.
6. Any conditions or limitations on the individual's eligibility including the use or not of a personal care attendant.

ADA Appeal Process

The administrative appeal process is intended to give applicants who have been denied eligibility the opportunity to have their case heard by someone other than the person who turned them down. There must be an opportunity for an applicant denied eligibility to be heard in person as well as a chance to present written evidence and arguments. An appeal may be filed within 60 days of the denial date. A decision will be made within 30 days of the hearing. If a decision is not made within 30 days, on the 31st day, the individual must be provided service, until and unless an adverse decision is rendered on his/her appeal.

An administrative process may be established to suspend service for a reasonable period of time for ADA eligible individuals who establish a pattern or practice of missing scheduled trips.

ADA Service Area

Complementary paratransit service shall be provided to trip origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed-route. The corridor shall include an area within three-fourths of a mile radius at each end of each fixed-route.

Complementary paratransit service does not apply to commuter bus service.

Response Time

Paratransit service may be requested by any ADA paratransit eligible person one day in advance. Pick-up times may be negotiated, but shall not be scheduled to begin more than one hour before or after the individual's desired departure time.

Fares

The fare for an ADA paratransit trips shall not exceed twice the fare that would be charged for an individual paying full fare for a trip of similar length, at a similar time of day, of a fixed-route system.

Trip Purpose Restrictions

There are no trip purpose restrictions for ADA complementary paratransit service.

Hours and Days of Service

Complementary paratransit service is available the same hours and days as fixed-route bus service.

Capacity Constraints

JTA Connexion does not limit the availability of complementary paratransit service based on the number of trips ADA eligible clients' request; and there is no waiting list for access to the services provided.

Eligibility Criteria for TD Funded Trips

The Duval County Transportation Disadvantaged Coordinating Board has established an eligibility process for the provision of non-sponsored service to Duval County residents. Recognizing that the Non-Sponsored funding is very limited the CTC has decided to recertify clients every THREE years. Clients will need to reapply every THREE (3) years to continue eligibility. If there is change in a customer's financial or medical condition, they should contact eligibility immediately to discuss. Proof of income and medical verification are required to qualify for non-sponsored funding. Upon expiration or failure to re-certify for eligibility, a customer will not be able to utilize transportation until the process is completed. Applications for non-sponsored eligibility determination process requires a multi-step qualification process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F.S.

The applicants **must** meet the following criteria:

- Are not eligible for transportation service sponsored or provided by another program or agency as part of an agency's eligible services.
- Must be a resident of Duval County
- Cannot access JTA fixed routes bus service due to a physical or cognitive disability that prevents usage of the fixed route system or qualifies for the fixed route senior fare card.
- Do not have access to a household member's automobile and are therefore transportation dependent on others

AND

- Have a documented household income which does not exceed 150 percent of the federal poverty guidelines (~~see Table 19~~). Household income includes ALL income that an applicant receives prior to disbursement to any assisted living facility or care provider.

Temporary Eligibility for the TD Life Sustaining (TDLS) Program

The CTC will provide temporary eligibility for a period not to exceed 6 months for applicants receiving life sustaining dialysis or oncology/chemo

medical appointments. After the six-month period, applicants must meet all criteria to be TD service eligible.

Table 19—2019 Poverty Guidelines

Size of Family Unit	Poverty Guideline Base Amount	150 % of Poverty Level
1	\$12,490	\$18,735
2	\$16,910	\$25,365
3	\$21,330	\$31,995
4	\$25,750	\$38,625
5	\$30,170	\$45,255
6	\$34,590	\$51,885
7	\$39,010	\$58,515
8	\$43,430	\$65,145
For each additional person add	\$4,420	\$6,630

Source: U.S. Department of Health and Human Services, the 2019 HHS Poverty Guidelines

- **Trip Prioritization**

The CTC can prioritize services purchased with Transportation Disadvantaged Trust Funds based on the following criteria:

- ✓ Cost effectiveness and efficiency
- ✓ Purpose of the trip
- ✓ Unmet needs
- ✓ Available resources

The CTC is authorized to apply trip prioritization strictly when funding provided by the TD Commission is under or over the assigned monthly allocation. When trip demand exceeds available funding allocation the CTC may have to limit to medical trips only until funding levels are restored or

increased. The Duval County Transportation Disadvantaged Coordinating Board has endorsed trip prioritization based on the following priorities:

- ✓ Life-Sustaining (dialysis, oncology treatments)
- ✓ Other Medical trips
- ✓ Nutritional (meal sites and grocery shopping)
- ✓ Employment
- ✓ Educational
- ✓ Social Service Agency Trips
- ✓ Shopping
- ✓ Recreation and other

- **Transportation Disadvantaged Out –of–County Trips**

The Duval County Transportation Disadvantaged Coordinating Board has established limited out-of-county trips. The TD program primarily serves Duval County. Out-of-area trips are considered on a case by case basis and only for medical trips. No trips exceed a distance of 15 miles from the Duval County line. The CTC has the right to ask individuals to seek service from the closest medical provider or from a medical provider within the TD service area.

- **Escorts and Attendants**

- Escorts

An escort is an individual traveling with a TD eligible individual as a companion or is a specifically designated person to assist with the eligible individual's needs. Attendants are not recognized under the TD program. The escort is required to pay the same fare. One escort may travel with the customer at any time, provided space is reserved when the trip is booked and they have the same origin and destination as the eligible client. When scheduling a trips, Customers will need to tell the reservationist that they will be traveling with an escort. Drivers cannot add escorts not schedule on the reservation.

- Personal Care Attendants (ADA Services Only)

A personal care attendant (PCA) is an individual specifically designated to assist the ADA eligible individual's needs, whether transportation related or not. ADA paratransit customers must be certified to have an attendant. An

attendant may travel with the customer at any time. One (1) PCA may ride for free when traveling with the customer. A PCA must get on and off the van at the same places and times as the customer. To be able to have one PCA ride free the customer must be registered with a need for a PCA. This is completed as part of the eligibility process. If the customer did not indicate the need for a PCA when first applied for Paratransit eligibility and later need a PCA, the customer can call the Eligibility Center at (904)265-6001 to change the status and include a PCA.

Note: When scheduling a trip, customers will need to tell the reservationists that they are traveling with a PCA. This ensures that there will be room on the vehicle for the customer, PCA and other scheduled customers.

- **5311 Non-Prioritization Plan**

The Duval County CTC, JTA Connexion, provide transportation service in the rural areas of Jacksonville utilizing the Section 5311 grant funds. The service is designed to maximize usage by transportation disadvantaged persons in general in the areas designated as rural in Duval County. Trips originating or terminating in the rural area of Duval County are billed to Section 5311 grant. The rural transit trips provided to the general public using 5311 funds are not prioritized by any means.

Service Hours for trips utilizing Section 5311 grand funds are as follow:

- Monday-Saturday....5 am to 10:30 pm.
- Sunday.....6 am to 8:30 pm.
- Holidays.....6 am to 8:30 pm.

1. Transportation Providers and Coordination Contractors

As illustrated on the organization chart below, as of May 2010 the CTC has a contract for the provision of transportation services with one privately owned transportation provider. The private transportation provider has subcontracts with other contractors as illustrated. These companies and the types of services they provide are identified on Table 20 and Figure H (on page 90).

Table 20—CTC Transportation Providers and Services

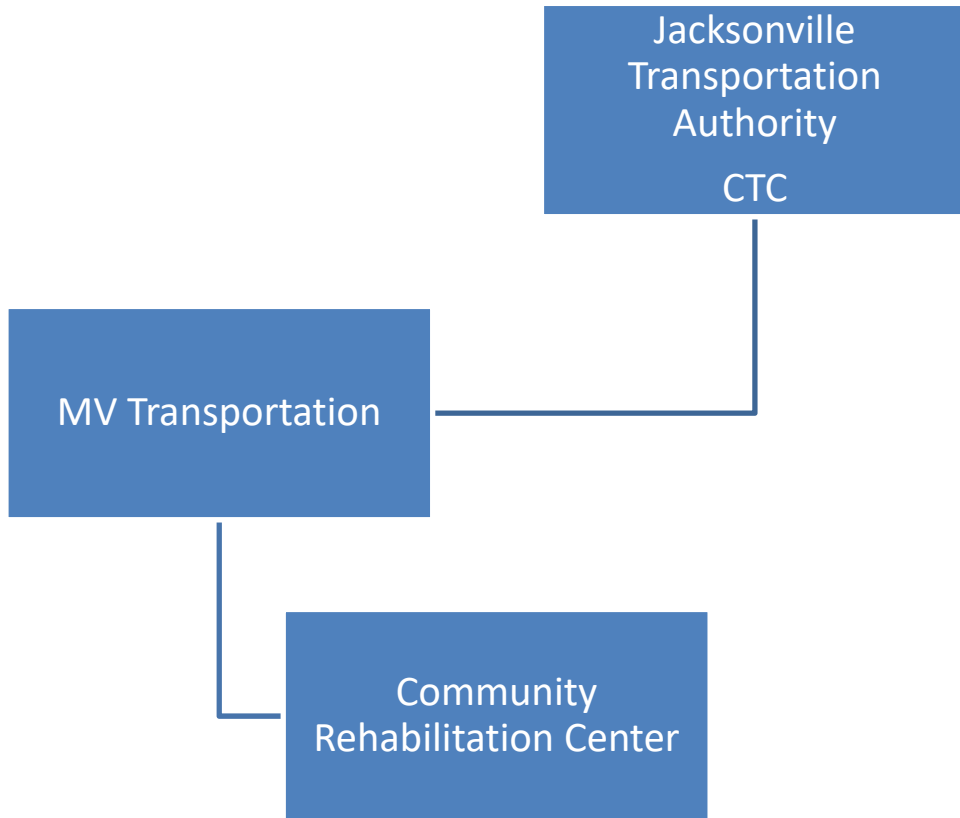
Transportation Provider	Contact Person	Type of Service	Clients Service	Hours of Operation
MV Transportation	Sarah Meredith	W/C Accessible vans	Non-Sponsored ADA	Complementary paratransit service is available the same hours and days as fixed-route service
Community Rehabilitation Center	Mark Lewis	W/C Accessible vans	Non-Sponsored ADA	Complementary paratransit service is available the same hours and days as fixed-route service

Contracts with transportation operators allow re-negotiating for up to three years, if adequate service has been provided. The CTC, however, is not bound to renewal and may re-bid services at the end of any contract year.

Transportation providers are compensated for the services they provide at varying rates. Some are paid by the vehicle hour for dedicated vehicles or on a per grid or per trip basis for non-dedicated vehicles. The rate per vehicle hour varies by vehicle type and/or capacity. Generally, vans and minivans are more expensive to operate and consequently, are paid at a higher rate than smaller vehicles. To improve cost effectiveness, some providers operate vehicles on a split-shift. That is, they operate only during peak service hours. Split-shift vehicles are paid at a higher rate.

The CTC follows the request for Proposal (RFP) process established by the Jacksonville Transportation Authority to contract with transportation operators. A sample copy of a Request for Proposal from JTA is included in Appendix D.

Figure H -CTC Transportation Providers



2. Public Transit Utilization

Fixed-Route Bus Service

In addition to paratransit service, the coordinated transportation system also issues single use tickets and monthly passes for the fixed-route bus service provided by the Jacksonville Transportation Authority (JTA). Passengers who live within 3/4 mile of a JTA fixed-route bus line are required to use the bus if they are physically capable of boarding and exiting the vehicle. The entire JTA bus fleet is wheelchair accessible. The JTA currently operates 37 local bus routes of which 6 are Express Bus routes.



