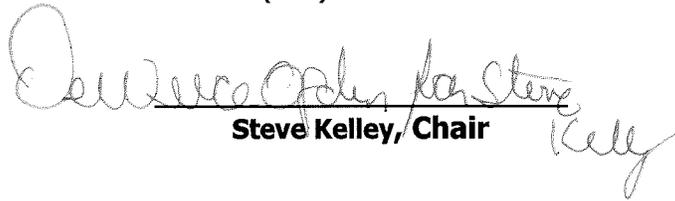


# 2017-2022 Nassau County Transportation Disadvantaged Service Plan

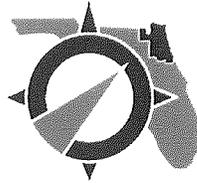
Approved by the

**Nassau County  
Transportation Disadvantaged Coordinating Board**

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**Steve Kelley, Chair**

with Assistance from



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June 14, 2018

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**APPENDICES** – Posted at [www.nefrc.org](http://www.nefrc.org).

# 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 Designated Official Planning Agencies (DOPAs), and the CTCs.

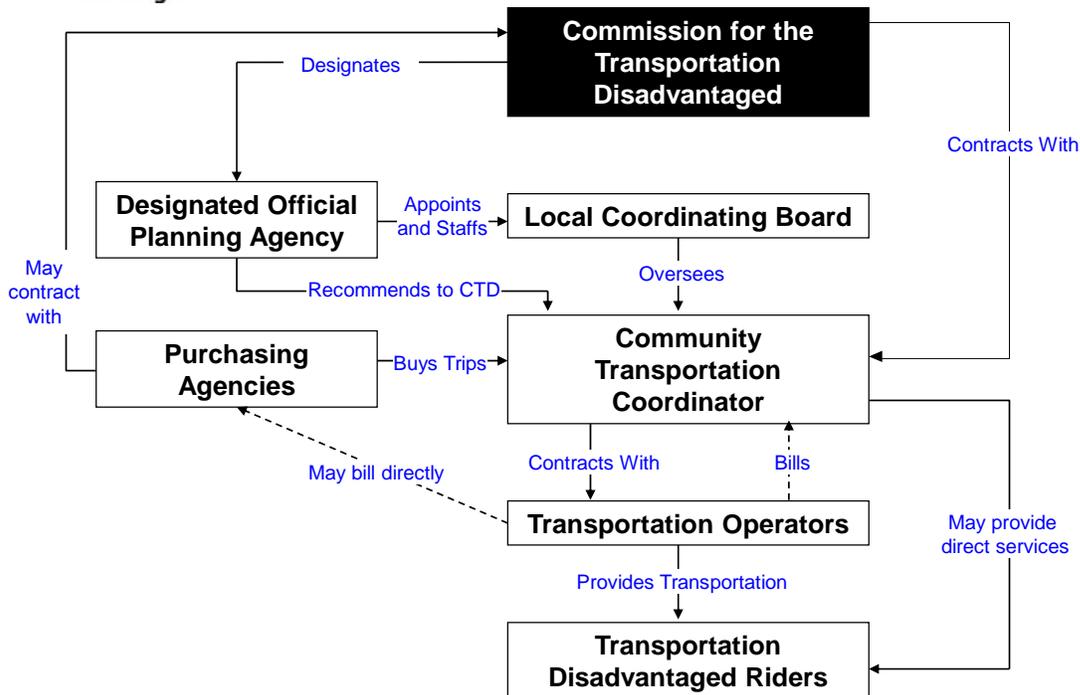
### Community Transportation Coordinator Designation Date and History

In December of 1982, the Nassau County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Nassau County, recommending the Nassau County Council on Aging, Inc. to serve as the Coordinated Community Transportation Provider. In 1983, the Nassau County Council on Aging amended the Articles of Incorporation to create Caravan as an agency function. The first Memorandum of Agreement was developed and approved in 1983. Beginning in 1984, the Nassau County Council on Aging began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients. The Nassau County COA has been the CTC for Nassau County on a continual basis since that time. The Commission for the Transportation Disadvantaged recently approved the NCCOA as the CTC for another 5 year period ending on June 30, 2022.

