



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. Election of 2021 Vice-Chairman **ACTION ITEM**
- F. Minutes of September 3, 2020 **ACTION ITEM**
- G. Approval of 2019-20 Annual Operations Report **ACTION ITEM**
- H. Approval of CTC Vehicle to attend 2021 TD Day at the Capitol **ACTION ITEM**
- I. 2019-20 CTC Evaluation & 2021-26 TD Service Plan - Selection of Committee members **ACTION ITEM**
- J. Commission Update / Legislative Information Only
- K. Report of the Community Transportation Coordinator Information Only
 - Monthly Board Report
 - Operator Payments
- L. Report of the Jacksonville Transportation Advisory Committee Information Only
- M. Unfinished Business Information Only
- N. New Business Information Only
- O. Regional Update Information Only
- P. Agency Reports Information Only
- Q. Public Comments
- R. Adjournment

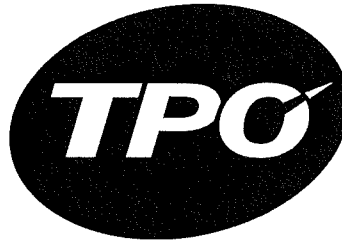
The next meeting will be March 4, 2021.

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
September 3, 2020

Agenda Item F



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

Thursday, September 3, 2020 - 9:00 AM
VIRTUAL MEETING

MEMBERS PRESENT:

Jeff Aboumrad, Vocational Rehab/Dept. of Education
Terry Campbell, Dept. of Children and Families
Ron Howell, Northeast Florida Community Action Agency
John Markiewicz, Disabled American Veterans, **Vice Chairman**
Charisa Munroe, DCI Shands Jacksonville, Medical Community
Dan O'Connor, Citizen Advocate
DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)
Theodis Perry, FL Dept. of Transportation
Kara Tucker, City of Jacksonville, Disabled Services

MEMBERS ABSENT:

Janet Dickinson, Elder Source (for Nancy Tufts)
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

OTHERS PRESENT:

Farisha Hamid, Office of Senator Audrey Gibson
Liz Peak, Regional Mobility Group
Mark Wood, JTA Connexion

TPO STAFF PRESENT:

Elizabeth De Jesus, Transportation Programs 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 9:08 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 THE MINUTES OF THE MAY 7, 2020 MEETING OF THE DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Vice Chairman Markiewicz asked for review and approval of the minutes of the May 7 meeting.

Terry Campbell moved for approval of the May 7, 2020 minutes; Dan O'Connor seconded; motion unanimously carried.

► **E. APPROVAL OF NEW MEMBERS AND ALTERNATES**

Elizabeth De Jesus informed the committee that she received an email from Florida Agency for Persons with Disabilities (APD). Ms. De Jesus will reach out to them to see if they are interested in participating on the TD Board.

► **F. APPROVAL OF GRIEVANCE PROCEDURE - DEFERRED**

In communication with the CTC, the application used to generate the report is out of service. The CTD indicated they are working to restore the service. The final report approval will be deferred to the November meeting.

► **G. REGIONAL UPDATE**

Liz Peak gave the following update on the Regional Transit Working Group.

- Before the COVID-19 pandemic, the Regional Transit Working Group received approval for the Northeast Florida Coordinated Mobility Plan and were ready to begin implementing those goals.
- The group continued to meet via Zoom and helped each other with by sharing resources and knowledge related to the pandemic. For example, the way the vehicles were cleaned, locating and sharing cleaning products, and changing policies and procedures to protect our drivers and passengers.

- The Nassau Express Select Service started in December and was suspended in March. It resumed operations in July, with a new stop at the Regional Transportation Center. The Baker and St. Johns Express Select Services began in July.
- The coordination of the technology updates to the Trapeze and client management system were led by the Regional Transit Working Group.
- During this pandemic, we learned that there is a great need for a single webpage dedicated to the coordination of regional transportation. The webpage is currently under development and should be launched during Mobility Week.
- Mobility Week will take place October 30 through November 6. This event will highlight safe multi-modal transportation choices.
- Some of the priority projects highlighted in the Coordinated Plan were put on hold due to the pandemic. We hope to be back on track within the next few months.
- Work will resume on the Customer Centered Mobility Management System that will provide a full range of mobility options by expanding the availability and accessibility within each county and across the region.