Effective January 1, 2015 and Exempt (E) Star Card allows customers to ride the JTA Fixed-Route bus for free. This does not apply to Connexion vehicles trips.

Skyway

In addition to the fixed-route bus service the JTA operates a fixed-guideway monorail system in Downtown Jacksonville. The Skyway as it is known is a 3-mile system. The section on the Southbank links Riverplace and Kings Avenue Station. All vehicles and stations are fully accessible. The Skyway fare is free.



ReadiRide

Curb to curb service is provided to the public within the following five distinct zones:

Beaches

Highlands

Northside

Southeast

Southwest

To request the ReadiRide service customers can call reservations to schedule a ride to 904-679-4555. The days and hours of operation are Monday through Saturday from 6:00 am to 7:00 pm. Fares are \$2.00 or \$.50 if picked up or dropped off at a JTA bus stop.

First Coast Flyer

The First Coast Flyer is JTA's new, premium bus rapid transit service. The Flyer offers customers a frequent, limited stop, easy and reliable way to get around town. Flyer vehicles are accessible and environmentally sustainable. The Flyer offers customers, free Wi-Fi service, 10-15 minutes frequency, real-time passenger information, park-n-ride lots, and on-site ticketing. More information can be found in JTA's webpage, <https://www.jtafla.com/>

St Johns River Ferry

JTA assumed operations from the St Johns River Ferry Commission and the City of Jacksonville on March 31, 2016. JTA will maintain the ferries operation through 2036.

3. School Bus Utilization

Unlike school boards in other Florida counties, the Duval County School Board does not own or operate school buses. Instead, the School Board contracts with several private bus operators. Their vehicles are not available for use in the coordinated transportation system.

4. Vehicle Inventory

As noted earlier, the fleet of vehicles used by the coordinated transportation system includes taxi cabs, regular and lift-equipped vans, minivans with wheelchair ramps and buses. A complete inventory (excluding taxi cabs) is included in Appendix A.

5. System Safety Program Plan Certification

The System Program Plan (SSPP) describes the Duval County Transportation Coordinator's policy regarding system safety. It has been developed specifically to:

- Establish the System Safety Program system-wide;
- Identify the relationship and responsibilities of the Coordinator and contracted service providers;
- Provide formal documentation of the Coordinator's commitment to system's safety;
- Satisfy federal and state laws and local codes, ordinance and regulations.

The SSPP is a description of the methods to be used to implement the requirements of State Statute 341.061, "Transit Safety Standards; Inspections and System Safety Reviews," and by Rule Chapter 14-90, *Florida Administrative Code*, "Equipment and Operational Safety Standards Governing Public Sector Bus Transit Systems". These requirements constitute the minimum standards of the system safety program.

The SSPP describes what each service provider is to do to implement and comply with the SSPP, how and when it will be done and the lines of authority and responsibilities. In the performance of an audit, it will be easier to verify that the approved SSPP is being implemented.

The methods to be used by the Coordinator will include both direct and indirect observation of:

- Training classes and materials;
- Driver performance;

- Maintenance and repair work.

The Coordinator will conduct periodic announced and unannounced inspections and audits of records regarding training; maintenance and repairs; and inspections of vehicle fleets. A copy of the SSPP and the Florida Department of Transportation Safety Program Plan Certification are included in Appendix B.

6. Inter-County Services

The CTC, Jacksonville Transportation Authority (JTA), has developed an ambitious and far-reaching program for coordinating regional transportation in Northeast Florida.

The vision for the regional mobility management program is to:

- 1) Partner with existing organizations to improve access to diverse transportation services, improve the rider's travel experience and achieve cost savings through regional coordination
- 2) Shift the focus from individual agencies to the customer and
- 3) Emphasize the entire travel experience, not just the time on the vehicle.

The 2014 Coordinated Mobility Plan, A Public Transit and Human Services Transportation Plan for Northeast Florida provides a comprehensive assessment of Transportation needs and opportunities in Northeast Florida. It also articulates a strategy to improve regional transportation coordination, including action steps to establish a customer-centered, regional mobility management system for Northeast Florida. The JTA has assembled \$3.7 million through federal, state, local and private sources for the development and implementation of this unique program.

The key features include: a web-based regional trip-booking and scheduling system; TransPortal, a web-based one call/one click information and referral system; and a mobility focused regional travel-training program. Additionally, the program includes outreach and marketing efforts to support and facilitate transition to regionally coordinated service delivery. A copy for this plan can be found at <http://www.transportal.net/Pages/MobilityCoordination.aspx>

Participants of the regional coordinated transportation activities include the Baker County Council on Aging, Clay County Council on Aging, Jacksonville Transportation Authority, Nassau County Council on Aging, Ride Solution (Putnam County), and Sunshine Bus Company/St Johns County Council on Aging.

7. Emergency Preparedness and Response

As specified in the System Safety Program Plan and by contractual agreement with the transportation operators in the coordinated system, the CTC has established policies for the handlings of emergencies, accidents and delays.

Under the terms of these policies, transportation operators are required to notify the CTC and appropriate emergency personnel (911) immediately should an accident or incident occur. The CTC must also be notified of resulting delays so that trips may be reassigned to other vehicles or, if necessary, to another transportation operator. If an extended delay is anticipated, passengers will be notified. A written accident report must be submitted to the CTC, with an appropriate management analysis of the accident or incident, within 24 hours. After an accident, the driver is required to undergo drug and alcohol testing as specified in Federal regulations. To avoid extended delays in such situations, all transportation operators are required to have one back-up vehicle for every ten vehicles in service.

The CTC is the lead agency in staffing the Transportation Branch of the Duval County Emergency Operations Center (EOC). The CTC's role is assisting in necessary evacuations with emphasis being placed on those citizens needing specialized transportation vehicles. The Transportation Interagency Coordinating Procedure (ICP) set forth step by step procedures for the activation and operation of critical transportation functions required to respond all potential hazards including the effects of hurricanes and other natural or technological disasters, or acts of terrorism. The ICP is designed to ensure timely evacuation and orderly movement of vulnerable groups during and after a crisis situation.

8. Educational Efforts/Marketing

To date, the local coordinating board has discouraged marketing the services available through the coordinated transportation system due to financial constraints limiting the amount of service available.

Efforts have been made to inform nursing home staff and other social service agencies, of the services available to their clients and the procedures to request service. The Local Coordinating Board and the CTC encourage the use of fixed-route. The CTC educates the public about the advantages of the fixed-route bus system.

9. Acceptable Alternatives

Provision is made in Chapter 427, *Florida Statutes* for alternatives to coordinated transportation when it can be demonstrated that the required service can be provided more cost effectively outside of the coordinated

transportation system. An example of an acceptable alternative is transportation to nutrition sites provided to the elderly by the City of Jacksonville Senior Services Program. This service is funded by the Older Americans Act is provided more cost effectively outside the coordinated transportation system because fuel and maintenance of vehicles is provided by the City. The Senior Services Program does not have an agreement with the CTC.

The Headstart Program administered by the Jacksonville Urban League transports children to Headstart facilities outside the coordinated transportation program. Previous CTC's have attempted unsuccessfully to negotiate a coordination contract with the Urban League for the Headstart Program. Headstart, like the Senior Service program is the direct recipient of federal funds. The CTC and the local TD program do not have the leverage to enforce the requirement that these agencies enter into a coordination contract with the CTC.

10. Service Standards and Policies

The following are the local service standards that have been jointly developed by the Duval County Transportation Coordinating Board, the North Florida TPO and the Community Transportation Coordinator (CTC).

Service Standards and Policies		
a.	Accidents	The CTC will have no more than 3 preventable vehicle accidents per 100,000 miles. The accident definition / guideline can be found in page 113.
b.	Adequate Seating	Adequate seating for paratransit services shall be provided to each rider and escort, child and 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 service 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 seating or standing capacity shall be scheduled or transported in the vehicle at any time.

Service Standards and Policies

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| c. | Advance Reservation Requirements | Customers can make reservations up to 14 days in advance, seven days a week from 8 a.m. to 5 p.m. It is recommended that customers make their reservations as far in advance as possible in order to receive their ideal time. |
| d. | Billing Requirements to Contracted Operators | In accordance with Section 287.0585, <i>Florida Statutes</i> , JTA Connexion will pay all subcontractors within seven (7) days of receiving payment. |
| e. | Call-hold time | Call in-take will be monitored to ensure that callers are not on hold for more than an average of 2 minutes. |
| f. | Cardiopulmonary Resuscitation | The CTC has elected to not require its contracted drivers to be trained in First Aid or CPR. Should the need arise for a client to require First Aid or CPR, it is the policy of the CTC that the driver notify Dispatch immediately. Dispatch will call 911 and request that emergency personnel be dispatched to the correct location for professional emergency care. |
| g. | Child Restraint | <p>Children under six years of age must be accompanied by an adult or guardian 13 years of age or older. Children who weigh less than forty (40) pounds must ride in a child safety seat which complies with Section 316.613 F.S. JTA does not accept any responsibility for any unaccompanied minor.</p> <p>If the child is required by Florida law to be in a child safety seat, it is the passenger's responsibility to provide that safety seat and ensure it meets requirements set by Florida statute for child restraint devices. (Section 316.613, Florida Statue). Also, it's the passenger's responsibility to ensure that the child is secure in the seat. Infant strollers and similar articles must be folded prior to boarding a JTA vehicle.</p> |

Service Standards and Policies		
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| h. | Communication Equipment | All vehicles must have two-way radios to permit direct communication with the dispatcher and/or supervisory staff. |
| i. | Complaints | Valid service and/or safety related complaints shall not exceed 0.3 percent per 1,000 boardings. |
| j. | Driver Identification | Drivers will be identified with identification badges. Drivers will identify themselves to visually impaired passengers. |
| k. | Drug and Alcohol Policy | <p>Pre-employment drug tests verifying a negative result is required for all drivers as per USDOT regulations 49 CFR Part 655. The CTC and his/her subcontractors shall maintain a drug-free workplace and otherwise comply with the provisions of the Drug-Free Workplace Act, 41 U.S.C. §701.-707.</p> <p>A driver must not have had a conviction within the last twenty (20) years for DWI or DUI, reckless driving or operating any kind of motorized vehicle under the influence of alcohol or any illegal drug or controlled substance. Must not have had any conviction (at any time) for vehicular manslaughter.</p> <p>If the driver is found at fault for an accident he/she should submit to a drug and alcohol test.</p> |
| l. | Escort/Attendants and Children | Escorts and attendants are defined in different ways depending on the funding source as explained in pages 74-75. All escorts under ADA and TD funding pay the same fare as the eligible individual. Only one escort is allowed under the TD funding. A Personal Care Attendant (PCA or attendant) rides for free under ADA. Under ADA an attendant (PCA) may travel in addition to any escort also traveling with the eligible individual. Attendant's (PCA's) are not recognized under the TD program / funding. |