## Organizational Chart



# Coordinated Transportation System Organization



2

## Consistency Review of Other Plans

This TDSP has been developed to be consistent with the various plans compiled by the North Florida Transportation Planning Organization, including the Unified Planning Work Program, the Transportation Improvement Program, and the Long Range Transportation Program. In addition, the following plans have been reviewed and the TDSP is also consistent with them:

### **Local Government Comprehensive Plan**

The Transportation Disadvantaged program in Nassau County is addressed in the required Transportation Element of the Nassau County Comprehensive Plan by Objective T.08 and related policies T.08.01, 02, 03, and 04.

### **Strategic Regional Policy Plan**

The TDSP is consistent with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan,” which was adopted by the NEFRC by Rule on January 16, 2014. The regional transportation element supports mobility, the transportation disadvantaged and transit in policies 2, 3 and 16.

### **Commission for the Transportation Disadvantaged 2005 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**

NCCOA was represented in the creation of the Regional Transportation Commission's Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. BCCOA is represented on the Regional Transit Coordinating Committee, which is working on implementation of the plan.

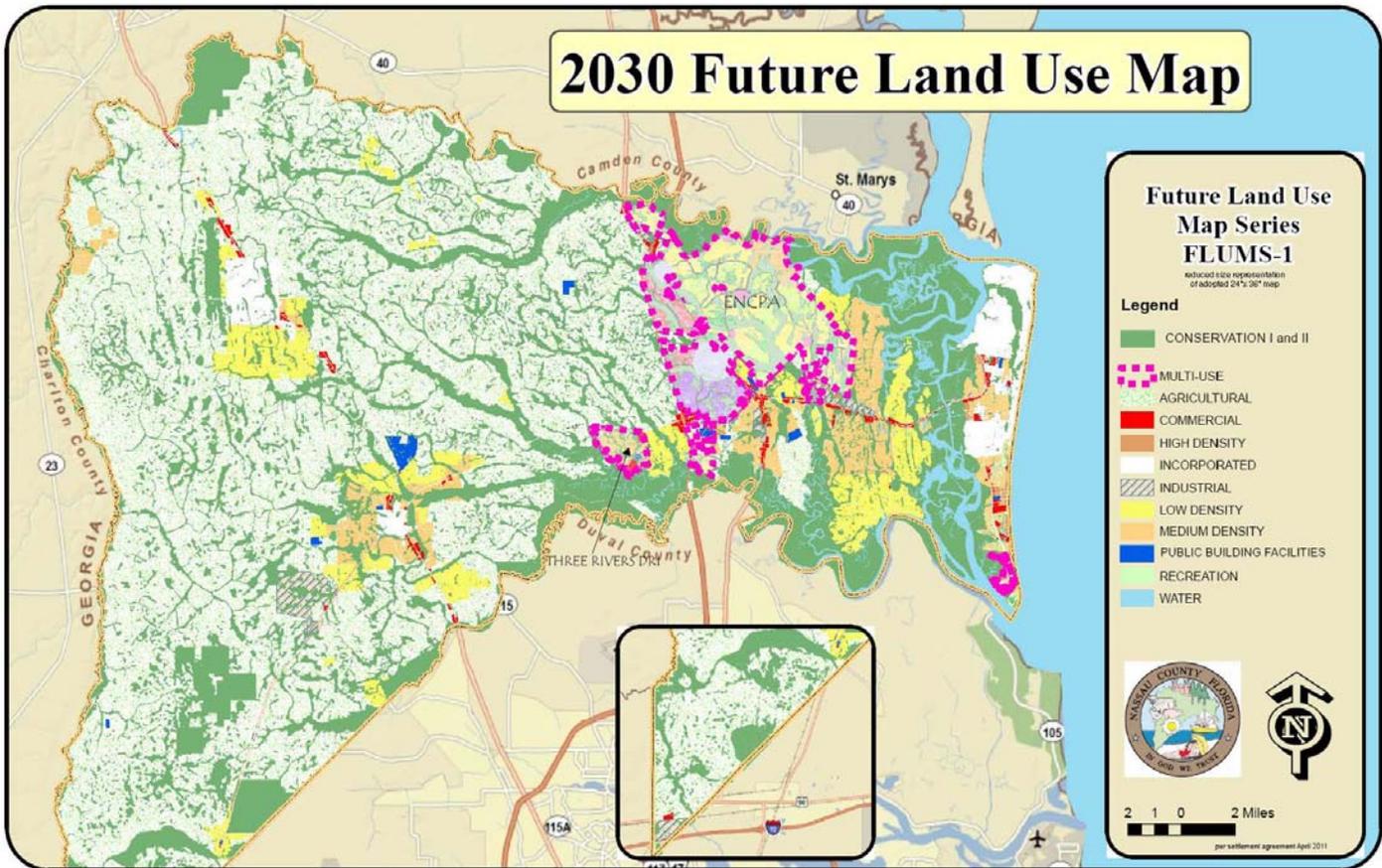
### **Public Participation**

Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board 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 Estimates and Projections (Medium)

	4/1/16 Estimate		Total Change -2010 Census
<b>Nassau County</b>	77,841	4,527	73,314
Callahan	1,195	72	1,123
Fernandina Beach	12,229	742	11,487
Hilliard	2,955	-131	3,086
UNINCORPORATED	61,462	3,844	57,618
		2020	83,900
		2025	91,200
		2030	97,600
		2035	103,400
		2040	108,700
		2045	113,500

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

### Population - Age 65+ - 5-year Estimates and Projections

Estimate/Projection Year	Data
