

2016 – 2021
CLAY COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the
Clay County
Transportation Disadvantaged Coordinating Board

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for
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With Assistance From



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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those 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 Section 411.202, Florida Statutes.

Florida's transportation disadvantaged program is governed by Part 1 of Chapter 427, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Rule 41-2, and is implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged (CTD)
- Local Coordinating Board (LCB)
- Designated Official Planning Agency (DOPA)
- Community Transportation Coordinator (CTC)
- Purchasers of Transportation Services
- Transportation Operators

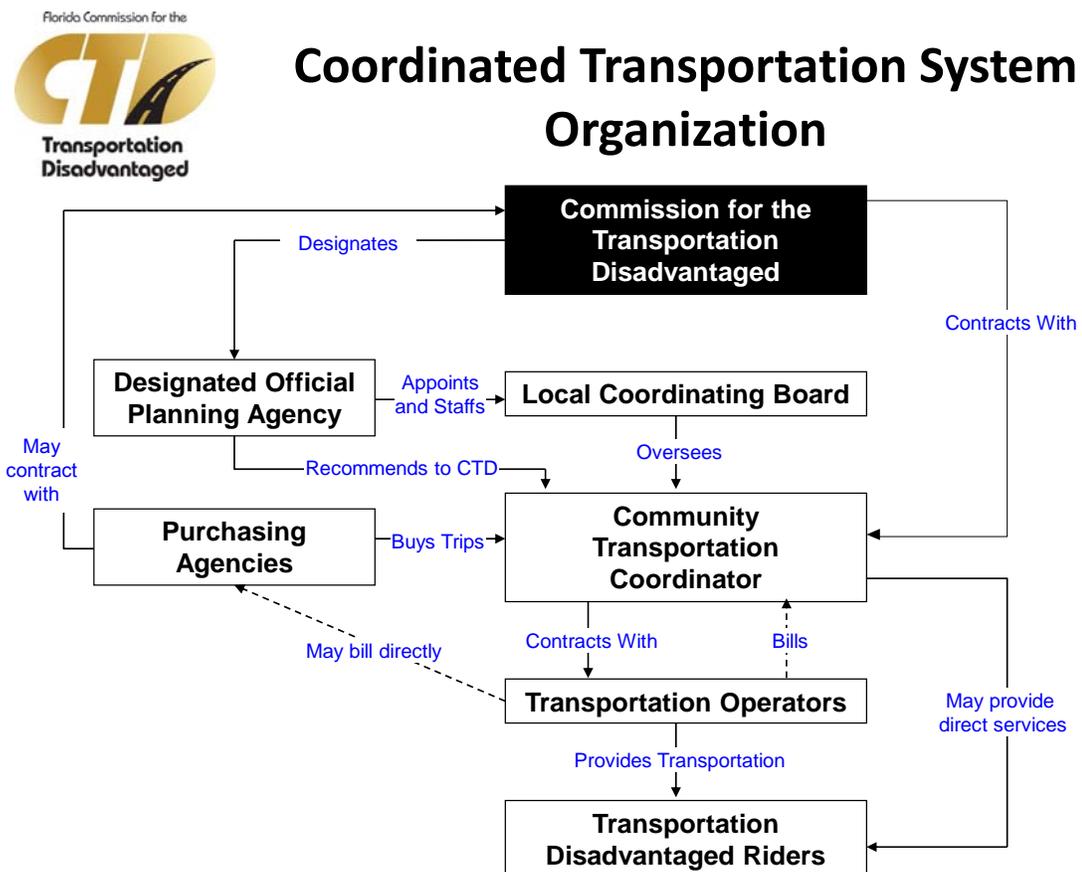
Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of LCBs and CTCs. Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation disadvantaged," and supplemented or modified the responsibilities of the CTD, the LCBs, the DOPAs, and the CTCs.

Community Transportation Coordinator Designation Date and History

In November of 1982, the Clay County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Clay County, recommending the Clay County Council on Aging, Inc. (CCCOA) to serve as the CTC. The first Memorandum of Agreement was developed and approved on December 13, 1984. Beginning in 1984, the CCCOA began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients.

The CCCOA received the safety award at the first annual Transportation Disadvantaged (TD) Conference in August of 1993. The CCCOA was honored for their outstanding safety and training programs and was highlighted as the model safety program for rural coordinators in the State of Florida. In August of 1996 at the fourth annual TD Conference, the CCCOA was awarded as the 1996 Rural CTC of the Year, in recognition for building a transportation system that addressed the particular needs of Clay County. In August of 1997 at the fifth annual TD conference, one of the system’s drivers was named driver of the year for the State of Florida. In May 2004, CCCOA was recognized by Metro Magazine, “10 Most Improved Transit Systems in the Nation.” In July of 2014 at the annual TD conference, for the second time, one of the system’s drivers was named driver of the year for the State of Florida. In 2015, a request for qualifications was issued by the Northeast Florida Regional Council as the DOPA. CCCOA responded and was ultimately designated as the service provider for another five years, beginning in 2016.

Organization Chart



Consistency Review with Other Plans

Local Government Comprehensive Plan

The 2016-2021 Clay County Transportation Disadvantaged Service Plan (TDSP) has been reviewed for consistency with the Clay County Comprehensive Plan, as adopted by the Clay County Board of

County Commissioners. The TD program in Clay County is addressed in the required Traffic Circulation/Transportation Element of the Clay County Comprehensive Plan and is consistent with Policy 1.3.1, B.1.3.5, and Goal 3.

Strategic Regional Policy Plan

The 2016-2021 Clay County TDSP is consistent, to the maximum amount feasible, with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan” (SRPP), which was adopted by the NEFRC by Rule on January 16, 2014. This 2014 SRPP has been based on a regional visioning process that has been the culmination of extensive public input. The TD system in the region is addressed by Policy 2, 3 and 16 in the Regional Transportation Element of the 2014 SRPP.

Clay Transit Vision Study

The 2016-2021 Clay County TDSP is consistent to the maximum extent feasible with the Jacksonville Urbanized Area’s Transit Development Plan. In addition, Clay County is a participant in the Northeast Florida Mobility Coalition. It is consistent with the 2012 Clay Transit Vision Study and a 2016 review of the Study indicated that many of the goals of the study had already been met. An update to the Study is underway and efforts are aligned.

Commission for the Transportation Disadvantaged 5 year/20 year Plan

The TDSP is consistent with the themes of the Commission’s 2005 plan, although much of the plan is outdated.

Regional Transit Action Plan

CCCOA was represented in the creation of the RTC’s Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. CCCOA is represented on the Regional Transit Coordinating Committee, which is working on implementation of the plan.

