

2020 – 2026
CLAY COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the
Clay County
Transportation Disadvantaged Local Coordinating Board

477 Houston Street,
Green Cove Springs, Florida, 32043



Honorable Kristen Burke, Chair

With Assistance From



Northeast Florida Regional Council
40 E Adams Street, Ste 320
Jacksonville, FL 32202
www.nefrc.org
(904) 279-0880

September 2025

Table of Contents

SECTION 1: DEVELOPMENT PLAN.....	4
INTRODUCTION OF THE SERVICE PLAN	4
Background of the Transportation Disadvantaged Program	4
Community Transportation Coordinator Designation Date and History	4
Organization Chart	5
Consistency Review with Other Plans	5
Public Participation	6
SERVICE AREA PROFILE/DEMOGRAPHICS	7
Land Use	7
Population/Composition	8
Employment	19
Major Trip Generators/Attractors.....	21
Inventory of Available Transportation Services	21
SECTION 2: SERVICES ANALYSIS.....	23
Forecasts of Transportation Disadvantaged Population.....	23
Needs Assessment	23
Barriers to Coordination	24
GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATIONS SCHEDULES	25
SECTION 3. SERVICE DELIVERY	29
OPERATIONS.....	29
Types, Hours and Days of Service	29
Accessing Services	30
Transportation Operators and Coordination Contractors	32
Public Transit Utilization	32
School Bus Utilization.....	32
Vehicle Inventory	32
System Safety Program Plan Certification	32
Natural Disaster/Emergency Preparedness	32
Education Efforts/Marketing.....	32
Acceptable Alternatives	33
Service Standards.....	33
Local Complaint and Grievance Procedure/Process	40
COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION	43
Service Rates Summary.....	43
SECTION 4. QUALITY ASSURANCE.....	44
EVALUATION PROCESS	44

APPENDICES

Appendix 1: Local Coordinating Board Membership Certification

Appendix 2: Roll Call Voting Sheet

Appendix 3: Organizational Chart

Appendix 4: Vehicle Inventory

Appendix 5: SSPP Certification

Appendix 6: CUTR Model

Appendix 7: CTC Evaluation

Appendix 8: Emergency Preparedness Plan

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 a 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

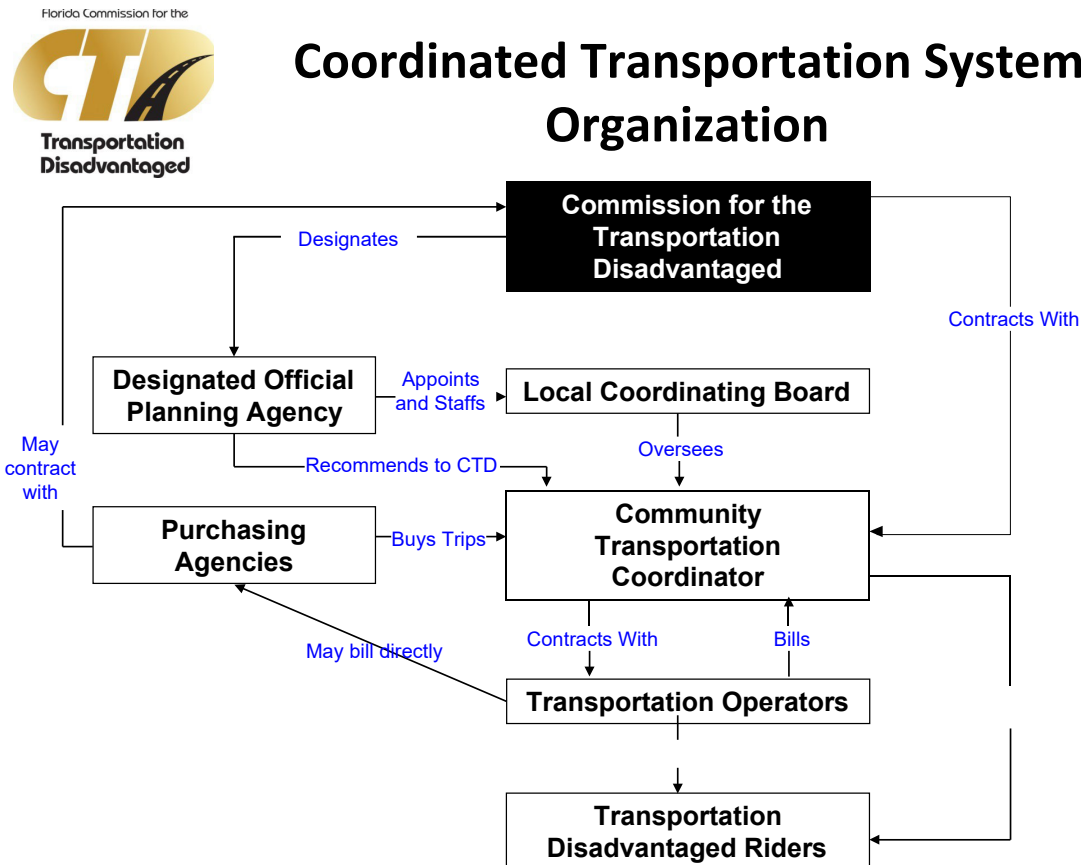
Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in 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