2016 (EST.)	15,783
2020	19,078
2025	23,525
2030	27,554
2035	30,197
2040	32,217
2045	33,046

SOURCE: University of Florida, Bureau of Economic and Business Research, Florida Population Studies, Bulletin 178 <http://www.bibr.ufl.edu/population>

## Veterans - Total Population - Projections

Year	Data
2017	8,886
2020	8,642
2025	8,309
2030	7,849
2035	7,337
2040	6,851
2045	6,429

SOURCE: Veterans Administration Website: [https://www.va.gov/vetdata/Veteran\\_Population.asp](https://www.va.gov/vetdata/Veteran_Population.asp)

Statistics Related to County Population Age 60+	
Year 2016	Nassau County Projection
Below Poverty Guideline	2,010 (9.2%)
Minority Below Poverty Guideline	167 (.8%)
Below 125% Poverty Guideline/Eligible for Food Stamps/SNAP	2,883 (13.2%)
Minority Below 125% Poverty Guideline	286 (1.3%)
With a Florida Driver's License	21,858 (32%)

Source: Florida Department of Elder Affairs, County Profiles, [http://elderaffairs.state.fl.us/doea/pubs/stats/County\\_2016\\_projections/Counties/Nassau.pdf](http://elderaffairs.state.fl.us/doea/pubs/stats/County_2016_projections/Counties/Nassau.pdf)

Number of Homeless People							
County	2011	2012	2013	2014	2015	2016	2017
Nassau	165	84	38	93	140	99	142

Source: Bureau of Economic and Business Research, University of Florida,, based on an annual count of homeless citizens <https://www.bebr.ufl.edu/data/localities/9760/county>

<b>Population Over 65 with Disability</b>	
Disability Status	Nassau County Projection
With One Type of Disability *	3,517
With Two or More Disabilities	3,616
Total with Disabilities	7,133

Source: Florida Department of Elder Affairs, County Profiles, [http://elderaffairs.state.fl.us/doea/pubs/stats/County\\_2016\\_projections/Countries/Nassau.pdf](http://elderaffairs.state.fl.us/doea/pubs/stats/County_2016_projections/Countries/Nassau.pdf)

## **Employment**

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates [https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_15\\_5YR\\_S2301&prodType=table](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_15_5YR_S2301&prodType=table)