Ms. Peak asked for questions.

- Dan O'Connor wanted to know if there were any other areas in Florida that are adopting the regional concept with multiple counties.

Ms. Peak responded that there are some good examples of regional coordination in several areas of Florida, with the Tampa Bay and Orlando areas being the largest.

Elizabeth De Jesus thanked Liz Peak for attending the meeting and providing an update on behalf of the Regional Transit Working Group.

► **H. COMMISSION UPDATE/LEGISLATIVE**

- The CTD held virtual meetings during the month of August to discuss changes to the CTD Allocation model. The final draft report is available at <https://ctdallocationstudy.com/index.php/final-report/>.

► I. **REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR**

Mark Wood gave the following update.

- At the beginning of the pandemic, ridership dropped 50 percent below average. Over the past six to eight weeks, we have seen a steady increase. As a result, we are transitioning drivers from part-time back to full time.
- As they are available, we are providing masks to passengers that do not have them. The drivers are adapting well to the new environment in terms of wearing a mask and sanitizing the vehicles.

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

There was no representation from JTAC at the meeting. Elizabeth De Jesus wanted to know if JTAC has been meeting during the pandemic. Mr. Wood responded that JTAC is meeting virtually on their normal schedule and informed the committee that Ken Middleton is JTA's JTAC liaison. Mr. Wood indicated that there is nothing to report at this time.

► K. **UNFINISHED BUSINESS**

None at this time.

► L. **NEW BUSINESS**

- As last reported by the CTD, we are authorized to have virtual public meetings until the end of this month. Unless there is a change in status or the deadline is extended by Governor DeSantis, Sunshine Law dictates that a quorum is established by those physically present.

To date, November's meeting will be face-to-face. We have taken the necessary precautions to provide social distancing in the Boardroom, and will make sure that the number of those present is limited following government guidelines.

- Marci Larson, TPO Public Affairs Manager, would like to add the member's email addresses to our mailing list. The emails are usually sent once a month and provide a brief update on the projects the TPO is working on. If anyone does not wish to receive these emails, please contact me.
- Dan O'Connor informed the group that the Able Trust held a virtual meeting September 2 on Florida's accessible transportation future. Every

five years, FDOT updates its long-range plan to adjust for opportunities and challenges that need to be addressed for land, sea, air and space travel. Representatives from the Florida Transportation Plan Planning Team were on the webinar and eager to hear what is needed to ensure that individuals with disabilities and their families can live, work, learn, play and raise a family in Florida.

Mr. O'Connor wanted to know if our local coordinating board was aware of the meeting.

Ms. De Jesus responded that she was not aware of the meeting and asked Mr. O'Connor to send her the information.

Kara Tucker indicated that she attended the meeting and that they are accepting comments through September 30.

- Jeff Aboumrad asked Elizabeth De Jesus to find out if a hybrid meeting would be acceptable for November. A hybrid being some members participate virtually and some members participate in person.

Ms. De Jesus responded that Sunshine Law requires people meet in person to establish a quorum. If we can have a hybrid meeting, we will need a quorum established from those attending in person.

Vice Chairman Markiewicz commented that he prefers a virtual meeting, but even that presents some challenges.

► **M. PUBLIC COMMENTS**

- Dan O'Connor wanted to know how things are going with the JRTC.

Mr. Wood responded that the JRTC opening coincided with the beginning of the pandemic. We are not seeing the level of ridership and activity that we expected. Staff is continuing to work virtually and in person staggered shifts.

- Thee Perry gave the following brief update for FDOT.

Our federal grant workshop will be held virtually October 15. If you would like information regarding this event, please contact Janelle Damato at 904-360-5687.