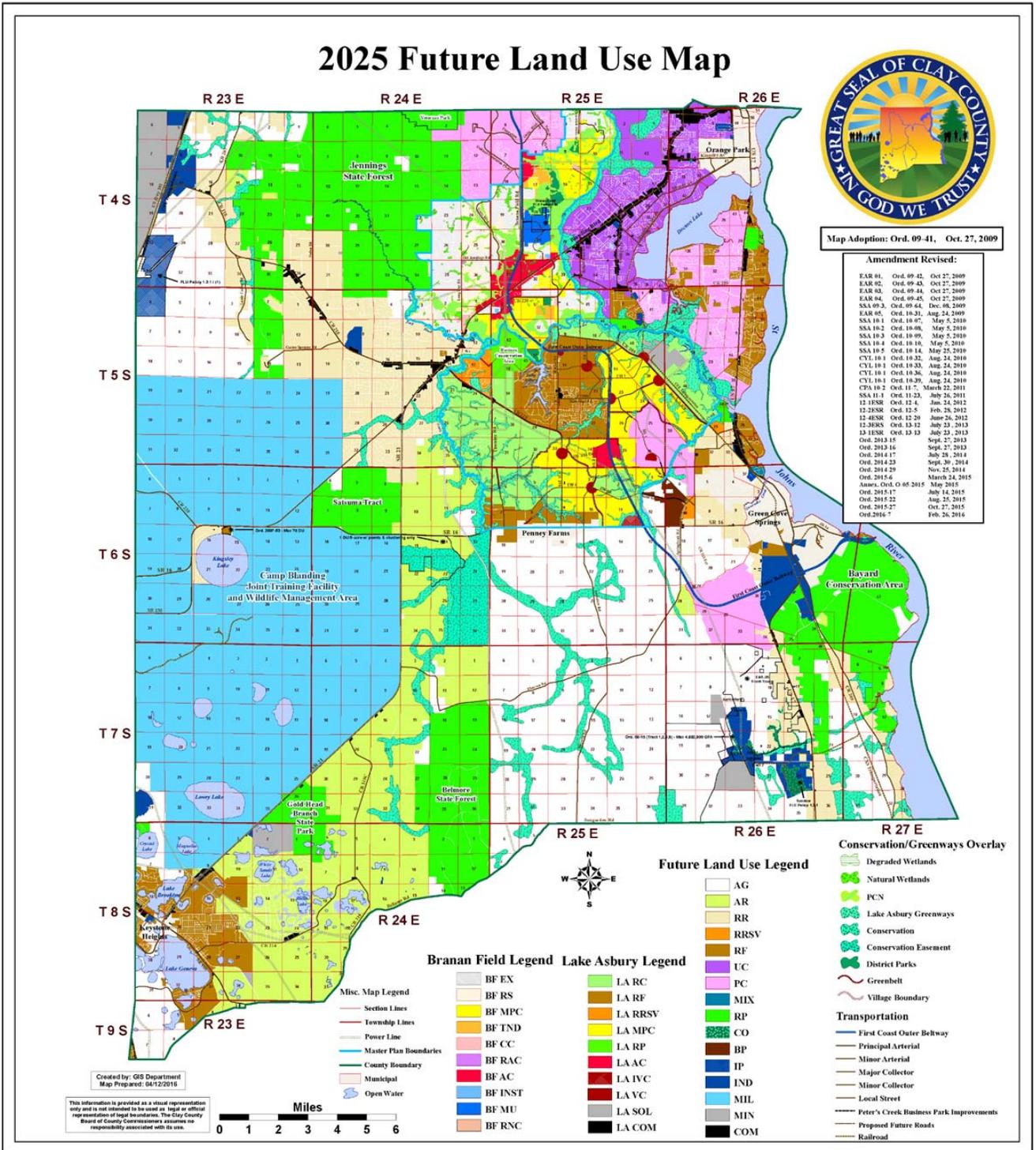
Public Participation

Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the TDSP. Many of the LCB members are staff to these agencies, and review the Service Plan at least annually. They are all invited to participate with the development and update of the TDSP.

- a. Transportation – Staff for the Northeast Florida Regional Council actively participates with the development of the TDSP and coordinates the efforts to ensure that the policies in the plan are followed fully.
- b. Passengers and Advocates – The CTC has close contact with its riders, and get input on a continuing basis.
- c. Human Service Partners – The CTC staff has a close relationship with many local churches, health care facilities, independent living centers, and job training and job placement agencies, and receive input on a continuing basis.
- d. Others - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

SERVICE AREA PROFILE/DEMOGRAPHICS

Land Use



Population/Composition

BEBR Population Projections - All Races - Total	
Year	Data
2015	201,277
2020	224,900
2025	247,200
2030	267,800
2035	287,100
2040	304,700

SOURCE: University of Florida, Bureau of Economic and Business Research, Population Program, Florida Population Studies <http://www.bebr.ufl.edu/population>

Population - Age 65+ - 5-year estimates	
Year	Data
2009	19,053
2010	20,641
2011	21,623
2012	22,706
2013	23,924

SOURCE: U.S. Census Bureau, American Community Survey <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

Veterans - Total Population Estimate and 5 Year Projections	
Year	Data
2017	32,192
2020	34,167
2025	36,154
2030	37,859
2035	39,305
2040	40,530

SOURCE: U.S. Veterans Administration http://www.va.gov/vetdata/Veteran_Population.asp

Population Age 60+ Below Poverty Level	
Year	Clay
2015*	2601
2014	2508
2013	2345
2012	2285
2011	2572
2010	2514
2009	2103
2008	2020

*Projection

SOURCE: Florida Department of Elder Affairs, County Profiles,
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2014/florida_map.html

Number of Homeless People							
County	2009	2010	2011	2012	2013	2014	2015
Clay	No-Value	7	113	244	35	102	147

SOURCE: Bureau of Economic and Business research, University of Florida,
<https://www.bibr.ufl.edu/data/localities/9760/county>

Population Over 65 with Disability	
Year	Clay
2015*	9298
2014	8927
2013	11766
2012	11443
2011	8778
2010	8482
2009	9623
2008	9267

*Projection

SOURCE: Florida Department of Elder Affairs, County Profiles,
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2014/florida_map.html

Employment

Employment - Total Jobs	
Year	Data
2001	48,381
2002	50,852
2003	53,721
2004	56,369
2005	59,771
2006	64,719
2007	65,396
2008	65,504
2009	63,709
2010	63,092
2011	62,486
2012	63,592
2013	66,183
2014	67,687

SOURCE: Bureau of Economic Analysis (BEA) <http://www.bea.gov>

Employment - Persons Unemployed	
Year	Data
1990	2,363
1991	2,856
1992	3,228
1993	2,921
1994	2,398
1995	1,964
1996	2,013
1997	2,169
1998	2,017
1999	1,994
2000	2,238
2001	2,997
2002	3,884
2003	3,594
2004	3,546
2005	2,982
2006	2,752
2007	3,329
2008	5,287
2009	8,792
2010	9,511
2011	8,758
2012	7,373
2013	6,183
2014	5,647
2015	4,853

SOURCE: Bureau of Labor Statistics (BLS)

Overview of Land Use, Population/Composition and Employment

The future land use map and demographics, when considered together indicate that Clay is an urbanizing County with a mixture of rural areas and population/service centers. Jobs are increasing and unemployment is falling. The population has been and is projected to grow more quickly than some counties in Northeast Florida, but like all of them, is aging. The ALICE (Asset Limited, Income Constrained, Employed) report done in 2014 by the United Way of Florida, analyzed households that earn more than the U.S poverty level but less than the basic cost of living for the County. In the case of Clay County, the median household income at \$54,827 is higher than the statewide average of \$45,040. The ALICE report identifies the household survival budget for a single adult as \$18,735 and for a family with two working parents, an infant and a Pre-K child as \$48,620. The transportation portion of the family survival budget exceeds the portions needed for food and is the third largest factor after childcare and housing. The number of households below the poverty level (11%) combined with the number of ALICE households, who earn less than the household survival budget (26%), make up 37% of Clay County's population. These households are among those in need of transit, so they can save money and build wealth. Additional data related to transit and the demographics of Clay County are available in the update to the Clay Transit Vision Study. This study is currently underway and will be available on the North Florida Transportation Planning Organization website <http://northfloridatpo.com/planning-studies/>.