## **Overview of Land Use, Population/Composition and Employment**

The future land use map and demographics, when considered together indicate that Nassau is a rural County that is projected to grow significantly. Growth and development has been brisk in the recent past, and this is anticipated to continue, as evidenced by master planned communities and industrial areas currently in the planning or development stages. This will result in more jobs. The population is projected to grow and is aging. Despite positive trends, 13.2% of the population lives below 125% of poverty guidelines, and this may be compounded if growth makes affordable housing harder to find or overall causes the cost of living to rise. The ALICE (Asset Limited, Income Constrained, Employed) report updated in 2017 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 Nassau County, the median household income of \$52,005 is slightly higher than the statewide average of \$49,426. The ALICE report identifies the household survival budget for a single adult as \$19,416 and for a family with two working parents, an infant and a Pre-K child as \$53,088. The transportation portion of the family survival budget exceeds the portion 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 (23%), make up 34% of Nassau County’s population. These households are among those in need of transit, so they can save money and build wealth. If the transportation portion of their budgets can be made more manageable, there is the potential for real impact on the future of Nassau County families and children.

## **Major Trip Generators/Attractors**

Trips are generated by the daily needs of residents. They are also generated by nursing homes and long term care facilities, the local college, and public or multi-family housing. Nassau County Council on Aging facilities, doctor’s offices and shopping areas are attractors for trips, as are the downtowns of Fernandina Beach, Yulee and

Callahan, along with job centers on Amelia Island. The City of Jacksonville is an attractor outside of the County, for those seeking education, health care and/or jobs.

### **Inventory of Available Transportation Services**

Other than Nassau Transit and transportation network companies that provide rides to or from Nassau County, the following taxi services are based in the County:

- 8 Flags of Amelia Airport Transportation
- Eagle Express Transportation
- VIP Taxi
- First Coast Transportation
- Affordable Transportation
- Relax & Ride
- Island Resort Taxi
- Amelia Airport Shuttle
- Cruz N Cab
- Island Hopper

## 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 26,705 or 36.4% of the total population. The forecast for 2017 considers that of the TD population, 4,568 persons are considered to be of critical need. This is comprised of 2,669 persons who are considered to have severe disabilities and 1,899 persons of low income without access to an automobile or transit. The critical need population could be expected to make 3,737 daily trips. The forecast model is included as Appendix X.

### 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).

**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 with 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 for 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. Typically, the COA can expect to see \$360,000 or so of this formula funding, which will now be used to providing funding for the deviated fixed route service from the west side and eastern Nassau County to Yulee and on to Jacksonville. This service was previously funded through Section 5316 funding.

**Section 5316 – Job Access and Reverse Commute Program (JARC)** – The new MAP-21 Federal funding legislation is combining 5316 program into the 5311 program.

**Section 5317 – New Freedom** – The new MAP-21 Federal funding legislation is combining 5317 program into the 5310 program.

**Section 5339 – Bus and Bus Facilities Formula Program** – Federal funding for capital assistance.

Nassau County Council on Aging, Inc. applied for a 5310 grant in FY 16/17 for one (1) 24' Bus with 14 ambulatory seats or six (6) ambulatory seats with three (3) Wheelchair positions, wheel liners, remote control ext. mirrors, running board, and H.E.L.P rear bumpers. They also requested one (1) camera back-up system, one (1) MDT, one (1) video camera monitor, and one (1) bike rack.

Nassau County Council on Aging, Inc. applied for a 5339 grant in FY 16/17 for one (1) expansion 24' Bus with fourteen (14) ambulatory seats or six (6) ambulatory seats with three (3) Wheelchair positions, wheel liners,

remote control ext. mirrors, running board, and H.E.L.P rear bumpers. They also applied for one (1) camera back-up system, one (1) MDT, one (1) video camera monitor, and one (1) bike rack.

<b>5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results</b>				
<b>Fiscal Year</b>	<b>Section 5310</b>	<b>Section 5311</b>	<b>Section 5339</b>	<b>Funded (updated the next year)</b>
16/17	Capital - Eight Mobile Data Terminals \$42,000.	General operating assistance \$860,000.	Two 14 passenger buses \$167,858.	5311: \$419,476 5399: 2 Vehicles \$88,214 X 2
17/18	\$72,000 (one bus)	\$433,000	\$90,037(one bus)	
18/19	\$72,816 (one bus)	\$460,000	\$91,020(one bus)	
19/20				
20/21				
21/22				

### Barriers to Coordination (From Prior Plan)

The following are identified barriers to the Coordination process:

- 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 fuel, vehicles and insurance.
- Lack of specialized medical care (particularly kidney dialysis) located in the county.
- Lack of job growth to handle potential WAGES clients.