Service Standards and Policies	
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m.	First Aid Policy	The CTC has elected to not require its contracted drivers to be trained in First Aid or CPR. Should the need arise for a client to require First Aid or CPR, it is the policy of the CTC that the driver notify Dispatch immediately. Dispatch will call 911 and request that emergency personnel be dispatched to the correct location for professional emergency care.
n.	Local Toll Free Telephone Number for Consumer Comment	The CTC shall maintain a telephone system allowing toll-free access for all users and Telecommunication Device for the Deaf (TDD) to allow access by hearing impaired users. Clients may call JTA Connexion at (904) 265-8528 or Florida Relay (800) 955-8771 for comments or complaints.
o.	No-Show, Late Cancellation and Cancellation at the Door Policy	The CTC has adopted a rule for No Shows that include a pattern of abuse and trip percentage versus no-shows and/or late cancellations to determine if a client meets the criteria for suspension from the paratransit system. Under these guidelines no show suspensions may be imposed only when the rider's record involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. Ex: If a rider travels to and from work five (5) days a week and misses several trips a month; this is a less repeated or regular action than if the rider misses the same number of trips out of a total travel record of once every week or two. Frequency of use or percentage of trips missed should be considered when determining pattern or practice. To cancel a trip client must call 904-265-8927. The no-show standard for the CTC and its contract operators is four (4) percent.
p.	On-time Performance	The standard for on-time performance is 90 percent. All transportation service providers are expected to perform a minimum of 90 percent of their trips on-time. The goal of the JTA is that at

Service Standards and Policies

- least 95 percent of all trips will be performed on-time. Scheduling initiatives and carrier eligibility for performance incentives will be used to work toward this goal.
- q. **Out of Service Area** The Duval County Transportation Disadvantaged Coordinating Board has established that limited out-of-County trips are eligible under the Transportation Disadvantaged (TD) non-sponsored program. Out-of-county trips are considered on a case by case basis for medical trips only. No trips will exceed 15 miles from the Duval County line. The CTC reserves the right to ask a person to travel to the closest medical provider or to one that is within the TD service area (Duval County).
- r. **Passenger Assistance**
- The driver shall assist passengers boarding and exiting the vehicle. If necessary or requested assistance can also be provided to the seating position, fastening the seatbelt, securing the wheelchair, storing mobility assistance devices and closing the vehicle door.
- The driver 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. The driver may open and close doors to buildings, if requested by the passenger, 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 shall not assist wheelchair up or down stairs.

Service Standards and Policies

		<p>Drivers are not required to assist customers in carrying their belongings on or off the vehicle.</p>
s.	Pick-up Window	<p>Passengers will be given a 30-minute pick-up window when they call to make a reservation. This means that a vehicle will arrive within fifteen (15) minutes before or fifteen (15) minutes after the pick-up time given at the time of the reservation. Passengers must be ready within the pick-up window. When the driver arrives the passenger must board the vehicle immediately.</p>
t.	Public Transit Ridership	<p>The Community Transportation Coordinator goal is to move 100% of all Transportation Disadvantaged eligible riders who are able to ride the bus to the fixed route bus system. Currently, all clients excluding Life Sustaining are required to complete an in person process to include an interview with a JTA staff member and possible functional assessment with an Occupational Therapist. This process is based on the Easter Seals Project Action, <u>Determining ADA Paratransit Eligibility</u>. This allows JTA to only provide paratransit trips to those persons who cannot use fixed route due to their capabilities and persons who may not live on a bus line and fall under the criteria of low income or Senior.</p>
u.	Rider Personal Property	<p>Passengers may bring onboard the vehicle as many items (bags) as they can personally manage in one boarding. They can also bring a personal, collapsible cart with them as well. An approved collapsible cart must not exceed 30" tall, 18" wide, and 18" deep (not including handle and / or wheels). Passengers' belongings are not to block an aisle or stairway or occupy an additional seat, as to do so would cause danger to or displace passengers. Drivers are to ensure the safe operation of the vehicle and the safety of all occupants. Drivers are not required to assist passengers in carrying their belongings on or off</p>

Service Standards and Policies

		the vehicle. For additional information please refer to Transit Customer Code of Conduct (Rule No. 009)
v.	Rider/Trip Data	<p>When scheduling, the customer service representative shall, at minimum, record the following information on the Trapeze reservation screen:</p> <ul style="list-style-type: none">• Client name• Funding source• Client identification number• Mobility aid• Pick-up location or drop-off location• Telephone number where client can be reached and number of persons traveling (PCA and/or companion)
w.	Road-Calls	The CTC will have no less than 10,000 vehicle miles between each road-call based on an annual average.
x.	Smoking and Eating in Vehicles	Smoking is not permitted in vehicles. Eating and drinking are not permitted in vehicles unless medically necessary.
y.	Vehicle Cleanliness	All vehicles will be clean, free of dirt, trash and sand.
z.	Vehicle Transfer Points	Drivers will ensure that transfer points are safe and secure.
aa.	Vehicle AC and Heating Equipment	All vehicles will be equipped with heat and air conditioning systems that are in good working order.

Service Standards and Policies

bb. Driver Criminal Background	Employment records for all drivers shall include: required pre-employment criminal check; results of the required pre-employment, post-accident, reasonable suspicion, return to duty and random tests as required by 449 CFR Part 655; documentation of required physical examinations; moving violation reports and documentation of driver work hours including days/hours worked and off duty hours.
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11. Additional Standards and Service Policies

There are many standards and policies that govern the quality of service provided by Community Transportation. These standards and policies are established in this Service Plan, and in the System Safety Program Plan. In addition, the CTC adhere to the standards and guidelines set forth on Chapter 427 Florida Statutes and Rule 41-2 Florida Administrative Code.

Driver Training

The CTC is responsible for the review of training files and certification of new drivers. A subcommittee of the local coordinating board and members of the Jacksonville Transportation Advisory Committee (JTAC) have worked with the CTC to insure that the driver training program is sensitive to the needs of passengers transported. Members of the JTAC have attended driver training.

To be sure that all drivers have adequate safety training, all new drivers are issued a manual upon hiring and are required to sign for it. A copy of the receipt is enclosed in their permanent record. Drivers are required to read and study the manual as part of their initial testing and are tested on key points.

New drivers are required to complete an initial training course administered by the service provider, including passenger assistance, passenger sensitivity, emergency vehicle evacuation procedures, drug and alcohol, wheelchair securing and defensive driving. The initial course also includes an introduction to the CTC organizational structure, an outline of relevant parts of Chapter 427, *Florida Statutes*, instruction about how to read a drive manifest and a map book, and basic rules and regulations of the coordinated transportation system.

Defensive driver training consists of either the National Safety Council and/or the Smith System Defensive Driver Modules and includes specialized training in

vehicle operation. All drivers must also be certified by the CTC upon completion of their training. Drivers' candidates must have a good driving record with no more than five (5) points on their driver records within the last three years. Pre-employment drug testing is also required.

Standing Orders

The CTC for Duval County has established the following standing order practices and procedures.

A standing order is the permanent reservation of a regular trip made by a rider. This eliminates the need to make individual reservations for each trip. The trip must be to and from the same place, at the same time on the same day(s) of the week. The trip must be taken at least once per week, for at least six (6) months. One standing order is allowed per rider. Requests for additional standing orders will be considered on a case by case basis. The Americans with Disabilities Act allows the CTC to maintain up to 50 percent capacity for standing orders.

Once a standing order has been implemented, pick-up times and locations may not be changed. If the passenger does not need the standing order for a period of time, please contact the CTC to temporarily suspend the standing order for up to 90 calendar days. There is no penalty for doing so. If after 90 days it is not reinstated, it will be forfeited.

Standing orders falling on designated holidays are automatically suspended for that day. If a rider needs a trip on any of the following holidays, the trip must be scheduled as an individual demand trip. Pick-up times on designated holidays may be different than standing order pick-up times due to reductions in overall service. Designated holidays are:

- ✓ New Year's Day
- ✓ Memorial Day
- ✓ July 4, Independence Day
- ✓ Labor Day
- ✓ Thanksgiving Day
- ✓ Christmas Day

Suspension of Standing Orders

A rider who violates the CTC's Rider Policies, including the No-Show Policy, may lose Standing Order trip status and potentially lose general riding privileges.

If a rider does not need a trip or trips generated by a standing order, but does not wish to place the standing order on hold, the trip(s) must be cancelled at least 90 minutes in advance of the scheduled pick-up time. A trip not cancelled accordingly will be tallied as a no-show, late cancellation, or cancellation at the door.

An individual who has accrued three (3) no-shows, late cancellations and/or cancellations at the door within a thirty (30) day period will have their standing order suspended. Consideration will be given to circumstances beyond the control of the individual. Notice of suspension will be provided to the rider by the CTC and will become effective immediately. A rider whose standing order has been suspended may be eligible for reinstatement six (6) calendar months from the date of cancellation. Further no-shows, late cancellations, or cancellations at the door may result in warnings or suspension of riding privileges, according to the No-Show Policy. Any rider who is suspended from use of the CTC service will automatically forfeit Standing Order status for a minimum of six months.

Reservations and Cancellations

Service is available seven days a week.

Service may be scheduled by telephone and can be made every day of the week from 8:00 a.m. to 5:00 p.m., including weekends and holidays. Return trips must be scheduled in advance. When scheduling medical trips, the client should verify the appropriate pick-up time with the doctor's office before calling to schedule the trip. Trips must be canceled no later than one and a half hours prior to the scheduled pick-up time. Cancellations can only be made by calling JTA Connexion. Inquiries about scheduling and pick-up time should be directed to the CTC, not to the service provider(s).

When scheduling trips, the caller must be specific about the type of service required (i.e. wheelchair, cane or walker, etc.). Specific and accurate information about the destination including the address with the suite number and zip code, and the telephone number, is required. The exact location for pick-up for the return-trip should also be specified. For medical trips, the return time should be verified by the doctor's office.

Passengers will be given a 30-minute pick-up window when they call to make a reservation. This means that the vehicle will arrive within (15) fifteen before or fifteen (15) minutes after the pickup time given at the time of the reservation. Passengers must be ready within the pick-up window. When the driver arrive passengers must board the vehicle immediately.

Door-to-Door Service

Service is door-to-door. The driver should not be expected to escort passengers to specific offices, departments or floors within a medical complex and cannot provide personal attendant care. When providing door-to-door service, drivers shall:

- Park as close as legally practical to the primary or designated entrance of a pick-up or drop-off location.
- Take reasonable steps to make their presence known to the client including ringing the doorbell and knocking on the door.
- Provide walking guidance or stability assistance (i.e. extend an arm for support) to an individual, if necessary or requested.
- Assist an individual in a wheelchair up or down a wheelchair ramp.¹⁴
- Assist an individual across the threshold into or out of the area at the primary or designated entrance of a pick-up or drop-off location to include opening and closing the door if necessary or requested (wheelchairs must roll in forward or roll out backward)

When providing door-to-door service, drivers shall not:

- Sound the vehicles horn as a means of announcing the arrival of the vehicle except if requested by visually impaired clients.
- Enter a residence.
- Proceed into a non-residential building further than the area at the primary or designated entrance of a pick-up or drop-off location (see door-through-door service).
- Lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.
- Assist wheelchair customers up or down stairs.
- Load, unload, and/or carry any individual's personal property (i.e. handbags, shopping bags, gift boxes, etc.)
- Leave a client as a no-show before being authorized by the dispatcher to do so.

¹⁴ See ramp guideline in Appendix E

Door-to-Door Service (buildings/ offices)

When providing door-to-door service drivers shall:

- Park as close as legally practical to the primary or designated entrance or common lobby area as designated of a pick-up or drop-off location.
- Take reasonable steps to make their presence known to the client, a staff member, nurse, or receptionist.
- Provide walking guidance or stability assistance (i.e. extend an arm for support) to an individual, if necessary or requested.
- Assist any individual in a wheelchair up or down a wheelchair ramp.¹⁵
- Assist an individual to a designated pick-up or drop-off location within a designated door-through-door building.
- Notify a staff member, nurse, or receptionist before leaving the building when a client is not present at the primary or designated pick-up location or common reception area or, in the absence of a staff member, nurse, or receptionist a courtesy notice will be left at the front desk if possible.