As part of an emergency RFI, the Commission for the Transportation Disadvantaged (CTD) selected the Jacksonville Transportation Authority (JTA), as the Community Transportation Coordinator (CTC) for Clay County effective January 1, 2019, for a period of 18 months.

The JTA contracted with MV Transportation Inc, as the service provider and renamed the service as Clay Community Transportation (CCT). The Commission for the Transportation Disadvantaged re-designated JTA as the CTC for a five year period at a meeting in June 2020.

Organization Chart



Consistency Review with Other Plans

Local Government Comprehensive Plan

The 2020-2025 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 2020-2025 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 2020-2025 Clay County TDSP is consistent to the maximum extent feasible with the Jacksonville Urbanized Area's Transit Development Plan. 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 of the study was undertaken and completed in December 2017. While the CTC has changed, 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

The Regional Transportation Commission (RTC)'s Regional Transit Action Plan 2016 aligns with this TDSP. Now that the RTC has ceased operations, the CTC is represented on the Northeast Florida Regional Transit Working Group (RTWG), which is working on implementation of the plan.

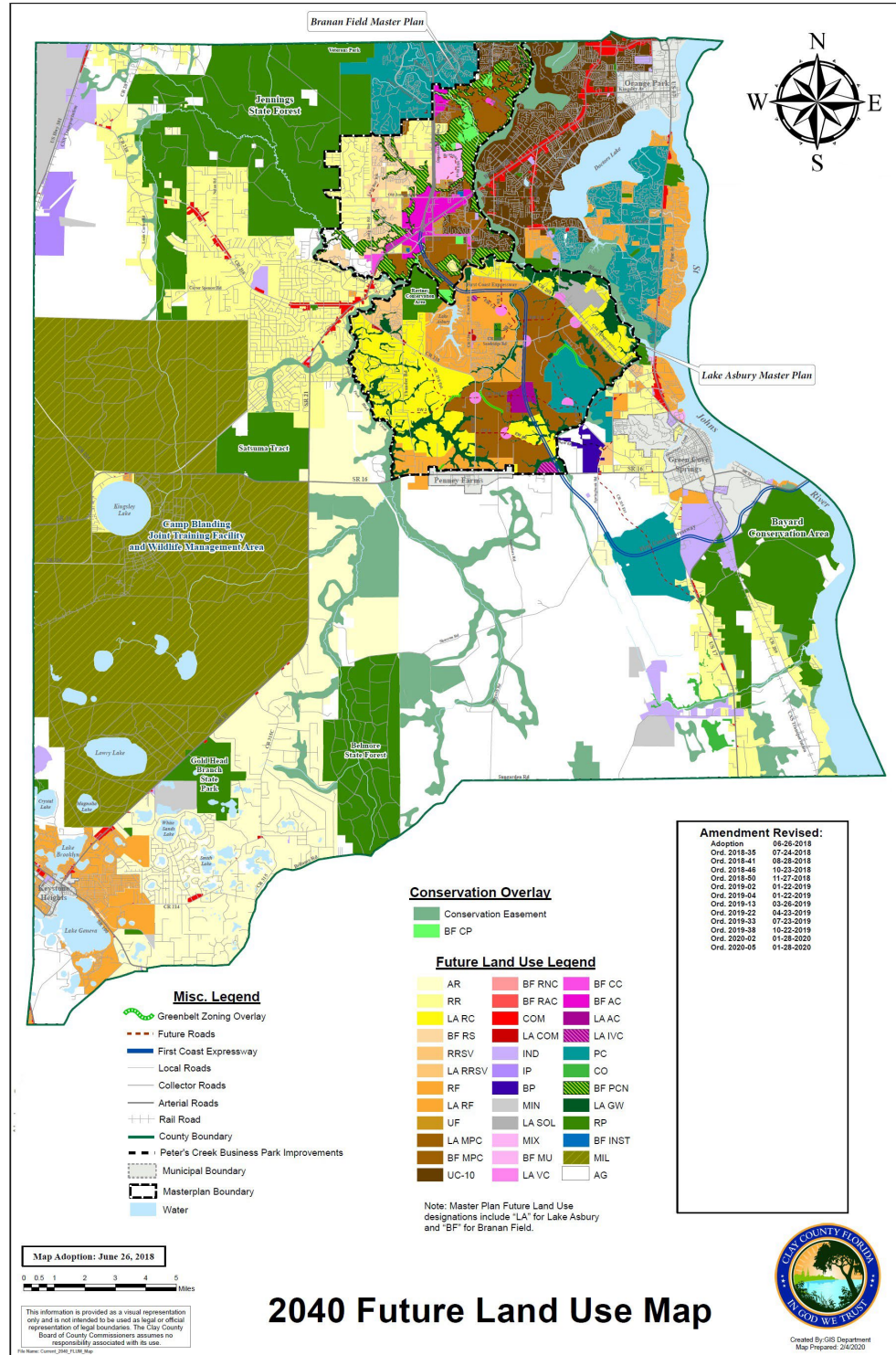
Public Participation

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 receives 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



Source: Clay County, 2024

Population/Composition

Clay County BEBR Population Estimates and Projections

Estimate April 1, 2024		Projections					
236,365		April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045	April 1, 2050
	Low	220,600	229,300	235,200	239,300	242,400	217,800
	Medium	236,800	252,500	265,000	275,600	285,100	284,700
	High	251,800	276,000	296,600	315,700	334,100	351,600

Estimates of Population by County and City April 1, 2024	April 1, 2024	April 1, 2020	Total Change 2020-2024
Clay County	236,365	218,245	18,120
Green Cove Springs	10,270	9,786	484
Keystone Heights	1,473	1,446	27
Orange Park	9,171	9,089	82
Penney Farms	835	821	14
Unincorporated	214,616	197,103	17,513

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies.
<https://www.bibr.ufl.edu/population>

Clay County Veterans	Total Population-Projections
2018	25,798
2020	25,576
2025	24,783
2030	24,211
2035	23,512
2040	23,061
2045	22,829

Source: Veterans Administration Website:

Clay County Population - 5-year Estimates and Projections

Population Projections by Age, Sex, Race, and Hispanic Origin for Florida and Its Counties, 2025–2050, with Estimates for 2023