## **GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION PLAN**

### 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 2.1.4            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 Baker 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 Nassau 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 90 percent for all completed medical trips, 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 Transit Coordinating Committee (RTCC) in implementing the Regional Transit Action Plan.

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

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

<b>Performance Measure</b>	<b>Target</b>
On-Time Performance	At least 90% for medical

## SECTION 3 – SERVICE PLAN OPERATIONS

The operations element is a profile of the Nassau County coordinated transportation system. This element is intended to provide basic information about the daily operations of the Nassau County Council on Aging (NassauTRANSIT).

### Types, Hours and Days of Service

NassauTRANSIT provides non-emergency transportation services to ambulatory and wheelchair clients within the Nassau County service area. Service days are Monday through Friday, with the ability to extend service days to Saturday, Sunday and holidays at the mutual discretion of the Executive Director and the Transportation Director. Service hours may be extended to 9:00pm at the mutual discretion of the Executive Director and the Transportation Director. The classifications of transportation services provided by NassauTRANSIT are: Ambulatory, and Wheelchair. **\*NassauTRANSIT observes all Federal holidays; only life sustaining trips will be accepted for these days.**

NassauTRANSIT transports their clients on a curb to curb, or at the door basis depending on the need of those persons who are ambulatory or wheelchair-bound. NassauTRANSIT may determine that the needs of a client require additional assistance. In these cases the client will be required to travel with an escort. 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 the driver.

### Accessing Services

**a. Phone Number and Office Hours:**

Phone Number: 904-261-0700 or 800-298-9122  
Office hours: Monday – Friday, 8:00am to 5:00pm

**b. Advance Notification**

Individuals wishing to use NassauTRANSIT services can access the system by calling the reservation numbers (904) 261-0700 or 1-800-298-9122. 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.

A 72 hour (not counting weekends and/or holidays) advance notice is required by NassauTRANSIT in order to obtain transportation services. Less than 72-hour requests are allowed in special circumstances on a space available basis. Same-day requests for hospital discharges can be provided dependent upon driver/schedule availability.

**c. Cancellation Process and Requirements**

Cancellations of reserved trips are effective only if received by telephone to the Transportation Office. Notifications to Bus Operators are not recognized as cancellation notices.

Cancellations should be received by 5:00pm of the day before the trip. A cancellation received after

5:00pm for a trip scheduled for the next business day will be considered a “no Show” if the trip is scheduled for pick-up at 12:00pm (noon) or later. Appointments must be made during normal duty hours with COA coordinators.

**d. No Show Procedure**

If a vehicle is dispatched for an uncancelled reserved trip, and upon arrival the passenger is unavailable or has decided not to travel, the trip will be classified as a “No Show.” Should a passenger incur a second No Show in any calendar month, NassauTRANSIT will call the passenger to inform them of NassauTRANSIT’s “No Show” policy. This will include an explanation that a third “No Show” within the same calendar month will result in suspension of service for the following calendar month.

**e. Before/After-hours Service**

NassauTRANSIT Operates demand-response paratransit services with pick-ups scheduled at 4:00am and drop-offs scheduled at 6:00pm Monday-Friday, except recognized federal holidays. However, service may be provided on holidays and weekends for life-sustaining purposed trips, particularly dialysis treatments. The Transportation Manager will review requests for before or after hour’s service on a case by case basis based on the circumstances, medical necessity, and ability to work into assigned schedules. The only service provided on COA holidays are those deemed life sustaining (dialysis or oncology related) and employment rides on a case-by-case basis.

**f. Eligibility**

Any resident of Nassau County may request an eligibility application from the COA by calling our toll free number (800-298-9122) or 904-261-0700. The Eligibility Application must be filled out completely to be considered for transportation services for NassauTRANSIT. If assistance is needed completing the application, the COA staff members are available to help. The completed application is reviewed by the COA staff and a determination of eligibility will be made based on the information provided.

The eligibility process can take up to three business days to complete. If one qualifies for Transportation Disadvantage services, the scheduling of future trips is a quick and easy process.