When providing door-to-door service, drivers shall not:

- Sound the vehicle's horn as a means of announcing the arrival of the vehicle, except if requested by a visually impaired client.
- Enter a residence.
- Lock or otherwise secure or attempt to secure any individual's home, apartment or office, etc.
- Assist wheelchair customers up or down stairs.
- Load, unload, and/or carry any individual's personal property (i.e. handbag, shopping bag, gift boxes, etc.).
- Leave a client as a no-show before being authorized to do so by the dispatcher.
- Leave the vehicle unattended for more than 15 minutes or out of visual range.

¹⁵ See ramp guidelines in Appendix E

Fixed-Route Service

- Individuals capable of using the fixed-route bus system will be encouraged and in some cases may be required to do so.
- A disabled person living within $\frac{3}{4}$ miles of a bus route but not capable of using the fixed-route service is eligible for the complementary paratransit service funded by the JTA.
- ADA eligible individuals living anywhere in the county are eligible if they can get to a location within $\frac{3}{4}$ miles of a bus route.

Americans with Disabilities Act

To be eligible for the complementary paratransit service funded by the Jacksonville Transportation Authority, in accordance with the Americans with Disabilities Act the disabled individual must have a condition that “impairs a major life function or have a history of such a condition, or be regarded as having such a condition. Major life activities include functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working,” and:

- Be unable to independently board, ride or disembark from accessible vehicles as a result of their disability; or
- Need an accessible vehicle and require service in areas or routes not yet served by accessible fixed-route transportation; or
- Have an impairment–related condition preventing them from traveling to and from a boarding or disembarking location.¹⁶

Pick-up and Drop-off

- Passengers must pay the fare prior to being transported.
- With the exception of medical emergencies, vehicles will only make scheduled stops.

¹⁶ No eligibility for paratransit exists due simply to lack of curb cuts in the path of travel of an individual with a disability since, in the short term, such barriers can often be navigated around and, more importantly, pressure to eliminate these architectural barriers must be maintained on the state and local government entities responsible for eliminating them. In the same way, distance from a boarding or disembarking location alone does not trigger eligibility. The House of Representatives Public Works and Transportation Committee (H. Report 101-485, Part 1 at 29-30)

¹⁹ Ramp Guidelines are included in Appendix E

- Passengers must show a JTA Connexion ID prior to boarding.

Wheelchairs

All people using common wheelchairs, or any mobility device that can safely navigate the ramp or wheelchair lift without exceeding the manufacturer's maximum weight limit are permitted to ride the complementary paratransit service. Section 37.3 of the DOT regulations implementing the American with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37 and 38) defines a "wheelchair" as mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. No. 49 CFR Part 38 requires that lifts have a minimum design load of 600 pounds and the lift platform accommodates a wheelchair measuring 30 inches by 48 inches. Driver shall assist wheelchair passenger up or down a wheelchair ramp.¹⁹

Passenger Safety

While being transported, all passengers must be secured with seat belts and/or wheelchair tie-downs or will not be transported.

Prohibited Behavior in Vehicles

Service shall be provided free from fear. Conduct that is violent, disruptive or illegal will not be tolerated. Severe sanctions will be imposed. This applies to riders and drivers. (See Guidelines for Denial of Service Page 107-110)

Driver Responsibility / Conduct

- With the exception of two-way radios, a radio, tape, compact disc or digital player shall not be operated while passengers are on board.
- Drivers must be neat and clean in appearance, with hair combed and clean clothes. The required uniform is a shirt with a collar, blue or black pants, with low heels and closed toes. Tennis or running type shoes may be worn as long as they are clean and the laces are tied. High heel and open toe shoes are not acceptable.
- Drivers will not ask for or accept tips; eat or smoke on vehicles; curse at passengers; rush passengers on or off vehicles; pull away with passengers standing near the vehicle; or be rude to passengers.
- Drivers will not enter a residence.

- Drivers will not lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.
- Drivers will collect the fare prior to transporting passengers.

Rider's Guides

- All new customers will be forwarded a letter confirming their eligibility determination and a copy of the Connexion Rider's Guide and the grievance procedure.
- The Rider's Guide is available online and to the general public at www.JTAFLA.com.

Jacksonville Transportation Advisory Committee

The Jacksonville Transportation Advisory Committee (JTAC) meets the second Monday of the month at 4:00 pm at the JTA Board Room located at 100 North Myrtle Avenue, Jacksonville, Florida 32204.

On-Time Performance

- Trips for which the passenger arrives at the destination after the scheduled appointment time are considered late. When a client is dropped off late for their appointment and require a later return trip, they should call reservations and reschedule their return trip.
- All transportation service providers are expected to operate at 90% on-time performance or better. If an operator fails to do so the CTC will work with them to institute corrective measures.
- Drivers shall notify the dispatcher of any delays.
- All service interruptions shall be reported.
- Drivers need to report every drop-off and pick-up. Dispatchers will monitor the performance of the manifest.

Length of Time a Passenger is on a Vehicle

Trips within the service area should meet these guidelines: 0–10 miles up to 60 minutes; 10.1–20 miles up to 90 minutes; and over 20.1 miles up to 120 minutes. Particular care shall be taken when scheduling return trips for dialysis patients, to minimize the length of the trip.

Employee Training

All reservationists and other office staff, including dispatchers, schedulers and customer service personnel will receive sensitivity and courtesy training annually, and within 30 days of employment.

Vehicles

- All CTC vehicles will show the JTA Connexion logo.
- All passenger vehicles shall be inspected in accordance with the Florida Administrative Code Chapter 14-90 and in the annual FDOT systems compliance review to confirm that they meet minimum safety standards. Taxicabs must comply with all City of Jacksonville regulations governing their operation.
- Vehicles must be certified by the original chassis manufacturer to conform to all applicable Federal motor vehicle safety standards in effect on the date of manufacture as required by 49 CFR Part 567.
- Vehicles that have been altered must also be certified by the company or individual making alterations that the alterations conform to all applicable FMVSS in effect on the date of alteration as required by 49 CFR Part 567. All vehicles must have:
 - ✓ Seatbelts for all seat positions;
 - ✓ At least one fully charged dry chemical fire extinguisher having, at least, a 1 ABC rating and bearing the label of Underwriter's Laboratory, Inc. and having some means of determining if it is fully charged. Each fire extinguishers shall be inspected annually and be tagged by the inspecting entity;
 - ✓ A sufficient supply of safety reflectors and/or safety flares;
 - ✓ Two-way radios to permit direct communication with the dispatcher and/or supervisory staff
- All wheelchair accessible vehicles must have a wheelchair securement system and restraining device for each wheelchair position. In addition, each wheelchair position must have a seatbelt and shoulder harness assembly as required by the ADA.

Accessibility Specification for Transportation Vehicles

All vehicles traveling outside of the service area will be equipped with a cellular phone.

Vehicle Maintenance

The JTA and its contracted service providers are responsible for maintaining/inspecting all in-service vehicles. At minimum, an “A”, “B”, “C” or “D” cycled vehicle maintenance inspection will be performed on all in-service vehicles at 6,000 mile intervals.

Unauthorized Riders

No one is allowed to ride in the vehicle except the driver and authorized riders.

Breakdowns

All vehicle breakdowns and/or road calls will be reported to the CTC as required by the FTA, with the completion of a Vehicle Breakdown Report.

Breakdown due to mechanical reasons include failure of: air equipment; heating equipment; vehicle body parts; cooling systems; electrical units; fuel system; engine; steering and front axle; rear axle and suspension and torque converters. (These breakdowns require assistance from someone other than the vehicle operator to restore the vehicle to operating condition and usually require the transfer of passengers to another vehicle.)

Breakdowns for other reasons include tire failure; wheelchair lift/ramp failure; air conditioning systems; out of fuel- coolant-lubricant and other causes not included in breakdowns for mechanical reasons.

Roadcalls reporting guideline:

The following is FTA’s definition of road calls for the AOR:

- Total Road calls: A count of paratransit “in-service” for “mechanical” or “other” reasons during this reporting period whether the rider is transferred or not. “In-service” is defined as the time a vehicle has begun its route to provide transportation service to the time it has completed its route. Do not include Section 49 USC 5307 fixed route/fixed schedule road calls.
- Road calls for Mechanical Failure: A revenue service interruption caused by failure of some mechanical element of the revenue vehicle. Mechanical failures include breakdowns of air equipment, brakes,

body parts, doors, cooling system, heating system, electrical units, fuel system, engine, steering and front axle, rear axle and suspension, and torque converters (FTA1) or:

- Road calls for Other Reasons: A revenue service interruption caused by tire failure, fare box failure, wheelchair lift failure, air conditioning system, out of fuel-coolant-lubricant, and other causes not included as mechanical failures. (FTA1) Road calls exclude accidents.

Personnel—Drivers

- All drivers will have a physical examination certifying their ability to perform their required duties before employment and at a minimum every two years thereafter as required by Rule Chapter 14-90 F.A.C.
- Pre-employment drug tests verifying a negative result is required for all drivers as per USDOT regulations, 49 CFR part 655.
- Employment records for all drivers shall include: required pre-employment criminal record check; results of the required pre-employment, post-accident, reasonable suspicion, return to duty and random tests as required by 449 CFR Part 655; documentation of required physical examinations; moving violation reports and documentation of driver work hours including days/hours worked and off duty hours.
- The driver must not have had a suspended or revoked driver's license within the immediate past two (2) years, except for the administrative suspensions caused by failure to pay child support or failure to maintain PIP insurance on their personal vehicle.
- A copy of each driver Moving Violation Record will be provided to the CTC at least once every six months.
- Drivers will not be permitted to driver more than 12 hours in any one twenty-four-hour period. Drivers are not permitted to be on duty more than 16 hours during any 24-hour period or drive more than 70 hours in any period of seven consecutive days. Any driver who has reached the maximum of 12 consecutive hours or 16 hours on duty is required to have a minimum of 8 consecutive hours off duty.
- The CTC and his/her subcontractors shall maintain a drug-free workplace and otherwise comply with the provisions of the Drug-free Workplace Act, 41 U.S.C. §701-707.

- Drivers will:
 - obey all traffic laws and ordinances;
 - use correct radio procedures;
 - conduct a daily pre-trip inspection of their vehicles;
 - keep the vehicle clean;
 - assist passengers when necessary;
 - keep their manifests, timesheets, etc. accurate and legible;
 - collect all fares as indicated on their manifest or otherwise instructed;
 - have passengers sign any required forms;
 - report all traffic accidents and/or any other incidents immediately;
 - radio the dispatcher before leaving the location of a client who is marked as a no-show; and
 - Report any change in drop-off location from the location listed on the manifest.
- All drivers will receive training in defensive driving every 2 years (SSPP), passenger assistance and sensitivity (every 2 years SSPP), accident/incident reporting and on-road emergency procedures, and drug abuse and alcohol misuse (as required by FTA regulations).
- A driver must not have had any conviction within the last twenty (20) years for DWI or DUI, reckless driving or operating any kind of motorized vehicle under the influence of alcohol or any illegal drug or controlled substance. Must not have had any conviction (at any time) for vehicular manslaughter.
- A driver can be removed from a safety sensitive position at any time at the request of the CTC.
- All drivers shall be issued a Drivers Manual outlining their responsibilities, and tested on its content prior to going on the road.

Personnel—Dispatchers

One or more dispatchers shall be on duty during all hours that a subcontractor's vehicle are operating or until the last passenger is dropped off.