Major Trip Generators/Attractors

Trip generators are land use from which trips originate, such as residential areas and group homes, while trip attractors are land uses which serve as the destinations of trips. Types of attractors include shopping areas, employment centers, medical offices, educational facilities, governmental offices and recreational areas.

While the majority of trips made by clients occur within the confines of Clay County, often times more specialized attractors are located in neighboring counties such as Duval or even more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the CTC in order to deliver these services efficiently.

Inventory of Available Transportation Services

Other than transportation network companies that may provide rides to or from Clay County and the Clay County Council on Aging (CCCOA) as the Community Transportation Coordinator for Clay County, the following companies provide transportation:

- Aabac Taxi
- Clay Taxi
- Orange Park Taxi
- Westside Taxi

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2017 is 77,070, or 36.9% of the total population. The forecast for 2017 considers that of the TD population, 14,727 persons are considered to be of critical need. This is comprised of 6,433 persons who are considered to have severe disabilities and 8,294 persons of low income without access to an automobile or transit. The critical need population could be expected to make 15,859 daily trips, and 4,139,274 annual trips. The forecast model is included as Appendix #6.

Needs Assessment

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The CTC provides paratransit service inside the County and to outside destinations, supplemented by local ambulance service to meet the demand for stretcher trips. In addition, they provide inter-county shuttle service.

Section 5310 - Transit for the Elderly and Persons with Disabilities – This program provides formula funding to states for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities where the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

Section 5311 - Rural and Small Urban Areas – This program provides formula funding to states for the purpose of supporting public transportation in areas with less than 50,000 people. Funds may be used of capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofits organizations and operators of public transportation services.

5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results

Fiscal Year	Section 5310	Section 5311	Section 5339	Funded (updated the next year)
16/17	\$181,860 for two replacement buses, urban paratransit grant of \$400,000, grant of \$80,000 for the Magenta Line, \$75,000 for the new Yellow Line.			
17/18				
18/19				
19/20				
20/21				

Barriers to Coordination

The following are identified barriers to the Coordination process:

- Continued funding cuts for transportation services from Medicare and other purchasing agencies.
- Agencies that are not paying the fully allocated operating cost for transportation services. This causes other agencies to pay a higher cost for transportation services in effect subsidizing the agencies that do not pay the fully allocated operating cost.
- Agencies that do not budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
- Lack of a dedicated funding source for operating and capital expenses.
- Lack of adequate funding for coordinating transportation services.
- Increasing cost of vehicles, fuel and insurance.
- Lack of specialized medical care available within Baker County itself, which results in numerous trips being made outside of the service area for specialized care.
- Poor infrastructure in rural areas, including dirt roadways and lack of sidewalks.

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION SCHEDULE

Goal 1: Coordination of transportation disadvantaged services

OBJECTIVE 1.1: Contract with agencies purchasing transportation services using public funds.

Strategy 1.1.1: Utilize executed Purchase of Service Agreements (POS) as necessary with all agencies purchasing transportation services with public funds prior to service being initiated. Such POS Agreements shall specify the service and cost of each type of transportation service to be provided (fixed, direct, indirect, per mile, etc.).

Implementation Schedule: The CTC will act as soon as it becomes aware of the need for a POS. Reporting will be as needed or in the final quarter, when the TDSP is reviewed.

Goal 2: Focus on consumer choice and efficiency.

OBJECTIVE 2.1: Arrange transportation services to maximize consumer choice and vehicle efficiency.

- Strategy 2.1.1: As funding permits, maintain operations of deviated fixed-route systems.
- Strategy 2.1.2: Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.
- Strategy 2.1.3: Survey transportation system users for potential ridership levels and develop routes accordingly.
- Strategy 2.1.4: Increase number of clients/riders served.
- Strategy 2.1.5: Maximize the multi-loading of vehicle trips as practical to reduce cost per trip and maximize efficiency.
- Strategy 2.1.6: As the State and County allow, and as the CTD develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Clay County or regionally to maximize efficiency and choice.

Implementation Schedule: The CTC will track data and report in the final quarter, when the TDSP is reviewed.

OBJECTIVE 2.2: Market the system within Clay County and regionally.

Strategy 2.2.1: Promote service availability to agencies and consumers through advertising efforts, social media, partnerships, the distribution of flyers to social service agencies and consumers, and to the general public at County events.

Strategy 2.2.2: Maintain an on-time performance of at least 92 percent, as this will help the system “sell itself” by word of mouth.

Implementation Schedule: The CTC will market on an ongoing basis. On-time performance will be reported with the annual evaluation done by the LCB.

Goal 3: Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.

OBJECTIVE 3.1: Adhere to strict budget of non-sponsored funding to prevent over-spending or under-spending of non-sponsored trip monies at end of grant year cycle.

Strategy 3.1.1: Delineate budget utilizing non-sponsored monies with monthly allocation. Provide report to LCB on status of these funds at each meeting.

Implementation Schedule: The CTC will track the budget on an ongoing basis and report quarterly to the LCB.

Goal 4: Utilize the expertise of the Local Coordinating Board.

- OBJECTIVE 4.1: Complete all reports in a timely fashion, which require Coordinating Board approval and/or review, including all reports requested by the Coordinating Board.
- Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.
- Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.
- Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the CTD on or before September 15.
- Strategy 4.1.4: Present rate calculation for the LCB approval.
- Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.
- Implementation Schedule: The CTC and Planning Agency will provide timely reporting to the LCB and the Commission on an ongoing basis.

Goal 5: Customer Satisfaction.

- OBJECTIVE 5.1: The LCB shall monitor the quality of service provided by the CTC.
- Strategy 5.1.1: The CTC shall report complaints to the LCB.
- Strategy 5.1.2: The CTC will respond to grievances as specified by the bylaws of the LCB.
- Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 6: Maintain and plan for a safe and adequate fleet.

- OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.
- Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.
- Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.
- Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 7: **Support regional transit.**

OBJECTIVE 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.

Strategy 7.3.1: Continue to participate in the Northeast Florida Regional Transportation Commission’s Northeast Florida Regional Transit Coordinating Committee (RTCC) in implementing the Regional Transit Action Plan.