The COA serves a limited group of people, including those sponsored under the following:

- **Americans with Disabilities Act (ADA):** Individuals with disabilities.
- **Transportation Disadvantaged (TD):** Includes qualifying individuals in areas where fixed route service does not operate and have no other means of transportation.
- **Medicaid:** NassauTRANSIT provides trips for Medicaid eligible services for those persons who cannot travel by fixed route and have no other means of transportation.
- **Agencies:** Includes people whose trips are under a negotiated agency contract.

The COA staff will determine the funding category appropriate for each customer.

**g. Prioritization for Services Funded**

NassauTRANSIT Non-sponsored Priority Listing is below:

1. Life Sustaining Medical
2. Medical
3. Nutrition and Social Service Assistance
4. Education and Work
5. Shopping and Recreation (limited to off-peak times and subject to availability/funding)

## **Transportation Operators and Coordination Contractors**

NassauTRANSIT provides transportation services to the following agencies: Division of Blind Services, Northeast Florida Community Action Agency, Community Care for the Elderly, Nassau County Council on Aging, Nassau County Nutrition Services, Commission for Transportation Disadvantaged, Quality Health Nursing Home, Life Care Nursing Home, Vocational Rehabilitation, Community Care for Disabled Adults, Nassau County School Board and the YMCA.

## **Public Transit Utilization**

There is no public transit system available in Nassau County at the present time. However, based on continuing grant allocations, NassauTRANSIT runs the Nassau Transit which is open to the public and has periodic runs throughout the county and into Jacksonville Monday through Friday. Schedules for the Nassau Transit are available from any NassauTRANSIT bus driver, the NassauTRANSIT office, or from our website: [www.NassauTRANSIT.com](http://www.NassauTRANSIT.com)

## **School Bus Utilization**

The Nassau County School Board provides vehicle availability information to the Coordinator twice per year. However, the cost of utilizing the school busses is currently prohibitive.

## **Vehicle Inventory**

A vehicle inventory for NassauTRANSIT is included as Appendix #4.

## **System Safety Program Plan Certification**

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

## **Intercounty Services**

NassauTRANSIT presently does not have any intercounty agreements with neighboring counties. NassauTRANSIT is participating in regional efforts to provide cross county/seamless rides.

## **Emergency Preparedness and Response**

The Disaster Preparedness Plan for NassauTRANSIT has been included in Nassau County's Comprehensive Emergency Plan (CEMP).

## **Education Efforts/Marketing**

Currently, NassauTRANSIT advertises transportation services through the following methods: word of mouth, driver distribution, flyers in commodity distribution, local news articles, and on Council on Aging website: [www.coanassau.com](http://www.coanassau.com).

## Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Nassau 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 NassauTRANSIT's compliance of the established service standards annually. The LCB will accept any agency's review of NassauTRANSIT 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.

#### Escorts and Children

Children under age 14 and individuals requiring special loading assistance will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger and must ride on the vehicle with the client they are assisting. One escort shall be transported at no cost. Additional escorts, if space is available, must pay the required co-pays.

#### Child Restraint

All passengers under the age of 4 and/or under 45 pounds are encouraged to use a child restraint device. This device shall be provided by the passenger.

#### Rider Property

Property that can be carried by the passenger and/or driver in one trip that 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.

#### Vehicle Transfer Points

Vehicle transfer points shall be at designated NassauTRANSIT 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 (NassauTRANSIT). These telephone numbers shall be included in the complaint process in addition to the Ombudsman Telephone number in the complaint process. All NassauTRANSIT vehicles will also

display local contact numbers visible from outside the vehicle.

#### Out-of-Service Area Trips

NassauTRANSIT will provide out-of-service area trips as needed with approval of the funding source. Documentation from the client's physician that the requested service or treatment is not available within Nassau County may be required prior to the transportation service being rendered. Because of the time and distance required to travel into the Jacksonville area, NassauTRANSIT can restrict how many days these routes will run; limit destinations along defined corridors to maximize loading; establish higher co-pays based on distances; and other such measures to prevent long trips with low passenger rates that are not cost effective to overall operations.