Dispatchers are responsible for:

- Monitoring driver performance regarding passenger pick-ups and drop-offs and should know when vehicles are not operating on schedule;
- Advising the CTC when a vehicle is not operating on schedule and what steps are being taken to correct the problem and notifying all passengers impacted in a timely manner;
- Informing the CTC of accidents, incidents, and breakdowns/roll calls. In the case of accidents, the CTC must be notified within one hour of occurrence;
- Attempting to contact passengers who will otherwise be identified as no-shows (if a telephone number is available they will call them);
- Ensuring the provision of accurate information regarding estimate items of arrival and cancellations;
- Changes to the manifest will be made in emergency situations only.

Accidents and Incidents

- All accidents and incidents occurring on vehicles shall be immediately reported to the dispatcher and forwarded immediately to the CTC Customer Service Personnel. These include those accidents reported to law enforcement as well as those that are not reported. If the accident occurs after regular business hours, the CTC's Operations Manager should be notified by telephone.
- An Accident/Incident Review Form shall be completed and faxed to the CTC within 24 hours of the accident/incident, and the original forwarded to the CTC within 48 hours.
- If personal injuries are evident or suspected, a 911 call should be made immediately. A police report should be filed for all accidents.
- If an accident results in bodily injury or property damage in excess of Federal Transportation Authority (FTA) guidelines, the driver must submit drug and alcohol testing in accordance with FTA requirements.
- If the driver is found at fault for the accident, he/she should submit to a drug and alcohol test.

- As soon as an accident is reported, a road supervisor will begin an investigation.
- One copy of a report filed by a law enforcement agency will be forwarded to the CTC within 48 hours of the accident.
- To the fullest extent possible, all standards have been implemented. This does not mean that a driver never honks a horn or eats on a vehicle.

Accidents reporting guideline

The following is the TD Commission’s requirement for accident reporting for the AOR:

- **Number of accidents:** The number of paratransit accidents under the appropriate category outlined below which occurred during this reporting period. Do not include section 49 USC 5307 fixed route/fixed schedule accidents. Each category is mutually exclusive and should be broken out into chargeable (a ticket was received or the cause of the accident was the fault of the provider) or non-chargeable (a ticket was given to the other party involved in the accident or was not the fault of the provider).
- **Person Only:** Total number of in-service accidents related to vehicle activity involving injury to persons only (this is not a count of injured persons). Injury to persons includes those situations where the person(s) requires transportation to a medical facility for some sort of medical attention as a result of the accident. This includes injuries sustained while entering and exiting vehicles.
- **Vehicle Only:** Total number of in-service accidents with damage to either vehicle involved in the accidents. The threshold for reporting purposes is when the damage to either vehicle or property meets or exceeds \$1,000.00.
- **Person and Vehicle:** Total number of in-service accidents with both vehicle damage and injury to persons involve in the accidents. The definitions and thresholds for “person” and “vehicle” are the same as in the preceding two paragraphs, and for reporting purposes, accidents reported in this category only have to meet the threshold criteria for one area (i.e. person or vehicle).

3. Accidents	
	Chargeable

Total Accidents Person Only:	
Total Accidents Vehicle Only:	
Total Accidents Persons and Vehicle:	
Total Accidents:	
Grand Total:	

These are the adopted standards and failure to comply with them is cause for termination of drivers, dispatchers and transportation providers.

Transit Patron Code of Conduct

The following is the transit authority's standards of conduct and behavior for all users of the Jacksonville Transit Authority (JTA) transit services and/or facilities.

I. Purpose and scope

This code of conduct is a rule of the Jacksonville Transportation Authority, help you to acquaint yourself with our current standards of conduct and behavior that is applicable to all JTA transit services and / or facilities for your safety, security and comfort. The following rules are design to preserve our customers' right to free speech, while simultaneously ensuring the safety and comfort of all customers, operators and the public; at large. The Code of Conduct applies to all modes and means of JTA transportation, including but not limited to the following:

- Transit buses, community shuttles
- Paratransit service and Skyway
- Charter service / special services vehicles
- Park and ride lots
- Transit shelters and all other passenger facilities

II. Rules of Transit

All passengers are required to abide by this "Code of Conduct for Transit Customers" to ensure that all JTA customers enjoy a comfortable ride on the JTA.

1. Please think of others and follow our no eating, drinking or smoking policy on-board any JTA vehicle.
2. Please do not open containers of food or drink. Not only are they not allowed on the JTA, this rule also help us to keep our vehicles clean and comfortable.
3. We are very protective of our customers, including you, so please don't use physical violence, profanity, intimidation, and/or harass other passengers or the operator. All of these actions are prohibited by JTA.
4. Possession or consumption of illegal drugs is not allowed by law.
5. To assure the safety of you, our operator and our customers, please remain behind the yellow line and minimize conversation with the operator.
6. Please remain seated and/or secure yourself until the vehicle comes to a complete stop.

7. Panhandling, sales, or solicitation is prohibited on-board a JTA vehicle. The distribution of printed materials at JTA public facilities should not interfere with bus operations.
8. The use of sound-generating electronic devices- like cell phones or portable disc players can only be used on our buses if you are using earphones. Conversations and other noises should be kept at a level that does not disturb other passengers or the operator.
9. Possession of weapons or flammable materials is prohibited on JTA vehicles, transit shelters and other JTA customer facilities.
10. All objects, such as strollers, should be folded prior to boarding and cannot block the aisle or stairway.
11. Appropriate clothing, shirt and shoes, is required to board the bus.
12. Operating or tampering with any JTA equipment is dangerous and prohibited.
13. Children under six years of age must be accompanied by an adult or guardian 13 years of age or older. JTA employees are not allowed to accept responsibility for unaccompanied minors.
14. All animals are prohibited unless used as service animal.
15. Vandalism or graffiti of JTA vehicles or property is illegal and therefore prohibited.

III. Customer Courtesy

- Please have the correct fare ready when boarding.
- Please occupy only one seat and make room for other passengers.
- Please exit at the rear door to make room for the flow of incoming passengers.
- Please consider offering you seat to the elderly or disabled passengers when possible.
- Please keep conversation and other noises to a minimum for the comfort of all JTA customers.
- Please allow customers in wheelchairs to board the bus first.
- Please reserve front seats for customers with disabilities.

IV. Penalties

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of service. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

1. Verbal warning by transit driver or JTA supervisor to correct a customer's non-compliance with JTA rules.
2. Offensive conduct on the part of a JTA customer may require their removal from the transit vehicle. If a passenger is

removed from a transit vehicle, the passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or passenger facility for the remainder of the day. When a passenger is in violation of the Code of Conduct and is asked to leave a JTA vehicle, their fare is forfeited. If a suspended passenger is seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be considered trespassed and law enforcement will be contacted.

3. A passenger may be suspended from all use of the JTA transit system for a determined period of time. A suspended passenger is not allowed to use any JTA vehicle or any JTA transit shelter or other passenger facility for the duration of the suspension period. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of non-compliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and / or have all JTA transit privileges permanently terminated.
4. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a safety hazard.

V. Florida Statutes

Please read and become familiar with the following State of Florida laws that can result in felony charges, are created to protect all JTA services and employees:

Florida Statute 784.07 – Assault or battery of law enforcement officers, firefighters, emergency medical care providers, public transit employees or agents, or other specified officers: minimum sentence.

Florida Statute 812.015 – Retail and farm theft; transit fare evasion; mandatory fine; alternative punishment; detention and arrest; exemption from liability for false arrest; resisting arrest; penalties.

VI. Publication

This code of conduct is available on-line at www.JTAFLA.com. Hard copies are available without charge at JTA's office 121 West Forsyth Street, Jacksonville, Florida 32204, and at selected JTA transit hub locations.

12. Local Complaint and Grievances Procedure / Process

All local coordinating boards are required to adopt Complaint and Grievance Procedures. The Duval County Transportation Disadvantaged Coordinating

Board adopted these Complaint and Grievance Procedures. Daily service complaints are routine in nature and are usually resolved immediately within the control center of the CTC. However, if left unresolved, a routine service complaint can develop into a formal grievance.

Section 1: Definition of a Complaint

For the purposes of this Committee a complaint is defined as:
“An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a rider, sponsoring agency, community service provider or the staff of the North Florida Transportation Planning Organization which addresses an issue or several issues concerning transportation services provided by the CTC or subcontractors. Complaints generally relate to the daily operation of the coordinated transportation system and could include late pickups, no-shows, the behavior of drivers, clients or reservationists, denial of service or discomfort.

Section 2: Complaint Procedures

The following procedures are established to provide regular opportunities for complaints to be made to the CTC and if necessary brought before the Grievance Committee as a “grievance.”

Filing a Complaint

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the Riders Guide and distributed to all clients. Riders can file complaints with the CTC by telephone 904-265-8928, fax 904-265-8919, e-mail ConnexionComplaint@JTAFLA.com or by regular mail to 100 Myrtle Avenue, Jacksonville, Florida 32204. All complaints must be submitted immediately after the incident and should include: passenger’s name and address, date and time of incident, and a detailed explanation of the incident. When requested, the CTC will respond in writing to complaints within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

Appeal to the Grievance Committee

The CTC shall advise and provide direction to all persons, agencies or entities from which a complaint has been received of their right to file a formal written grievance to the North Florida TPO for review by the Grievance Committee. The CTC will provide the Grievance Committee

with a report on each issue or item brought before the Committee and shall conduct additional investigation as required by the Grievance Committee.

Recording of Complaints

The CTC will keep a computerized file of all complaints and generate a monthly report identifying emerging patterns of complaints. At minimum this report should identify the number of complaints by type including on-time performance (late-trips), safety, vehicle condition, and customer service (driver behavior and reservationist behavior for example).

Written responses to complaints forwarded by any agency will be copied to the agency.

Section 3: Definition of a Grievance

For the purposes of this Committee a grievance is defined as:

“A circumstance or condition thought to be unjust and grounds for a grievance or resentment not resolved by the Community Transportation Coordinator (CTC) through the complaint procedure.” Grievances could include unresolved service complaints, denial of service, suspension of service and unresolved safety issues.

Issues concerning eligibility determinations are the sole responsibility of the entity/authority determining eligibility and are not subject to these grievance procedures. An exemption to the policy is not allowable under the grievance procedure.

Section 4: Grievance Procedures

The following procedures are established to provide regular opportunities for grievance to be brought before the Grievance Committee. The CTC provides copies of the Grievance Procedures to clients who have a service suspension.

A. Filing a Grievance

If a system user, sponsoring agency, community service provider or entity has a grievance with an action taken by the CTC in response to a complaint will present the grievance to the North Florida TPO within thirty (30) days of the written response from the CTC. All grievances must be in writing and shall include the following information:

1. The name and address of the grieving party; and

2. A statement of the grounds for the grievance and supporting documentation.

Facts concerning the grievance should be stated in clear and concise language. Grievances can be mailed to the North Florida TPO at the following address:

North Florida Transportation Planning Organization
980 North Jefferson Street
Jacksonville, Florida 32209
Attn: Elizabeth De Jesus

Grievances can also be e-mailed at edejesus@NorthFloridaTPO.com

The North Florida TPO will forward a copy of the grievance letter to the CTC for a written response and will schedule a meeting of the Grievance Committee. Grievances can also be mailed to the Community Transportation Coordinator (JTA Connexion) at this address:

JTA Connexion
100 North Myrtle Avenue
Jacksonville, Florida 32204
Attn: Justin Cayless

Grievances can also be faxed to the JTA Connexion at 904-265-8919. The JTA Connexion will forward all Grievances to the North Florida TPO. The aggrieved party and the CTC will be notified of the date, time and location of the meeting at least ten (10) days in advance.