Strategy 7.3.2: Coordinate multi-county trips and service enhancement between Clay County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTCC (Baker, Duval, Nassau, Putnam and St. Johns Counties).

Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTCC as needed. Other efforts are ongoing.

Performance Measures

These measures will assist in determining if the goals, objectives and strategies are being met:

Performance Measure	Target
Call Hold Time	Not more than 2 minutes
Accidents per 100,000 Paratransit Miles	Not more than 1
Vehicle miles between Road Calls (PT)	Not less than 9,500
Medical Trip On-Time Performance	At least 85%

SECTION 3: SERVICE DELIVERY

OPERATIONS

The operations element is a profile of the Clay County coordinated transportation system. This element is intended to provide basic information about the daily operations of Clay Transit.

Types, Hours and Days of Service

Clay Transit provides transportation services to ambulatory, wheelchair, and non-emergency stretcher-bound clients within the Clay County service area. The three classifications of transportation services provided by Clay Transit are Group (Subscription/Advanced), Non-Group (Demand), and Guaranteed Revenue Service.

Group Service (Subscription/Advanced)

Definition: This type of service is defined as a week before and is a recurring service in which schedules are pre-arranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the riders are picked up and are transported to the same destination at the same time and then returned to the point of origin in the same manner.

Group (Subscription/Advanced) services are run Monday - Friday, primarily for Mental Health Day Treatment, Dialysis and Protective Services clients. This service type requires a group of at least five (5) riders traveling to the same location.

Non-Group Service (Demand)

Definition: This type of service is characterized by minimum by making a trip reservation at least three (3) working days prior to a medical appointment. Trips may not be scheduled more than two (2) weeks prior to the medical appointment. Urgent care needs will be transported without advance reservation from the medical provider that the medical event warranted urgent care. (Excluding emergencies. Call 911)

Non-Group (Demand) services are provided seven days a week, 24 hours per day, as needed.

Guaranteed Revenue Service

Definition: This type of service requires no daily scheduling or management of transportation services and requires guaranteed monthly payments from the purchasing agency.

Guaranteed Revenue services are run Monday - Friday primarily for Nutrition and Adult Day Care clients.

Clay Transit transports their clients on either a door-to-door or door-through-door basis depending on the need of those persons who are ambulatory, wheelchair, or stretcher-bound. Drivers may not assist wheelchairs up and down more than one step unless it can be performed safely as determined by the passenger, guardian, and driver.

Definition: Door-to-door is a type of service provided at the point of origin of client home, except when in a nursing home or hospital. This service provides first floor door to door service. Drivers are allowed to enter the doorway of the client's residence to provide assistance out of residence. Nursing homes, hospitals and facilities at point of origin pick up from nurses station or lobby area.

Definition: Door through door is a type of service provided at the destination upon request. The driver may go through one doorway. This service provides first floor door through door service.

Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical service.

Definition: One Step: A wheelchair-bound client is required to have a safe means of egress such as a ramp from his/her residence. In the event a ramp is not available, the driver may maneuver the wheelchair client up or down one (1) step. Driver is to determine if this can be performed safely prior to moving wheelchair client.

Accessing Services

Ridership Eligibility

It is the policy of the Local Coordinating Board (LCB) that Medicaid and Transportation Disadvantaged funds are to be used only after all other transportation options have been exhausted. This policy was adopted by the LCB at its regular quarterly meeting of February 22, 2010. Clients who meet the criteria for ridership may be denied service if it is determined by Clay Transit that they are not eligible based on the following policies, which were also adopted by the LCB in regular quarterly meeting of February 22, 2010.

Vehicle Availability

If it is determined that a person in the client's household owns a vehicle, documentation must be provided that the vehicle is not available to provide transportation for the client.

Hazardous Driveways

Clay Transit may deny service to any client on a private driveway where it is determined by some organization (e.g., Police, Fire, Public Works, School Board) provides verification that the private driveway is hazardous and not appropriate for public vehicles.

Harassment

Clay Transit may deny service for those clients that violate the code of conduct. Service may also be denied if other members of the household are harassing and/or intimidating the drivers through such means as videotaping, intimidating language, verbal threats, etc.

Advance Notification

Individuals wishing to use Clay Transit's transportation services can access the system by calling

the reservation numbers for their respective areas: Green Cove Springs - (904) 284-5977; Middleburg / Orange Park - (904)264-5699; and Keystone Heights - (904)473-2112, ext. 6540. Trip reservations must be made 3 (three) working days prior to a medical appointment. Reservations are not accepted on the After Hour Pager, Saturday, Sunday or on Holidays. Holidays include New Year's Day, Martin Luther King's, President's Day, Spring Break Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Christmas Eve, and Christmas Day. Hearing and voice impaired persons may access the transportation system through the TDD dedicated line at (904) 284-3134 or through the Florida Relay Service 1-800-955-8770 Voice.

A three (3) working days prior to medical appointment notice is required by Clay Transit in order to obtain transportation services. Same-day requests are only allowed in special circumstances for urgent medical needs on a space/trip limit available basis. Same-day requests for hospital discharges are exempt from the advance notice requirements. For individuals requesting subscription service, reservations may be placed up to two (2) weeks prior to appointment and between the hours of 8:00 a.m. and 5:00 p.m. weekdays. Individuals who require demand-response services are required to make reservations three (3) working days prior to medical appointment.

Trip Cancellation / No Show Policy

Clay Transit requests that individual riders needing to cancel their reserved transportation service, contact the transit office as soon as possible, either by telephone, answering machine, or pager, preferably the day prior to needing the service. Trips should be cancelled in enough time to inform the driver before he/she leaves to pick-up the client, as cancellations made at the door will be considered a "NO -SHOW".

If a client fails to notify the appropriate entity and an expense is incurred due to a vehicle being dispatched, and upon arrival, the client is either unavailable, or has decided not to go, then the client is classified as a "no-show". When an individual is determined to be a "no-show", the driver will leave a no-show notice with the individual and a letter of warning will also be mailed out to the individual. Should an individual incur a second no-show, they are then billed a \$5.00 no-show fee. For individuals who refuse to pay the "no-show" fee after being billed, services will be suspended until the \$5.00 "no-show" fee has been paid.

After-Hours Service

Unless medically necessary (i.e.: urgent care or regularly scheduled dialysis treatment), weekend transportation will be discouraged because multi-loading and other cost-effective measures cannot be used during this time. Additionally, an answering machine is used during non-operational hours to provide for any cancellation information. Also, pager number is available after hours for individuals to make cancellations. Pager number is (904) 499-8848.

Eligibility of Riders

Any Clay County resident is eligible for transportation service, depending on funding source: elderly, general public, disabled persons, Medicaid beneficiaries, persons with temporary disability. To determine eligibility for transportation, every rider must complete a transportation assessment screening form to determine the most appropriate and cost-effective means for transporting riders. The form must be completed before the first transport of this system and effective date. Once the assessment is received by Clay Transit it will be reviewed within two days of receipt to determine eligibility. Medical trips are given priority.