#### 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) on a regular schedule.

#### Rider/Trip Database

NassauTRANSIT 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, NassauTRANSIT also maintains an emergency contact name and number in the client records. These records are necessary in the event a trip delay occurs and NassauTRANSIT should need to contact a rider or guardian to explain the delay or any relevant information.

#### Billing Requirements

The CTC shall pay all bills within 30 days to subcontractors after receipt of said payment by the CTC.

#### 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 have a picture identification and/or name badge displayed 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 and/or stretcher device; (3) Storage 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. Clients requiring additional assistance will be required to travel with an escort.

- **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 and Eating on Vehicles

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

#### Communication Equipment

Each driver of a NassauTRANSIT vehicle is provided with a two-way radio/cellular telephone.

#### Vehicle Air Conditioning and Heating Equipment

All vehicles are equipped with air conditioning and heating equipment and will be adjusted to keep passengers comfortable.

### **Local Service Standards**

#### NassauTRANSIT Non-sponsored Priority Listing

1. Life Sustaining Medical
2. Medical
3. Nutrition and Social Service Assistance
4. Education and Work
5. Shopping and Recreation

#### On-Time Performance

NassauTRANSIT uses computer assisted scheduling software to reserve and route all trips. The Transportation Coordinator determines routes for the next working day and produces a vehicle manifest for each assigned driver. These manifests are produced with cost effectiveness/vehicle availability in mind and may not always result in convenience for the client. Based on the loading, the client will be given an estimated pickup time.

Clients are asked to be ready ½ hour before their scheduled (estimated) pickup times. NassauTRANSIT will make every effort to reduce the length of travel and time delivered prior to the appointment time to a minimum based on that day's schedule. Because of multi-loading requirements, especially for trips into Jacksonville, pick up times may be hours before appointment times to accommodate others with earlier appointment times.

Transportation Coordinators will log from drivers' manifest mileage and time on and off for each client. A standard of at least 90% of all completed medical trips being on time has been established.

#### No-show Policy

See "A 2 d" under Operations.

### First Aid/Cardiopulmonary Resuscitation

The Nassau County Council on Aging Inc. has elected not to require CPR/First Aid training for its staff. However, NassauTRANSIT does offer this training for all interested employees on a strictly voluntary basis. Nevertheless, drivers who elect to attend this training are NOT REQUIRED to administer first aid/CPR in any instance. Drivers will call 911 for emergency response to medical conditions.

### Pick-up Window

Passengers are required to call the day before their trip to receive their estimated pick up time. Passengers must be ready 30 minutes prior to the estimated pickup time and understand that drivers will make every attempt to pick up passengers no later than 30 minutes after the approximate pick up time. Drivers may call passengers the day prior to a pick up to confirm pick up times especially for very early morning pickups, but it remains the responsibility of the passenger to call COA to learn of their scheduled time.

### Advance Reservation Requirements

Individuals wishing to use NassauTRANSIT services can access the system by calling the reservation numbers (904) 261-0700 or 1-800-298-9122. 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.

A 72 hour (not counting weekends and/or holidays) advance notice is required by NassauTRANSIT in order to obtain transportation services. Less than 72-hour requests are allowed in special circumstances on a space available basis. Same-day requests for hospital discharges can be made contingent upon driver availability and schedule.

### Public Transit Utilization

There is no public transit system available in Nassau County at the present time. However, based on continuing grant allocations, NassauTRANSIT runs the Nassau Transit which is open to the public and has periodic runs throughout the county and into Jacksonville Monday through Friday. Schedules for the Nassau Transit are available from any NassauTRANSIT bus driver, the NassauTRANSIT office, or from our website: [www.NassauTRANSIT.com](http://www.NassauTRANSIT.com)

### Complaints

See Local Complaint and Grievance Procedure/Process below.

### Accidents

NassauTRANSIT will compile a quarterly report of all reportable accidents for presentation to the Local Coordinating Board for its review. A reportable accident shall be defined as those accidents in which at least \$1,000 of damage occurred and/or NassauTRANSIT driver was cited with a traffic violation. NassauTRANSIT 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

NassauTRANSIT 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. NassauTRANSIT shall strive to sustain not less than 10,000 vehicle miles between road calls for the established Annual Operating Report period.