B. Grievance Committee Hearing

Within thirty (30) days of receipt of the grievance of the Grievance Committee will meet and render a recommendation. A written copy of the Committees recommendation will be forwarded to the TD Board Chairperson and all parties involved within ten (10) days of the recommendation. The TD Board authorizes the Grievance Committee to make the final determination. The grieving party will be notified in writing of the Committee's final determination.

C. Appeal to the Florida Commission for the Transportation Disadvantaged

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and the Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged. The appeal should be in writing and submitted within 60 days of the denial date. It should be addressed to the Florida Commission for the Florida Transportation Disadvantaged at 605 Suwannee Street, MS-49, Tallahassee, Florida, 32399-0450.

D. Appeal to the Judicial Court System

Aggrieved parties with proper standing may request an administrative hearing or court hearing as per Chapter 120, Florida Statutes.

Section 5: Grievance Committee Procedures

The Grievance Committee will follow the procedures outlined below when a grievance has been filed:

Schedule Meetings

Upon receipt of a grievance the North Florida TPO staff will contact the Chairperson and members of the Grievance Committee to schedule a meeting. The Committee will hear grievance prior to the next regularly scheduled Board meeting or at a date, time and location convenient to the Grievance Committee. Grievance meetings will be advertised in a major circulation newspaper.

Notification

The North Florida TPO staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

Written Minutes

The minutes of the meeting are recorded and if requested will be provided in written format. These minutes shall include the following.

- A statement that a meeting has held in which the involved parties, their representative, and witnesses were given an opportunity to present their position.
- A statement that clearly defines the issues discussed.
- An opinion and reasons for the grievance based on the information provided; and
- A recommendation by the Grievance Committee based on their investigation and findings.

Communication with other Agencies

The North Florida TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, Florida Administrative Code.

ADA Eligibility Appeal Process

Persons who are denied eligibility for ADA paratransit service by JTA have the right to request a hearing to appeal to the JTA Appeals Committee.

a. Filing an Appeal

1. An appeal request shall be submitted in writing to the JTA or by phone (904)265-6001 within sixty (60) days of the original determination. If the determination is on a weekend or legal holiday, an appeal will be accepted on the next subsequent business day.
2. Appellants are urged to clearly state in their appeal the reason(s) why they believe the determination does not accurately reflect their ability to use JTA's fixed route bus service. Written material regarding the specific functional ability of the Appellant or relating to the general nature of the individual's disability may also be submitted in support of the appeal.

b. Appeal

1. Once the appeals letter and supporting documentation is received by JTA staff, the client's information will be reviewed. If nothing in the eligibility decision is changed after reviewing all available information, an appeals hearing will be scheduled.
2. All information gathered during the interview, assessment, supporting documents and anything submitted with appeals letter will be copied and provided to the appeals committee.
3. JTA staff will notify the appellant, by mail concerning the scheduled date and time of the hearing.
4. The client may attend the hearing but it is not mandatory. In addition, the appellant may submit any other supporting documents either prior to the meeting or at the meeting. If the client does not attend the hearing, the appeals committee will review all information provided as listed in step 2.
5. A letter concerning the appeals decision will be mailed to the appellant within 30 days following the appeals hearing. If a determination is not completed within 30 days, the appellant will be granted temporary eligibility.

13. Guidelines for Denial of Service

Repeated incidents of unacceptable behavior by a passenger necessitated development of policies that would prohibit such behavior on vehicles, would provide for a system of warnings and if necessary allow discontinuation of service.

The Need of Guidelines for the Denial of Service

The consensus of the Board is that rules governing the behavior of passengers are required. The proposed guidelines, which follow, have been submitted to the Florida Agency for Health Care Administration, the entity responsible for Medicaid, for approval. Action will be taken subsequent to that behavior. The guidelines are consistent with the provisions of the Americans with Disabilities Act, regarding passenger suspension of service for 30 days, and finally termination of service. The intent of the guidelines is to modify behavior of disruptive passengers, not to deny service.

The Duval County Transportation Disadvantaged Coordinating Board and the Community Transportation Coordinator for Duval County have reviewed and approved the following policy.

Policy Statement

It is the policy of the Coordinated Transportation System to provide safe and reliable service free of fear or violence. Unacceptable conduct by clients of the Community Transportation System shall not be tolerated and shall be discouraged by the use of increasingly severe sanctions. It is recognized that some action may be as intolerable or dangerous as to require immediate termination of service.

Definitions of Prohibited Conduct

Violent Conduct: Conduct by an individual that creates fear in another individual or results in unwarranted physical contact with another individual.

Seriously Disruptive Conduct: Conduct by an individual which demeans, denigrates or intimidates any other individual or interferes with the performance of another individual's action.

Illegal Conduct: Conduct which is prohibited by law or regulation and may include violent or seriously disruptive behavior.

Disciplinary Procedures

In accordance with §46.105, §37.5(h) of the Department of Transportation rule implementing the Americans with Disabilities Act,

It is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy or inconvenience employees of the entity or other persons."

The following procedures have been developed to ensure the safety and well-being of employees and any other persons coming into contact with the Community Transportation System.

All instances of unacceptable conduct shall be documented, in writing, and forwarded to the CTC. After reviewing the circumstances, the General Manager of the CTC shall determine what action is to be taken.

Incremental actions can be taken as follows:

1. For a **FIRST OFFENSE**, written notification shall be sent to the offending individual via certified mail with a return receipt requested. This notification shall detail the conduct deemed unacceptable, state that the notice is to be considered an official warning and that any reoccurrence of the conduct deemed unacceptable within one calendar year will lead to further disciplinary action. A copy of the notice will also be forwarded to the agency funding the client's trip.
2. For a **SECOND OFFENSE** within one calendar year, written notification will be sent, via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be suspended for a period of thirty (30) days. A copy of the notice shall also be forwarded to the agency funding or scheduling the client's trips.
3. For a **THIRD OFFENSE** within one calendar year, written notification shall be sent via certified mail with a return receipt requested, detailing

the conduct deemed unacceptable and stating that the client shall be removed from the service permanently. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.

No suspension or expulsion shall occur until after the time limit for making an appeal has expired with the exception of Prohibited Conduct so dangerous or disruptive it interferes with the immediate safety or well-being of any employee or other person.

Appeal Procedure

Anyone wishing appeal a decision to deny service due to inappropriate behavior or prohibited conduct shall present their request for appeal in writing to the General Manager of the Community Transportation Coordinator within fifteen (15) days of notification of disciplinary sanction. The General Manager will immediately forward the request for appeal to the staff of the North Florida TPO for the scheduling of a meeting of the Grievance Committee or JTA Administrative Appeal Process (similar to ADA Eligibility Appeal Process). The appellant should include the following information in his/her request:

1. The name and address of the appellant;
2. A statement of the grounds for the grievance and supporting documentation (if any); and
3. An explanation of the relief desired by the grieving party.
4. Facts concerning the grievance should be state in clear and concise language.

The appellant will be notified in writing of the date, time and location of the meeting of the Grievance Committee/Administrative Appeal Committee at which the appeal will be heard. This written notice will be mailed at least ten (10) days prior to the meeting.

If a client elects to pursue the appeals process, the agency funding the client's service will be notified and requested to attend the Grievance Committee/Administrative Appeal Committee.

Suspensions or expulsions from service will not be enforced during the appeal period, except in cases where the conduct is so dangerous or disruptive that it interferes with the immediate safety or well-being of any employee or other persons.

Within thirty (30) days of receipt of the appeal request the Grievance Committee/Administrative Appeal Committee will meet and render a decision. A written copy of the decision will be forwarded to the appellant via certified mail, return receipt, a copy will also be forwarded to all parties involved, including the agency funding service, within ten (10) days of the decision. If the appeal fails, the notification will also state the effective date of the suspension or expulsion.

Distribution of Guidelines for Denial of Service

Upon their approval by the Duval County Transportation Disadvantaged Coordinating Board copies of these guidelines will be transmitted to all funding agencies and current users of the services provided. Thereafter, a copy of the guidelines will be transmitted to all new clients.

14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

The JTA Connexion uses various means (including scheduled and unscheduled audits) to monitor and ensure that system safety standards are achieved in the following areas:

1. A service provider's training program including: defensive driving, sensitivity training, security training, drug and alcohol training, curriculum, instructional materials for both operators and maintenance staff.
2. The proficiency of operators in the system, through functional testing techniques and evaluation of job performance.
3. Pre-operational, post-operational Daily Vehicle Inspections (DVI-Form 13) and discrepancy reporting procedures for the vehicle fleet including all required records and documentation.
4. Scheduled preventive maintenance inspections and unscheduled vehicle maintenance repair procedures.
5. Personnel files including, but not limited to motor vehicles background checks, national criminal background check (pre-employment), local criminal background check (pre-employment and annual), Federal Transportation Administration drug/alcohol records, physicals, etc.
6. Motor vehicle inspections records.
7. Accident and incident reporting.

8. Customer service and dispatch departments.

The JTA Connexion Quality Assurance Officers (QOA) have the task of overseeing the policies and procedures set forth in the System Safety Program Plan (SSPP) and when necessary initiating the appropriate changes to improve the overall safety of the system. It is the responsibility of the Quality Assurance Officers to monitor each participating contractor's compliance within the safety plan.

Each service provider shall designate a minimum of one Safety Officer to ensure compliance with the Duval County SSPP and other safety related issues. Upon assignment, the service providers must submit (by written correspondence) the name(s) and contract phone number(s) of their designated Safety Officer to the JTA Connexion's Quality Assurance Department.

Each Safety Officer shall have the qualifications and authority to inspect vehicles and drivers for compliance. They shall also have the authority to hold a vehicle or prevent a driver from operating in the service, if the vehicle or driver is found out of safety compliance.

The service provider's Safety Officers shall perform regular inspections, monitor training, investigate all complaints of safety and rules violations and shall investigate vehicle or rider accidents and make reports of their findings with appropriate support documentation. A copy of the SSPP is included in Appendix B.

15. Coordination Contract Evaluation Criteria

Factors reviewed prior to entering into a coordination contract with an agency includes provisions that comply with the Memorandum Agreement between the Florida Commission for the Transportation Disadvantaged, Chapter 427, F.S. and Rule 41-2 F.A.C. In addition, the following must be provided by the coordination agency to the CTC:

- A System Safety Program Plan prepared in accordance with Chapter 341.061 F.A.C.
- Minimum vehicle liability insurance of \$100,000 per person and \$200,000 per incident;
- A brief explanation of the overall agency functions and its transportation program;
- Expected funds required to support its transportation trips with per trips and/or per unit costs;

- Estimated number of one-way trips to be provided; and
- Other information as required by the CTC to complete the Annual Operating Report.

B. Cost / Revenue Allocation and Rate Structure Justification

On October 12 2000 the First Coast Metropolitan Planning Organization (now the North Florida TPO) recommended the designation of Jacksonville Transportation Authority as the Community Transportation Coordinator (CTC) for Duval County and approved by the TD Commission effective March 1, 2001. The JTA has been re-designated as Duval County's CTC in 2006, 2011 and 2016. The Commission entered into a Memorandum of Agreement (MOA) with Jacksonville Transportation Authority (JTA), designating them as the CTC for Duval County. The MOA is an agreement between the TD Commission and an organization/entity to designate them as CTC. The CTC is responsible for the arrangement of all transportation services in a particular service area. These services are funded through federal, state, and local government transportation disadvantaged funds. The MOA contains the Commission's minimum service standard requirements and is the basis for the uniform statewide passenger transportation services. The actual rate and fare information is a component of the Service Plan which must be submitted with the MOA. The fare structure developed by the CTC for use in Duval County bills purchasing agencies on a per trip basis. The Rate Calculation Model Worksheet, use to calculate the non-sponsored rates are included in Appendix H.