Transportation Operators and Coordination Contractors

At the present time, Clay Transit has an agreement with ASI to provide Medicaid stretcher / wheelchair service as needed.

Public Transit Utilization

The Jacksonville Transportation Authority (JTA) has a commuter bus service which travels to Orange Park throughout the day. Clay Transit provides two (2) transportation feeder service to JTA. The one route provides service from the Middleburg area to Orange Park mall in the morning and in the evening connecting with JTA. The second route provides service to the riders in Green Cove Springs in the morning and in the afternoon and connects to JTA. JTA is planning an extension of the Clay County commuter bus service in the future.

School Bus Utilization

Clay Transit maintains an agreement with the Clay County School Board to use their school bus vehicles; however, Clay Transit's insurance carrier will not extend its policy to cover the use of any school bus. All purchasing agencies wishing to use the school buses must provide the required insurance to cover the vehicle, driver and occupants. Additionally, the Clay County School Board mandates it be named as an additional insured party when using school buses. Obtaining adequate and affordable insurance remains a barrier to using the school buses. Handicapped school buses are in greatest demand and their availability for non-school board use is now less than two (2) hours.

Vehicle Inventory

A vehicle inventory for Clay Transit is included as Appendix #4.

System Safety Program Plan Certification

Clay Transit's System Safety Program Plan Certification is included as Appendix #5.

Intercounty Services

Clay Transit supplies transport for clients of Duval and Putnam counties as a subcontractor to Jacksonville Transit Authority under their "Choice Ride" program. The Choice Ride service connecting Palatka and Orange Park runs twice a day, five days per week.

Natural Disaster/Emergency Preparedness

The Disaster Preparedness Plan for Clay Transit is addressed in Appendix #8.

Education Efforts/Marketing

Currently, Clay Transit has advertised the transportation services through the following methods: word of mouth; newspaper advertising; driver's distribution; fliers in commodity distribution; and

Section 5311 vehicles labeled "open to public".

Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Clay County.

Service Standards

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The LCB will evaluate the CTC's compliance of the established service standards annually. The LCB will accept any agency's review of the CTC which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

COMMISSION SERVICE STANDARDS

Drug and Alcohol Testing

All Safety sensitive job positions shall comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration if Section 5311 funds are used.

Transport of Escorts and Dependent Children

Clay Transit requires that all riders under the age of 17 be accompanied by an escort, unless one of the following exceptions applies:

- 1) Riders between the age of 14 and 17 may ride the system alone if the legal parent or guardian has submitted a duly signed and notarized parent/guardian consent form to the Clay Transit offices prior to the trip being made;
- 2) Riders under the age of 14 who are pregnant may ride the system alone regardless of whether the legal parent or guardian has submitted a duly signed and notarized parent/guardian consent form to the Clay Transit offices.
- 3) On the deviated bus lines children under 6 years of age must be accompanied by an adult or guardian 13 years of age or older. Clay Transit does not accept any responsibility for any unaccompanied minor

Escort: Clay Transit will allow for one escort, due to age or disability, for the accompaniment and support of the rider to be able to travel to receive medical services. Escort arrangement must be made at the same time of trip schedule. The escort must be at the same location of the client pickup and drop off location. An escort does not include the employee (driver of attendant) of the vehicle.

Use, Responsibility and Cost of Child Restraint Devices

Child restraint devices are encouraged for children 4 years and under and those under 45 lbs. It is the responsibility of the parent or guardian to provide the child restraint in good working order and place the child in it safely.

Riders' Personal Property

Property that can be carried by the passenger and/or driver in one trip and can be safely stowed on

the vehicle may be brought on board the vehicle at no additional charge. The number of shopping bags allowed will be based on the number of individuals on board the vehicle and the number of bags that can be safely stowed by the driver. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen bottles and personal assistance devices. Bicycles racks are on the vehicle of the deviated lines and riders are responsible for loading and unloading of equipment.

Vehicle Transfer Points

Vehicle transfer points shall be at designated Clay Transit centers which provide a safe and secure place for passengers.

Local Toll Free Telephone Number

A local toll free telephone number shall be posted in all vehicles within the system for passengers to contact the Transportation Office (CTC). These telephone numbers shall be included in the complaint process in addition to the Ombudsman Telephone number in the complaint process.

Complaint and Grievance Policy

Riders have a right to a complaint and fair hearings process that is located in the community; they can contact the transportation office at 904-284-5977 or the Ombudsman Helpline at 1-800-983-2435.

Out-of-Service Area Trips

The CTC will provide out-of-service area trips as needed with approval of the funding source. Documentation from the client's physician that the required service or treatment is not available within Clay County is also required prior to the transportation service being rendered. Clay Transit limits out-of-county trips to specific days of the week, excluding life-sustaining care i.e. dialysis. When the rider needs to go out-of-county for medical care, medical documentation stating "services are not available in Clay County" must be faxed to our office before the trip can be scheduled. Fax – (904) 284-5733.

Vehicle Cleanliness

Interior of all vehicles shall be free of 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. All vehicles shall be cleaned (interior and exterior) by the drivers on a regular schedule.

Billing Requirements

All bills shall be paid within seven working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes (F.S.).

Passenger/Trip Database

Clay Transit maintains a database of client records which include the name, address, telephone number, funding source eligibility and special requirements of each passenger. When transporting children and adult day health care clients, Clay Transit also maintains an emergency contact name and number in the client records. These records are necessary in the event a trip delay occurs and Clay Transit should need to contact a rider or guardian to explain the delay or any relevant information.

Adequate Seating

Vehicle seating shall not exceed the manufacture's recommended capacity.

Driver Identification

Drivers 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 except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall wear a clean Clay Transit insignia uniform shirt and have a photo identification and/or name badge displayed in view at all times when transporting passengers.

Passenger Assistance

A driver shall provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. Boarding assistance includes: (1) Opening the vehicle door; (2) Fastening the seat belt or utilization of a wheelchair device; (3) Storage and securement of mobility assistance devices; and (4) Closing the door. All assisted access must be given in a courteous and dignified manner.

Door-through-Door Assistance

The driver shall 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.

Wheelchair Assistance

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 the driver.

Smoking

Smoking is prohibited in any vehicle.

Food and Drinks

Except for medically necessary reasons verified by a licensed physician in writing, eating and drinking in a Clay Transit vehicle is prohibited.

Two-Way Communications

Each vehicle is equipped with two-way radio communications, in good-working order and audible to the driver at all times to the base. Portables radios are available should radio go down during the day. Radio that are disabled will be repaired as soon as possible.

Air Conditioning/Heating of Vehicles

All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible.