## Call Hold Time

NassauTRANSIT takes all calls for all trips from Nassau County residents using a three-line PBX system that is covered by a coordinator 8 am - 4 p.m., Monday through Friday except COA Holidays. All calls for transportation requests are forwarded to the Transportation Department and answered by one of three Transportation Coordinators. Calls made during these hours will not be placed on hold for more than two (2) minutes. Callers who are left on hold for a longer time should report such incidents to the Transportation Manager, or the COA Executive Director, as soon as possible.

## 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.

## Clients with Illnesses and/or Wound(s)

If a determination is made by a medical professional that a client is medically contagious, then NassauTRANSIT 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.

## Driver Background Screening

All drivers hired by the Nassau County Council on Aging Inc. are subject to a criminal background check by the Florida Department of Law Enforcement (FDLE), as well as a Level II background check conducted by the FBI.

## Local Complaint and 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 (NassauTRANSIT) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of NassauTRANSIT or operators used by the NassauTRANSIT.

### 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 NassauTRANSIT. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. The complaint will be filed within 5 working days of the incident. If a system user/advocate, sponsoring agency, or community service provider has a complaint, NassauTRANSIT will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action for resolution. Complaints that cannot be mediated by NassauTRANSIT directly will be brought to the attention of the COA Executive Director for possible resolution. Issues not resolved by NassauTRANSIT or the COA Executive Director, 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 FOR RECORD file will be made available to the Local Coordinating Board on an as needed basis.

### Appeal to the Grievance Subcommittee

The Community Transportation Coordinator (NassauTRANSIT); shall advise and provide directions to all persons, system user/advocates, sponsoring agencies, and/or community service providers, of the right to file a formal written grievance. If after NassauTRANSIT attempts to resolve the complaint, the complainant is not satisfied with the action taken by NassauTRANSIT, 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 NassauTRANSIT 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

If a passenger, system user/advocate, sponsoring agency, and/or community service provider has a complaint as defined previously, the party should first discuss the matter with the staff involved for immediate resolution. If no resolution or satisfaction is reached, the individual should then proceed to the next grievance level.

If a system user/advocate, sponsoring agency or community service provider has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (NassauTRANSIT) within ten (10) working days of the incident. All grievances must be in writing and shall include the following:

- a. The name and address of the grievant;
- b. Transit route, date and approximate time of the incident(s);
- c. A statement of the grounds for the grievance and supporting documentation;
- d. 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:

- a. Call to order - Planning Staff;
- b. Election of Grievance Committee Chairman - Committee Members;
- c. Presentation of Grievance by Planning Staff;
- d. Presentation of Grievance by Complainant;
- e. Response of party(s) concerned;
- f. 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;
- g. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance;
- h. 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 NassauTRANSIT 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 (NassauTRANSIT) 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 Local 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 Local Coordinating Board

Within thirty (30) working days of the receipt of the recommendation, the Local 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 Transportation Disadvantaged Commission  
605 Suwannee Street, MS - 49  
Tallahassee, Florida 32399

## **COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION**

### Service Rates Summary

The Rate Calculation Model provided by the Florida Commission for the Transportation Disadvantaged is

reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues. Nassau County COA’s current rates are ambulatory: \$11.78 per trip; wheelchair: \$20.19 per trip.

**Community Transportation Coordinator:** Nassau COA  
**Effective Date:** July 2018

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit \$
Ambulatory	Trip	\$15.09
Wheelchair	Trip	\$25.87
Non-Sponsored	Trip charge	\$2.00
Public Transit	Trip charge	\$1.00
NassPASS:	6 Rides	\$5.00
	10 Rides	\$10.00
	20 Rides	\$15.00

# SECTION 4: QUALITY ASSURANCE

## CTC EVALUATION PROCESS

### **CTC Evaluation**

The Northeast Florida Regional Council conducts an annual evaluation of the Nassau 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**

Nassau County TD program does not have any sub-contracted operators at this time.

### **Coordination Contract Evaluation Criteria**

Nassau County TD program does not have a coordination contractor at this time.

### **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.