If you need any additional information regarding Mobility Week, please contact Chris Nielson at 904-360-5667.

- Dan O'Connor gave the following brief update for the Division of Blind Services.

We recently became accessible to the public. Staff at our training facility are still working remotely. Training is occurring virtually with the exception of orientation and mobility.

- DeWeece Ogden gave the following brief update for the Florida Agency for Health Care Administration.

Our building remains closed and staff is continuing to work virtually. If any of our members or providers have any questions or concerns, please call our contact center at 877-254-1055.

- Kara Tucker gave the following brief update for the City of Jacksonville's Disabled Services.

Our office reopened June 3. The Mayor's Disability Council has been meeting virtually. On October 15, we will celebrate White Cane Awareness Day. October is Disability Employment Awareness Month. We will hold our ADA Symposium October 14. We are working on a campaign for the rapid flashing beacons with the Mayor's Office. This campaign focuses on street crossing safety.

- Elizabeth De Jesus asked the committee if they would like to include the agency updates on the agenda going forward.

DeWeece Ogden responded that she thinks it is a great idea.

Ms. De Jesus responded that she will include it on the agenda going forward.

- Vice Chairman Markiewicz commented that the VA has authorized a partial reopening of the hospitals and clinics. Van services are anticipated to resume sometimes this month.

► **N. ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:52 a.m. The next TD meeting will be November 5, 2020.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on September 3, 2020.

Elizabeth De Jesus
Duval County TD Planning Agency

Report of the
Community
Transportation
Coordinator

Agenda Item K

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											1,414.7
Total Para Passenger Transported	16,276	17,130	19,068										52,474	17,491.3
Vehicles in Service (max)	69	71	71											70.3
Revenue Hours	10,554	11,139	12,050										33,743	11,247.7
Total Vehicle Hours	12,301	13,065	13,798										39,164	13,054.7
Revenue Miles	189,228.6	197,230.2	219,812.7										606,271.5	202,090.5
Total Vehicle Miles	216,529.5	226,773.8	205,561.7										648,865.0	216,288.3
Service Effectiveness														
Total Revenue Miles / Passengers	11.6	11.5	11.5											11.6
Total Passengers / Revenue Hour	1.54	1.54	1.58											1.6
Cost Effectiveness														
Total Billable Cost For All Trips													\$ -	
Total Billable Cost/Revenue Hour	\$ -	\$ -	\$ -											
Total Billable Cost/ Passenger Trip	\$ -	\$ -	\$ -											
Trip Status Detail														
Trips Requested (Trips booked)	21,818	22,504	24,214										68,536	22,845.3
Advanced Cancels (Advanced CX, User Error CX, Site Closure CX)	3,486	3,565	3,380										10,431	3,477.0
Scheduled Trips (Trips booked less advanced cancels)	18,332	18,939	20,834											19,368.3
No-Shows (No shows, cancelled @ door)	663	651	604											639.3
Late Cancel	376	344	370											363.3
Net No Shows	1,039	995	974											1,002.7
Not Transported - Error (NE, CP, NP)	69	58	129											85.3
Missed Trips (No-shows outside the window)	79	60	71											70.0
Same Day Cancels	1,921	1,942	1,962											1,941.7
Completed Trips	15,224	15,884	17,698										48,806	16,268.7
No-show % of Scheduled	5.7%	5.3%	4.7%											0.1
CTC Call Center Information														
Calls Offered	10,576	11,301	12,744										34,621	11,540.3
Calls Answered	9,605	10,516	11,745										31,866	10,622.0
Calls (long) Abandoned	822	625	774										2,221	740.3
Hang-Ups (short abandon)	149	160	225										534	178.0
Average Hold Time (Secs)	118	102	112										331	110.4
Complaints / Commendations														
Policy	-	-	5										5	5.0
Service	12	13	27										52	17.3
Vehicle	1	-	-										1	1.0
Other	-	-	-										-	-
Total Valid Complaints Received	13	13	32										58	19.3
Commendations by CTC	-	1											1	1.0
Commendations by Transportation Providers	10	15											25	12.5
Total Commendations	10	16	-										26	13.0
Complaints per 10,000 Trips	8.0	8.2	18.1										11.9	11.4