Services

Services are defined as follows:

- ✓ *Random Shared Ride Services*
These are trips made by passengers who are travelling to a destination where the passenger is not traveling with more than five other passengers traveling to or from the same destination. This type of service represents the majority of paratransit service provided by the CTC
- ✓ *Deviated Fixed Route or Group Services*
These are trips for passengers making frequent, regularly scheduled trips to day programs. Under the group classification, five or more passengers must be traveling together on the same vehicle to or from a single destination.
- ✓ *Fixed Route Service*
These are CTC sponsored trips on JTA fixed route buses.
- ✓ *Out of County Trips*
These are special trips offered only to passengers to Medical locations outside of Duval County on a case by case basis.
- ✓ *Deviated Fixed Route of Group Services*

These are trips for passengers making frequent, regularly scheduled trips to day programs within a defined service area. Under the group classification, five or more passengers must be traveling together on the same vehicle to or from a single destination.

Fares for Agencies Purchasing Service

The current fare structure for all services is as follows:

Table 21 - In County Fixed Route Services

Fare Category	New Fare	With MyJTA App
Fixed Route		
Single Trip Fare	\$1.75	—
Single Trip Fare (reduced)	\$0.75	—
1-Day Pass	\$4.50	\$4.25
1-Day Pass (reduced)	\$1.75	\$1.50
3-Day Pass	\$12.00	\$11.00
7-Day Pass	\$20.00	\$18.00
31-Day Pass	\$65.00	\$60.00
31-Day Pass (reduced)	\$32.00	\$30.00
31-Day Pass (youth)	\$32.00	\$30.00
Express Fare	\$2.75	—
Express Fare (reduced)	\$2.00	—
Senior Fare (age 65 and older)	FREE	—
Ferry		
Single Trip Fare	\$1.75	
Single Trip Fare (reduced)	\$0.75	
1-Day Pass	\$4.50	\$4.25
1-Day Pass (reduced)	\$1.75	\$1.50

3-Day Pass	\$12.00	\$11.00
7-Day Pass	\$20.00	\$18.00
31-Day Pass	\$65.00	\$60.00
31-Day Pass (reduced)	\$32.00	\$30.00
31-Day Pass (youth)	\$32.00	\$30.00
Express Fare	\$2.75	_____
Express Fare (reduced)	\$2.00	_____
Senior Fare (age 65 and older)	FREE	_____

Fixed-Route Reduce Fare Card Program

Any person with a temporary or long-term certified documented disability.

Qualifications for Reduced Fare Card

Proof of disability/Medicare eligibility. Submit one of the options listed below and a government issued pictured ID card. (Please note you must submit the exact form as required).

- A. Social Security Validation. You must provide a current printout that states the words, “disabled individual”, or the letters DI after your social security number.
- B. Medicare Validation
 - 1. A copy of your Medicare card (not Medicaid)
- C. Disabled Veterans Validation. If you are service-connected disabled, you must submit:
 - 1. A copy of your benefit letter from the Veterans Administration with a disability rating of at least 50%.
- D. Doctor Validation. You must submit the following two forms:
 - 1. Jacksonville Transportation Authority Application for Reduced Fare Card Application.

-and-

- 2. A doctor statement describing the nature of your disability on professional letterhead or prescription form.

Passenger Fares

Passengers utilizing the Complementary Paratransit Service funded by the Jacksonville Transportation Authority and those receiving non-sponsored service are required to pay a fare. The FTA allows for an ADA flat rate not to exceed twice the fixed route base fare. The rate for Transportation Disadvantaged (TD) trips will be established at \$.50 greater than the recommended base ADA fare:

Connexion ADA Fare - \$3.00

Effective May 1, 2015 JTA will offer complementary trips to ADA approved Paratransit customers traveling within the Skyway service area. ADA trips must start and end within $\frac{3}{4}$ of a mile of the Skyway during the Skyway's normal operating hours.

Transportation Disadvantage (TD) Fare - \$3.50

Fare for Connexion Trips Outside of Duval County - \$6.00 (flat rate)

Connexion Plus Fare - \$6.00 one way / PCA's can ride no charge

Rate Structure

Rates paid to transportation operators are negotiated in their contract with the Community Transportation Coordinator's Manager Contracts may be renegotiated and / or renewed annually on or October 1. A vehicle revenue hour is calculated from the time of the first pick-up of the day until the last drop off of the day. Minus any time, the vehicle is out of service due to accidents, breakdowns, fueling and meal breaks or otherwise unavailable for service. Some dedicated vehicles are operated in split-shifts, operating only two or four hours during the morning peak hours, and /or two to four hours in the afternoon peak hours. Per Trip Rates are paid where service is not provided in dedicated vehicles. This methodology is used particularly where the carrier also transports other private pay passengers along with the CTC passengers or where the CTC does not schedule the vehicles. Air Mile Rate is reimbursed for out of county trips and for clients' reimbursements. Hourly and Trip rates transportation operators are currently paid for the service they provide are as follows:

**Table 22- Rate Structure CTC
2014-2015**

Transportation Provider	Type of Service	Rate per Revenue Hour	
MV Transportation	JTA Vans	\$37.641	

**Table 23 - Calculated Rate for Non-Sponsored Trips
Rates for Fiscal Year 2020-21**

	Ambulatory	Wheelchair
Rate per Passenger Mile	\$2.86	\$4.91
Rate per Passenger Trip	\$28.18	\$48.31
Rates if no Revenue Funds were identified as Subsidy Funds		
	Ambulatory	Wheelchair
Rate per Passenger Mile	\$4.75	\$8.14
Rate per Passenger Trip	\$46.73	\$80.11

**Table 24 -Service Rates Summary
Community Transportation Coordinator: JTA Connexion
Effective Date: June 30, 2020**

Type of Service to be provided	UNIT (Passenger Mile or Trip)	Cost per Unit \$
ADA	Trip	\$33.45
Non-Sponsored:		
Ambulatory	Passenger Trip	\$28.18
Wheelchair	Passenger Trip	\$48.31

III. QUALITY ASSURANCE

Every year the Evaluation Committee of the Duval County Transportation Disadvantaged Coordinating Board conducts an extensive evaluation of the Community Transportation Coordinator. The Evaluation is based on data reported in the Annual Operating Report (AOR), previous AORS, and on statistics reported to the Board in the Monthly Statistical Report. The Board and the CTC (JTA Connexion) have been working over the last year to better coordinate the data reported in the Monthly Statistical Report with data needed for the Annual Evaluation and to provide the information on a timelier basis. When the evaluation is completed it is forwarded to the Board for review and approval and thereafter forwarded to the Florida Commission for the Transportation Disadvantaged.

A. Annual Evaluation of the Community Transportation Coordinator

The evaluation period for the Community Transportation Coordinator is July 1, through June 30. It includes a peer group analysis.

B. Quality Assurance and Program Evaluation

In addition to the local evaluation, the Florida Commission for the Transportation Disadvantaged conducts its own evaluation of the TD program and the performance of the CTC biennially. This review examines record keeping, implementation of Commission standards and local standards, compliance with the Americans with Disabilities Act, implementation of Medicaid standards and the availability of service. Service providers are also reviewed and monitored for:

1. Street supervision
2. Surveys are randomly distributed to riders of the system
3. Quality Assurance Telephone surveys are utilized to riders of the system
4. Every two years the State Quality Assurance team evaluates the system
5. FDOT inspects vehicles annually
6. CTC randomly spot check vehicle operators
7. Check-in procedures monitor client and agency billings
8. For the time being, the same monitoring tools will be utilized.

C. Planning Agency Evaluation Process

It is the intention of the Florida Commission for the Transportation Disadvantaged to evaluate the performance of the designated official planning agencies on a regular basis. The North Florida Transportation Planning Organization (North Florida TPO) is the designated planning agency for Duval County. The responsibilities of the planning agency are to:

Program Management

- Provide and process the appointment and re-appointment of voting and non-voting members of the local coordinating board.
- Prepare agendas for board meetings.
- Prepare official minute of board meetings and keep records of all meetings for at least three years.
- Provide at least one public hearing annually.
- Provide staff support for committees and subcommittees.
- Develop and update bylaws for approval of the board.
- Develop, update and implement the adopted grievance procedures.
- Maintain a current membership roster and mailing list of board members.
- Provide public notice of board meetings.
- Review and comment on the Annual Operating Report for submittal to the local board and the Commission.
- Jointly develop the Transportation Disadvantaged Service Plan with the Community Transportation Coordinator.
- Review and comment on the Transportation Disadvantaged Service Plan.
- Report the actual expenditures of direct federal and local government transportation disadvantaged transportation funds to the Commission.
- Report the annual budget estimates for direct federal and local government transportation funds to the Commission.

Service Development

- Prepare the planning section of the Transportation Disadvantaged Service Plan.
- Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plan. Ensure activities of local coordinator are consistent with local comprehensive planning activities.

Technical Assistance, Training and Evaluation

- Provide the local coordinating board with quarterly reports of planning accomplishments as outlined in the planning grant agreement or any other activities related to the transportation disadvantaged program including but not limited to consultant contracts, special studies and marketing efforts.
- Attend Commission sponsored training, the Commission’s quarterly regional meetings, and the Commission’s annual training workshop, within budget/staff/schedule availability.
- Attend at least one Commission meeting each year within budget/staff/schedule availability.
- Notify Commission staff of local concerns that may require special investigations.
- Provide training for newly-appointed local coordinating board members.
- To the extent feasible, collect and review proposed funding applications involving “transportation disadvantaged” funds consistent with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, and provide recommendation to the local coordinating board.
- Ensure the local coordinating board conducts, at minimum, an annual evaluation of the CTC. The local coordinating board shall evaluate the CTC based on local standards and issuing the Commission’s Evaluation Workbook for CTCs and Providers in Florida (at minimum, using the modules concerning Competition in Use of Transportation Provider, Cost-Effectiveness and Efficiency, and Availability of Service.)

- Assist the Commission for the Transportation Disadvantaged in any requested joint reviews of the CTC within budget/staff/schedule availability.
- Ensure the local coordinating board annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost-effective and efficient transportation available within Rule 41-2, F.A.C.

Liaison Activities

- Participate in, and initiate when necessary, meetings with the Commission, purchasing agencies, public transit agencies, the local school board, and others to discuss needs, service evaluation, and opportunities for service improvement within budget/staff/schedule availability.
- In coordination with the local coordinating board, conduct the selection process and recommend a community transportation coordinator, when needed.

Approval of
2021-26 Duval County CTC
Memorandum Of Agreement
(MOA)

Agenda Item J

Contract # TD2172

Effective: 7/1/2021 to 6/30/2026

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Jacksonville Transportation Authority, 100 N. Myrtle Avenue, Post Office Drawer "O", Jacksonville, Florida, 32203, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Duval county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
 - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
 - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
 - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
 - D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
 5. Reporting accidents involving a vehicle operated within the coordinated transportation system in the coordinator's designated service area. Accidents involving a fatality or fatalities must be reported to the Commission not more than 24 hours after the community transportation coordinator becomes aware of the fatal accident. Any other accident, those not involving a fatality or fatalities, with over \$1,000 in property damages, or personal injury that requires evacuation to a medical facility or a combination of both, must be reported to the Commission not more than 72 hours after the community transportation coordinator becomes aware of the accident. Copies of any accident report or reports prepared or received by the community transportation coordinator as a result of any accident must be sent to the Commission upon receipt or preparation of the report.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct 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.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the

Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

K. Protect Civil Rights by:

1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing

herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
 - 1. 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.
 - 2. The paratransit driver 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 certain paratransit service categories, the driver may also 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.