LOCAL SERVICE STANDARDS

Clay Transit Non-sponsored Priority Listing

Category 1: Life Sustaining/Medical Services

- A. Life Sustaining (i.e.: Dialysis/Cancer Treatment)
- B. Medical/Dental/Pharmacy

Category 2: Essential Services

- A. Social Services

- B. Employment/Training
- C. Nutrition/Shopping (Grocery)

Category 3: Other

- A. Shopping (Other)
- B. Recreation

Call Hold Time

Clay Transit takes all calls for all trips from Clay County residents using a six (6) line phone system that is covered by a receptionist from 8:00am to 5:00pm Monday through Friday. All calls for transportation requests are forwarded to the Transportation Department and answered by a full-time reservationist and a part-time reservationist. Calls to the transportation office made during these hours will not be placed on hold for more than two (2) minutes. After-hour calls on the answering machine will be answered the next business day.

On-Time Performance

Clay Transit uses a computer system to book and schedule all trips. The Lead Dispatcher routes all trips for the next working day and produces a vehicle manifest for each assigned driver. The agency's Billing Clerk tracks the trip mileage, as well as the boarding and disembarking time for each client, as recorded by each driver on their individual driver's manifest. Monthly on-time performance reports will be generated to determine adherence to schedules. These performance reports will denote trips which were on-time, 1 to 15 minutes late, and greater than 16 minutes late. A standard of at least 85% of all completed medical trips being on time has been established. Due to the time-insensitive nature of nutritional & adult daycare trips, on-time performance standards will not be applied to these programs.

Pick-Up Window

Clients are asked to be ready one (1) hour before their scheduled appointment time when being transported within Clay County, and two hours before being transported if travel is to another county, in order to facilitate multi-loading. All clients are to be picked up within one hour of their appointment end time if the end time is called into the office and not scheduled ahead of time. If a pick up time is scheduled, the client may be picked up within one-half hour of the scheduled time.

Accidents

Clay Transit will compile a quarterly report of all reportable accidents for presentation to the Local Coordinating Board for their review. A reportable accident shall be defined as those accidents in which at least \$1,000 of damage occurred and/or the Clay Transit driver was cited with a traffic violation. Clay Transit shall strive to sustain not more than 1.0 reportable accident per 100,000 vehicle miles for the established Annual Operating Report period.

Road Calls

Clay Transit will compile a quarterly report of all road calls for presentation to the Local Coordinating Board for their review. A road call is defined as an interruption of service during the time the vehicle is in-service and which may or may not involve a mechanical failure of some element of the vehicle. Clay Transit shall strive to sustain not less than 9,500 vehicle miles between road calls for the established Annual Operating Report period.

CPR/First Aid

The Clay Transit as per contracts requires drivers to attend CPR and First Aid classes. Nevertheless, drivers who attend this training are NOT REQUIRED to administer first aid/CPR in any instance.

Driver Background Screening

The Clay County Council on Aging Inc. and its subsidiaries, including Clay Transit, require a Department of Elder Affairs Live Scan fingerprinting of a Level 2 FBI/FDLE adhere to Level 2 background screening requirements as outlined in Chapter 435.04, Florida Statutes, (F.S.).

ADA Policies

Accommodating Mobility Aids / Life Support Systems

Portable medical oxygen is allowed on board all vehicles provided that the passenger is not oxygen dependent and is capable of administering the oxygen themselves. At no time will Clay Transit employees be involved in the administration of oxygen.

Standees on Lift

Persons who use canes or walkers and other standees with disabilities such as individual cannot raise his or her legs sufficiently to climb bus steps will be permitted to use the wheelchair lift per request, provided they are capable of grasping the lift handrail while self-supporting. Persons incapable of self-supporting while grasping the lift handrail will be provided the use of a wheelchair if one is available.

Personal Care Attendants (PCAs)

Personal Care Attendants must be reserved on a seat on all prescheduled trips. One other individual in addition to the attendant, who is accompanying the eligible individual shall be provided service. Boarding assistance remains the driver's responsibility in the event that the passenger is being accompanied by a PCA.

Service Animals

Service animals shall always be permitted to accompany their users in any Clay Transit vehicle or facility. One of the most common misunderstandings about service animals is that they are limited to being guide dogs for persons with visual impairments. Dogs are trained to assist people with a wide variety of disabilities, including individuals with hearing and mobility impairments. Other animals (e.g. monkeys) are sometimes used as service animals as well. In any of these situations, Clay Transit will permit the animal to accompany its user.

Transfer

When transporting users of three-wheeled wheelchairs or other mobility devices that pose securement problems, entities can *request* that the user transfer to a vehicle seat. The regulations do not, however, allow entities to *require* such a transfer. For some users of these devices, transfers pose a safety risk. Vehicle seats also are not always designed to provide the specific support that an individual may need. Entities can explain to riders the reasons for requesting a transfer but must allow them to make the final decision on whether a transfer is appropriate given their particular disability. The proper techniques for assisted transfers also should be part of the training provided to drivers.

Equipment Operation (Lift and Securement Usage)

Section 37.165 of the ADA regulations establish the policy regarding the use of lifts and securement devices. Subsection (b) requires that all "common wheelchairs" and their users must be transported. A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length measured 2 inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three-wheeled and four-wheeled mobility aids. Three-wheeled "scooters" and other non-traditional designs that fit within these standards must be transported. Most mobility devices fit within these standards. There are some, however,

such as very large or heavy wheelchairs or stretchers, that exceed the weight limit and dimensions set forth in the guidelines. In these cases, the regulations allow entities to refuse service regardless of other qualifying functional limitations that the user may have.

Subpart (c) requires that wheelchairs be secured during transport. Vehicle operators are to assist passengers in the use of the lift, ramp, and securement systems.

Use of the securement system can be required as a condition of receiving service. If a vehicle has a securement system which meets the new standards of Part 38 of the regulations, wheelchair users must be transported in a forward-facing or rear-facing position. Wheelchair-users can be transported facing the aisle only on vehicles that are not yet equipped in compliance with the standards in Part 38.

Service cannot be denied on the grounds that a mobility device cannot be secured to the provider's satisfaction. Providers should make every effort to obtain state-of-the-art securement systems that accommodate all types of wheelchairs.

In addition to a securement system for mobility aids, each securement area provided on a vehicle must be equipped with a three-point passenger restraint system. Mobility aid users can only be required to use this restraint system, however, if all other passengers on the vehicle are required to use a similar system. For example, if a paratransit service requires all passengers to use a seat belt, mobility aid users can also be required to use a seat belt (use of the shoulder harness could not be required, though, unless this was a policy for all passengers). Obviously, use of a three-point passenger restraint is desirable and their use should be recommended even if this cannot be required.

The above stated passenger restraint requirements do not affect state laws which require children to be secured with approved restraint systems. Such requirements do not discriminate against a person with a disability because all children under a certain age, height, or weight would be required to be properly secured.

Passenger Sensitivity

All employees of Clay Transit will receive passenger sensitivity training.

Clients' Requirements for Receiving Services

Proper Function of Client Equipment

Wheelchair Transport

This section refers to clients who can sit upright and have no acute medical problems that require them to remain in a lying position or those clients who are continually confined to a wheelchair.

MANUAL WHEELCHAIRS: Wheelchair mechanisms for manual parts must be in proper working condition in order to be transported. Parts include the following: Hand grips, vinyl back and seat, wheel casters, brakes/brake lever, and footrests.