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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
Service Reliability														
Total Completed Trips														
MV	10,160	9,760	10,893										30,813	10,271
CRC	5,064	6,124	6,805										17,993	5,998
Total Trips	15,224	15,884	17,698	-	-	-	-	-	-	-	-	-	48,806	16,269
Percent On-Time Trips														
MV	88.1%	90.3%	87.6%											88.7%
CRC	89.1%	91.0%	87.6%											89.2%
Total On-Time	88.4%	90.6%	87.6%											88.9%
Total Trips - Includes No-Shows, Cancel Door and Missed Trips														
MV	10,704	10,229	11,332										32,265	10,755
CRC	5,291	6,391	7,060										18,742	6,247
TOTAL	15,995	16,620	18,392	0	0	0	0	0	0	0	0	0	51,007	17,002
Late Pick-Ups														
MV	1,273	993	1,409										3,675	1,225
CRC	577	575	876										2,028	676
TOTAL	1,850	1,568	2,285	0	0	0	0	0	0	0	0	0	5,703	1,901
Complaints (Valid only)														
MV	12	12	27										51	17
CRC	0	1	4										5	3
JTA	1	0	1										2	1
TOTAL	13	13	32	0	0	0	0	0	0	0	0	0	58	19
Accidents - Person Only (Chargeable)														
MV	0	1	0										1	1.0
CRC	0	0	0										-	n/a
TOTAL	0	1	0	0	0	0	0	0	0	0	0	-	1	1.0
Accidents - Person Only (Non-Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Vehicle Only (Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Vehicle Only (Non-Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Person & Vehicle (Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a

Table 9 Annual/Monthly Statistical Summary

*Evaluation of the Community Transportation Coordinator
July 1, 2020- June 30, 2021*

Accidents - Person & Vehicle (Non-Chargeable)	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
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Chargeable	-	1	-	-	-	-	-	-	-	-	-	-	1	1.0
Total Non-Chargeable	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Accidents	-	1	-	-	-	-	-	-	-	-	-	-	1	1.0
Accidents per 100,000 Miles													0.2	#DIV/0!
Service Utilization														
Total Roadcalls (Major)	6	6	6	6	7	6	5	5	4	2	1	2	56	4.7
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	
Trip Purpose														
Employment	3,154	3,539	3,792										10,485	3,495.0
Percent of Total Trips	21%	22%	21%											21%
Medical	3,311	3,505	3,973										10,789	3,596.3
Percent of Total Trips	22%	22%	22%											22%
Dialysis	5,394	5,238	5,289										15,921	5,307.0
Percent of Total Trips	35%	33%	30%											33%
Education	106	400	1,058										1,564	521.3
Percent of Total Trips	1%	3%	6%											3%
Shopping	106	706	643										1,455	485.0
Percent of Total Trips	1%	4%	4%											3%
Other	3,153	2,496	2,943										8,592	2,864.0
Percent of Total Trips	21%	16%	17%											18%
TOTAL	15,224	15,884	17,698	-	-	-	-	-	-	-	-	-	48,806	16,269
Service Utilization														
Population Served/Passengers														
Ambulatory	12,018	13,049	14,714										39,781	13,260.3
Wheelchair	3,273	3,128	3,334										9,735	3,245.0
Scooter	985	953	1,020										2,958	986.0
Total	16,276	17,130	19,068	-	-	-	-	-	-	-	-	-	52,474	17,491.3
Population Served/Trips														
Ambulatory	11,001	11,838	13,394										36,233	12,077.7
Wheelchair	3,258	3,110	3,321										9,689	3,229.7
Scooter	965	936	983										2,884	961.3
Total	15,224	15,884	17,698	-	-	-	-	-	-	-	-	-	48,806	16,268.7
Road call, Major Mechanical Failures (RM) _____ Road call, Minor Mechanical Failures (RO) _____														