3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. 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.
- P. Comply with other requirements as follows:
1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
 2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
 3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. 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.
 4. Provide shelter, security, and safety of passengers at vehicle transfer points.
 5. Post a local or other toll-free number for complaints or grievances inside each vehicle. 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.
 6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
 7. Keep interior of all vehicles 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.
 8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
 9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
 10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. 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.

11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.
12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.

- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.
- F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is: **Superintendent of Transportation Connexion, 100 N. Myrtle Avenue, Post Office Drawer "O", Jacksonville, Florida, 32203**.

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on May 6, 2021.

Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Jacksonville Transportation Authority
Agency Name

Printed Name of Authorized Individual

Printed Name of Authorized Individual

Signature: _____

Signature: _____

Title: Executive Director

Title: _____

Report of the
Community
Transportation
Coordinator

Agenda Item M

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
July 1, 2020- June 30, 2021

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	FYTD Total	Average
Total Service														
Unduplicated Passengers	1,343	1,400	1,501	1,526	1,456	1,482	1,440	1,445	1,483					1,452.9
Total Para Passenger Transported	16,276	17,130	19,068	20,666	18,179	18,339	18,174	17,639	20,192				165,663	18,407.0
Vehicles in Service (max)	69	71	71	68	68	64	68	69	67					68.3
Revenue Hours	10,554	11,139	12,050	12,698	10,593	11,852	11,469	10,966	12,375				103,695	11,521.7
Total Vehicle Hours	12,301	13,065	13,798	14,405	12,925	13,568	13,069	12,314	13,886				119,331	13,259.0
Revenue Miles	189,228.6	197,230.2	219,812.7	232,674.4	193,852.9	212,537.4	210,624.9	201,488.6	227,659.8				1,657,449.6	207,181.2
Total Vehicle Miles	216,529.5	226,773.8	247,861.8	260,696.8	232,523.3	239,930.3	237,523.3	226,106.6	253,907.7				2,141,853.1	237,983.7
Service Effectiveness														
Total Revenue Miles / Passengers	11.6	11.5	11.5	11.3	10.7	11.6	11.6	11.4						11.4
Total Passengers / Revenue Hour	1.54	1.54	1.58	1.63	1.72	1.55	1.58	1.61	1.63					1.6
Cost Effectiveness														
Total Billable Cost For All Trips	\$ 964,847	\$ 1,232,245	\$ 1,464,576	\$ 1,576,446	\$ 1,354,824	\$ 1,445,171	\$ 1,417,014						\$ 9,455,123	\$ 1,350,731.86
Total Billable Cost/Revenue Hour	\$ 91.42	\$ 110.62	\$ 121.54	\$ 124.15	\$ 127.90	\$ 121.94	\$ 123.56	\$ -	\$ -					\$ 117.30
Total Billable Cost/ Passenger Trip	\$ 59.28	\$ 71.93	\$ 76.81	\$ 76.28	\$ 74.53	\$ 78.80	\$ 77.97	\$ -	\$ -					\$ 73.66
Trip Status Detail														
Trips Requested (Trips booked)	21,818	22,504	24,214	25,542	24,523	25,066	23,025	22,318	25,718				214,728	23,858.7
Advanced Cancels (Advanced CX, User Error CX, Site Closure CX)	3,486	3,565	3,380	2,820	3,964	4,156	3,020	2,534	2,922				29,847	3,316.3
Scheduled Trips (Trips booked less advanced cancels)	18,332	18,939	20,834	22,722	20,559	20,910	20,005	19,784	22,796					20,542.3
No-Shows (No shows, cancelled @ door)	663	651	604	621	736	820	416	455	515					609.0
Late Cancel	376	344	370	442	431	468	344	338	364					386.3
Net No Shows	1,039	995	974	1,063	1,167	1,288	760	793	879					995.3
Not Transported - Error (NE, CP, NP)	69	58	129	43	48	115	379	269	297					156.3
Missed Trips (No-shows outside the window)	79	60	71	127	142	155	110	175	247					129.6
Same Day Cancels	1,921	1,942	1,962	2,428	2,383	2,436	1,981	2,107	2,706					2,207.3
Completed Trips	15,224	15,884	17,698	19,061	16,819	16,916	16,775	16,440	18,667				153,484	17,053.8
No-show % of Scheduled	5.7%	5.3%	4.7%	4.7%	5.7%	6.2%	3.8%	4.0%	3.9%					0.0
CTC Call Center Information														
Calls Offered	10,576	11,301	12,744	13,491	13,138	13,357	12,564	13,383	15,500				116,054	12,894.9
Calls Answered	9,605	10,516	11,745	12,699	12,498	12,577	12,085	12,571	14,289				108,585	12,065.0
Calls (long) Abandoned	822	625	774	559	429	562	290	574	940				5,575	619.4
Hang-Ups (short abandon)	149	160	225	233	211	218	189	238	271				1,894	210.4
Average Hold Time (Secs)	118	102	112	71	54	70	41	53	85				704	78.2
Complaints / Commendations														
Policy	-	-	5	6	3	5	-	3					22	4.4
Service	12	13	27	41	36	41	26	40					236	29.5
Vehicle	1	-	-	-	-	-	1	-					2	1.0
Other	-	-	-	-	-	2	-	-					2	2.0
Total Valid Complaints Received	13	13	32	47	39	48	27	43					262	32.8
Commendations by CTC	-	1	-	2	-	-	-	-					3	1.5
Commendations by Transportation Providers	10	15	-	18	10	11	15	11					90	12.9
Total Commendations	10	16	-	20	10	11	15	11					93	13.3
Complaints per 10,000 Trips	8.0	8.2	18.1	24.7	23.2	28.4	16.1	26.2	0.0				17.1	19.1

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
July 1, 2020- June 30, 2021

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	FYTD Total	Average
Service Reliability														
Total Completed Trips														
MV	10,160	9,760	10,893	11,552	10,335	10,335	10,277	10,266	11,737				95,315	10,591
CRC	5,064	6,124	6,805	7,509	6,484	6,581	6,498	6,174	6,930				58,169	6,463
Total Trips	15,224	15,884	17,698	19,061	16,819	16,916	16,775	16,440	18,667	-	-	-	153,484	17,054
Percent On-Time Trips														
MV	88.1%	90.3%	87.6%	81.5%	81.7%	84.1%	83.7%	77.7%	76.6%					83.5%
CRC	89.1%	91.0%	87.6%	81.7%	85.2%	88.1%	88.0%	79.6%	79.8%					85.6%
Total On-Time	88.4%	90.6%	87.6%	81.6%	83.1%	85.7%	85.4%	78.45%	77.76%					84.3%
Total Trips - Includes No-Shows, Cancel Door and Missed Trips														
MV	10,704	10,229	11,332	12,008	10,902	10,943	10,631	10,673	12,206				99,628	11,070
CRC	5,291	6,391	7,060	7,831	6,826	6,960	6,697	6,419	7,242				60,717	6,746
TOTAL	15,995	16,620	18,392	19,839	17,728	17,903	17,328	17,092	19,448	0	0	0	160,345	17,816
Late Pick-Ups														
MV	1,273	993	1,409	2,219	1,992	1,738	1,729	2,375	2,862				16,590	1,843
CRC	577	575	876	1,434	1,011	826	804	1,308	1,464				8,875	986
TOTAL	1,850	1,568	2,285	3,653	3,003	2,564	2,533	3,683	4,326	0	0	0	25,465	2,829
Complaints (Valid only)														
MV	12	12	27	39	35	41	20	36					222	28
CRC	0	1	4	8	4	7	6	7					37	5
JTA	1	0	1	0	0	0	1	0					3	1
TOTAL	13	13	32	47	39	48	27	43	0	0	0	0	262	33
Accidents - Person Only (Chargeable)														
MV	0	1	0	0	0	0	1						2	1.0
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	1	-	-	-	-	1	-	-	-	-	-	2	1.0
Accidents - Person Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Vehicle Only (Chargeable)														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Vehicle Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Person & Vehicle (Chargeable)														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a

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	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	FYTD Total	Average
Accidents - Person & Vehicle (Non-Chargeable)														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Chargeable	-	1	-	-	-	-	1	-	-	-	-	-	2	1.0
Total Non-Chargeable	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Accidents	-	1	-	-	-	-	1	-	-	-	-	-	2	1.0
Accidents per 100,000 Miles													0.1	#DIV/0!
Total Roadcalls (Major)														
	6	6	6	6	7	6	5	5	4	2	1	2	56	4.7
Service Utilization														
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	
Trip Purpose														
Employment	3,154	3,539	3,792	4,014	3,563	3,466	3,712	3,557	4,071				32,868	3,652.0
Percent of Total Trips	21%	22%	21%	21%	21%	20%	22%	22%	22%					21%
Medical	3,311	3,505	3,973	4,154	3,710	3,765	3,515	3,487	4,111				33,531	3,725.7
Percent of Total Trips	22%	22%	22%	22%	22%	22%	21%	21%	22%					22%
Dialysis	5,394	5,238	5,289	5,608	5,057	5,060	4,826	4,507	5,202				46,181	5,131.2
Percent of Total Trips	35%	33%	30%	29%	30%	30%	29%	27%	28%					30%
Education	106	400	1,058	1,314	1,047	873	1,170	1,280	1,257				8,505	945.0
Percent of Total Trips	1%	3%	6%	7%	6%	5%	7%	8%	7%					6%
Shopping	106	706	643	760	697	873	814	704	879				6,182	686.9
Percent of Total Trips	1%	4%	4%	4%	4%	5%	5%	4%	5%					4%
Other	3,153	2,496	2,943	3,211	2,745	2,879	2,738	2,905	3,177				26,247	2,916.3
Percent of Total Trips	21%	16%	17%	17%	16%	17%	16%	18%	17%					17%
TOTAL	15,224	15,884	17,698	19,061	16,819	16,916	16,775	16,440	18,697	-	-	-	153,514	17,057
Service Utilization														
Population Served/Passengers														
Ambulatory	12,018	13,049	14,714	15,712	13,783	13,893	13,994	13,538	15,496				126,197	14,021.9
Wheelchair	3,273	3,128	3,334	3,659	3,242	3,226	3,092	3,090	3,652				29,696	3,299.6
Scooter	985	953	1,020	1,295	1,153	1,220	1,088	1,011	1,044				9,769	1,085.4
Total	16,276	17,130	19,068	20,666	18,178	18,339	18,174	17,639	20,192	-	-	-	165,662	18,406.9
Population Served/Trips														
Ambulatory	11,001	11,838	13,394	14,159	12,462	12,500	12,644	12,370	14,005				114,373	12,708.1
Wheelchair	3,258	3,110	3,321	3,638	3,231	3,210	3,078	3,076	3,640				29,562	3,284.7
Scooter	965	936	983	1,264	1,126	1,206	1,053	994	1,022				9,549	1,061.0
Total	15,224	15,884	17,698	19,061	16,819	16,916	16,775	16,440	18,667	-	-	-	153,484	17,053.8
Road call, Major Mechanical Failures (RM)														
Road call, Minor Mechanical Failures (RO)														