ELECTRIC WHEELCHAIRS AND SCOOTERS: Motorized wheelchairs and scooters electrical system must be properly functioning and free of leaking parts.

Wheelchair Riders

Drivers are not permitted to lift a rider from bed into the wheelchair. Rider should be in the wheelchair, with proper foot rest attached, prior to pick up.

Stretcher Transport

Recipients who need to remain in a lying position but do not require the administration of life support; or recipients who have severe mobility handicaps that render them unable to sit in an upright position for prolonged period of time. Recipients who have begun self-administered home oxygen prior to transport may continue administration during transport. However, the attendant employed by the CTC will not administer oxygen. The need for stretcher transport may require verification by a medical professional.

Clients with Illnesses and/or Wound(s)

If a medical professional deems that a client who is ill is medically contagious, then the CTC will not be able to provide transportation. Clients who have open/leaking wounds and/or sores must have them covered during transport for the safety of other clients and the driver.

Client Code of Conduct and Denial of Service

Policy Statement

It is the policy of Clay Transit to provide safe and reliable transportation services free of fear or violence. Unacceptable conduct by clients of Clay Transit shall not be tolerated and shall be discouraged by the use of increasingly severe sanctions. It is recognized that some actions may be so intolerable or dangerous as to require immediate termination of service and/or removal from the vehicle.

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 actions.

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

Disciplinary Procedures

These procedures shall be in accordance with Section 46,105 and Section 37.5(h) of the Department of Transportation rule implementing the *Americans with Disabilities Act* which states:

“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 other clients of Clay Transit. All instances of unacceptable conduct shall be documented, in writing, by the Clay Transit employee who witnessed the conduct and forwarded the

Transportation Manager who shall then make a determination as to what action shall be taken. Actions to be taken by the Transportation Manager shall follow the incremental steps outlined below:

FIRST OFFENSE: A 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 notification is to be considered an official warning, and state that any reoccurrence of the conduct deemed unacceptable within one calendar year shall lead to further disciplinary action. A copy of the notification shall also be forwarded to the agency funding the client's trip, the Clay County Council on Aging Executive Director, and the Clay County Local Coordinating Board via the Designated Official Planning Agency.

SECOND OFFENSE: For a second offense that occurs within one calendar year of a first offense, 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 suspended for a period of time not exceeding thirty (30) days. The exact length of the suspension shall be determined by the Transportation Manager. A copy of the notification shall also be forwarded to the agency funding the client's trip, the Clay County Council on Aging Executive Director, and the Clay County Local Coordinating Board via the Designated Official Planning Agency.

THIRD OFFENSE: For a third offense that occurs within one calendar year of a second offense, with the concurrence of the Clay County Council on Aging Executive Director, a 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 Clay Transit permanently. A copy of the notification shall also be forwarded to the agency funding the client's trip and the Clay County Local Coordinating Board via the Designated Official Planning Agency.

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 that it interferes with the immediate safety or well-being of any employee or other client.

Code of Conduct for Deviated Bus Lines

All passengers are required to abide by this Code of Conduct.

1. All passengers must pay the proper fare, if applicable.
2. Appropriate clothing (shirt and shoes) is required of all passengers.
3. No smoking on board a CLAY TRANSIT vehicle or under a transit shelter covering.
4. No throwing of items.
5. No eating or drinking on board a CLAY TRANSIT vehicle, unless required for health reasons.
6. No alcoholic beverages are allowed on board a CLAY TRANSIT vehicle or at a CLAY TRANSIT passenger facility.
7. No vandalism or graffiti of CLAY TRANSIT vehicles or property.
8. Possession or consumption of illegal drugs is prohibited. Passengers may not ride a CLAY TRANSIT vehicle under the influence of alcohol or illegal drugs.
9. Congregating or loitering on a CLAY TRANSIT vehicle or other passenger facility in a way that causes an inconvenience to other passengers is prohibited.

10. No rider shall interfere with the safe operation of any CLAY TRANSIT vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
11. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
12. Conversations between riders or on cell phones shall be kept at a reasonable volume on CLAY TRANSIT vehicles or other passenger facilities.
13. Physical violence, intimidation, and/or harassment of other passengers or the driver are prohibited.
14. Vulgar, abusive, or threatening language or actions are prohibited on CLAY TRANSIT vehicles or at transit shelters or other passenger facilities. Use of racial slurs or displaying racist behaviors is prohibited.
15. Use of personal radios, cassette tape players, compact disc players or other sound generating equipment is prohibited on CLAY TRANSIT vehicles or other 3 passenger facilities, unless utilized solely with ear phones. Volume on the ear phones shall be kept at a level which does not disturb other passengers or the driver.
16. Possession of weapons or flammable materials is prohibited on a CLAY TRANSIT vehicle or other passenger facility.
17. Guide, signal, or service animals are allowed for passengers who have visual, hearing or mobility impairments. All other animals are prohibited on CLAY TRANSIT vehicles or other passenger facilities.
18. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a CLAY TRANSIT vehicle, facilities, transit areas, buildings or any other CLAY TRANSIT properties.
19. Passengers may not bring objects on board a CLAY TRANSIT vehicle which blocks an aisle or stairway, or occupies a seat if to do so would cause a danger to or displace passengers or expected passengers.
20. Passengers are prohibited from extending an object or portions of one's body through a door or window of a CLAY TRANSIT vehicle.
21. Panhandling, sales, or soliciting activities are prohibited on board a CLAY TRANSIT vehicle or other passenger facility.
22. Infant strollers and similar articles must be folded prior to boarding a CLAY TRANSIT vehicle.
23. Children under six years of age must be accompanied by an adult or guardian 13 years of age or older. CLAY TRANSIT does not accept any responsibility for any unaccompanied minor.

Appeals Procedure for Violations of Code of Conduct

An administrative process shall allow a decision regarding a conduct-related issue to be appealed. The process shall be separate and distinct from the established grievance process contained elsewhere in this document and only apply to conduct-related issues unless otherwise specified. Furthermore, this process shall include an opportunity for the affected party to be heard and to present information and arguments.

1. Anyone wishing to appeal a written notification of a First Offense shall present their request for appeal in writing to the Executive Director of the Clay County Council on Aging within ten (10) calendar days of receipt of notification of such offense. The Executive Director shall investigate the circumstances surrounding the appeal and render a decision within seven (7) calendar days. The decision of the Executive Director shall be final. If a client elects to pursue the appeals process for a FIRST OFFENSE, the agency funding the client's service shall be

notified of the appeal and the final decision by the Executive Director.

2. Anyone wishing to appeal a disciplinary action resulting from either a Second or Third Offense shall present their request for appeal in writing to the Executive Director of the Clay County Council on Aging within ten (10) calendar days of receipt of notification of disciplinary action. All written appeals shall contain the following information:
 - The name and address of the appellant;
 - Transit route (if applicable), date and approximate time of the incident(s);
 - A statement of the grounds for the appeal and supporting documentation;
 - An explanation of the relief desired by the appellant.

The Executive Director shall immediately forward the request for appeal to the grievance committee of the Clay County Local Coordinating Board via the Designated Official Planning Agency. Within thirty (30) calendar days of receipt of the appeal request, the Grievance Committee shall meet and render a decision on the appeal. Furthermore, if a client elects to pursue the appeals process for a SECOND or THIRD OFFENSE, the agency funding the client's service shall be notified of the appeal and requested to attend the grievance committee meeting. A written copy of the decision of the grievance committee will be forwarded to the appellant, via certified mail with return receipt requested, within ten (10) calendar days of the conclusion of the committee meeting. Additional copies of the decision shall be sent to the funding agency for the particular trip in question, as well as the Local Coordinating Board. If the appeal fails, the notification of the decision will also state the effective date(s) of the suspension or expulsion.

Suspensions or expulsions from Clay Transit shall not be enforced during an 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 person.

LOCAL GRIEVANCE PROCEDURE/PROCESS

Definition of a Complaint

For the purpose of this Section, a complaint is defined as:

An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor, addressing one or more issues concerning transportation services of the CTC or operators used or employed by the CTC.

Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. The complaint will be filed within five working days of the incident. If a system user/advocate, sponsoring agency, or community service provider/subcontractor has a complaint, the CTC will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action to address each complaint. Complaints that cannot be resolved by the CTC directly or through mediation with operators and/or sponsoring agency, can be brought before the

County Transportation Disadvantaged Coordinating Board Grievance Committee.

Recording of Complaints

The Community Transportation Coordinator will keep a MEMO OF RECORD file of all complaints received. A copy of the MEMO OF RECORD file will be made available to the Community Transportation Coordinating Board on an as needed basis.

Appeal to the Grievance Subcommittee

The Community Transportation Coordinator (CTC) shall advise and provide directions to all persons, system user/advocates, sponsoring agencies, and/or community service providers from which a complaint has been received by the CTC of the right to file a formal written grievance. If after the CTC attempts to resolve the complaint, the complainant is not satisfied with the action taken by the CTC, the individuals should proceed to the next grievance step.

Responsibility of Coordinating Board to Grievances

The Local Coordinating Board shall appoint a Grievance Committee to serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and address them in a timely manner. Members appointed to the committee shall be voting members of the Coordinating Board. (Rule 41-2.012, FAC).

Definition of a Grievance

For purposes of this section, a grievance is defined as:

A circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance.

Grievance Procedures

The following Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. When a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services, proper grievance procedures which are described below should be followed in sequence.

Filing a Grievance

1. If a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a complaint as defined previously, the party should first discuss the matter with the staff involved for immediate resolution, if possible. If no resolution or satisfaction is reached, the individual should then proceed to the grievance level.
2. If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (CTC) within ten (10) working days of the incident. All grievances must be in writing and shall include the following:
 1. The name and address of the grievant;

2. Transit route, date and approximate time of the incident(s);
3. A statement of the grounds for the grievance and supporting documentation;
4. An explanation of the relief desired by the grievant.

Grievance Committee Hearing Procedures

The grievance committee agenda shall be conducted in accordance with the following procedures:

1. Call to order - Planning Staff
2. Election of Grievance Committee Chairman - Committee Members
3. Presentation of Grievance by Planning Staff
4. Presentation of Grievance by Complainant
5. Response of party(s) concerned
6. Discussion of grievance - Shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievances.
7. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance.
8. Close Hearing.

Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within fifteen (15) working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (CTC) staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance. The Community Transportation Coordinator's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

The Community Transportation Coordinator will keep a GRIEVANT RECORD file of all grievances received. A copy of the RECORD file will be made available to the Community Transportation Coordinating Board on an as needed basis.

Appeal to the Grievance Subcommittee

The decision of the Community Transportation Coordinator may be appealed to the Grievance Subcommittee of the Transportation Disadvantaged Coordinating Board within fifteen (15) working days of the receipt of the Community Transportation Coordinator's final decision. Within thirty (30) days of receipt of the appeal, the Grievance Subcommittee will meet to make recommendations to the Transportation Disadvantaged Coordinating Board.

The grievant will be notified in writing of the date, time and place of the subcommittee meeting at which the appeal will be heard. This written notice will be mailed at least ten (10) days prior to the meeting. The notice shall clearly state the purpose of the discussion and a statement of issues involved.

A written copy of the decision will be forwarded to the Board and all parties involved within ten (10) days of the date of the decision. Written decisions will include the following information:

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 decision based on the information provided;

4. A finding that the issue affects safety, provision of service, or efficiency; and;
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Recommendation to the County Transportation Disadvantaged Coordinating Board

Within thirty (30) working days of the receipt of the recommendation, the County Transportation Disadvantaged Coordinating Board will meet and consider the recommendation. A written copy of the recommendation will be forwarded to the Board and all parties involved within ten (10) working days of the date of the recommendation. The grievant will be notified in writing of the date, time and place of the Board meeting at which the recommendation will be presented. This written notice will be mailed at least ten (10) working days prior to the meeting.

Appeal to the State Transportation Disadvantaged Commission

Should a grievant remain dissatisfied with the decision, appeal may be made directly to the Commission for the Transportation Disadvantaged. The appeal should be addressed to:

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

COST/Revenue Allocation and SERVICE RATES SUMMARY

BASED ON THE COMMISSION’S RATE CALCULATION MODEL

COMMUNITY TRANSPORTATION COORDINATOR: CLAY

EFFECTIVE DATE: MAY 2018

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT \$
Ambulatory	Passenger Mile	\$2.05
Wheelchair	Passenger Mile	\$3.51
Group (5+ riders)	Passenger Mile	\$1.01
Public Route Pass pay share		\$1, \$1 per transfer
Transfers from JTA or Ride Solution, or we accept the JTA Star Card or Ride Solution Pass		\$ 1
Monthly Pass for Seniors and Students		\$25
Monthly Pass for General Public		\$35

SECTION 4: QUALITY ASSURANCE

Evaluation Process

The Northeast Florida Regional Planning Council conducts an annual evaluation of the Clay County TD program pursuant to Rule 41-2, *Florida Administrative Code* (FAC) and utilizing guidelines established by the Commission for the Transportation Disadvantaged. This evaluation utilizes, at a minimum, Chapters 5 (Competition), 7 (Cost Effectiveness & Efficiency) and 12 (Availability) of the Commission's *Workbook for CTC Evaluations*.

CTC Monitoring Procedures of Operators

Clay Transit does not have any sub-contracted operators at this time.

Coordination Contract Evaluation Criteria

Clay Transit evaluates coordination contracts on an annual basis and provides monitoring of the contractor's performance on a bi-annual basis. Evaluation of the contractor's trip data is included in the annual joint LCB/Planning Agency evaluation of the CTC.

Planning Agency Evaluation Process

The Florida Commission for the Transportation Disadvantaged conducts biennial reviews of the planning agency's performance based upon established procedures utilizing staff from the CTD's Quality Assurance & Program Evaluation (QAPE) section. The last evaluation is included as Appendix #7.