County and State	Age/ Sex	Estimates	Projections					
		2023	2025	2030	2035	2040	2045	2050
CLAY								
All Races	Total	231,042	238,491	254,540	267,857	276,922	284,186	290,628
	0-4	13,247	13,699	14,457	14,907	14,514	14,553	14,845
	5-17	40,823	41,512	43,181	45,042	46,482	46,642	46,348
	18-24	18,819	19,023	19,750	19,977	20,186	21,081	21,646
	25-54	89,304	91,985	98,218	104,662	108,344	110,994	110,209
	55-64	29,683	30,046	28,974	28,416	29,301	31,236	35,772
	65-79	30,112	32,174	36,530	38,497	38,580	36,904	37,694
	80+	9,054	10,052	13,430	16,356	19,515	22,776	24,114
	Female	118,573	122,486	130,904	137,887	142,647	146,497	149,921
	0-4	6,491	6,712	7,084	7,304	7,112	7,131	7,274
	5-17	20,042	20,410	21,256	22,166	22,874	22,955	22,812
	18-24	9,136	9,199	9,621	9,771	9,868	10,307	10,586
	25-54	45,747	47,051	49,799	52,736	54,552	56,007	55,779
	55-64	15,510	15,733	15,379	15,156	15,334	15,994	18,135
	65-79	16,313	17,463	19,839	20,980	21,187	20,397	20,646
	80+	5,334	5,918	7,926	9,774	11,720	13,706	14,689

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

Statistics Related to County Population Age 60+

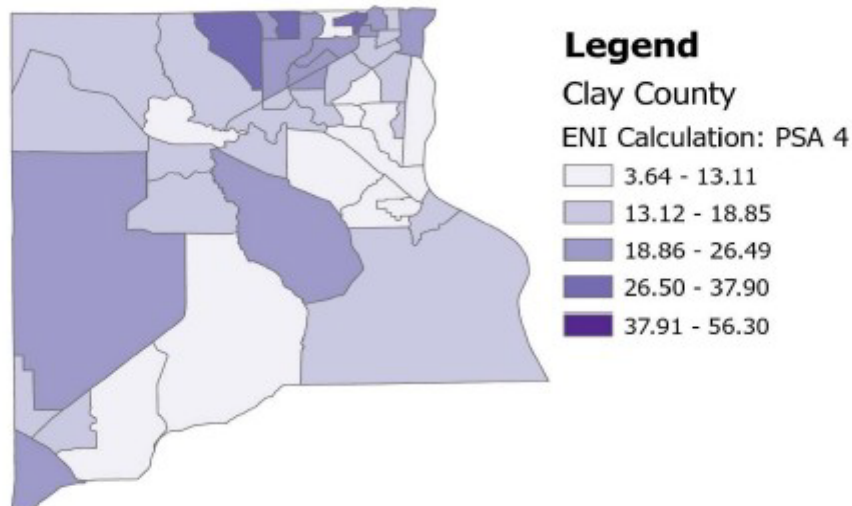
Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

1

Clay County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. It is not a percentage of the area's population. Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/does/eni_home.php

The Index outpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2010-2012 American Community Survey 5-Year Estimates

Useful Websites

Bureau of Economic and Business Research (BEBR)
U.S. Census Bureau, American Community Survey (ACS)
U.S. Census Bureau, Quick Facts
Florida Agency for Health Care Administration (AHCA)
Florida Department of Elder Affairs (DOEA)
How to Become an Age Friendly Community

Florida Division of Emergency Management (Shelters)
Florida Housing Data Clearinghouse
County Chronic Disease Profile
Aging Integrated Database (AGID)
Florida DOEA ENI Maps

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

1

2024 Profile of Older Floridians

Clay County Demographic Profile

The demographics section presents the population characteristics of those age 60 and older and examines traits about older Floridians, such as the number of veterans, voters, and drivers.

Age Category	Value	Percent
All Ages	225,553	100%
Under 18	53,076	24%
Under 60	173,996	77%
18-59	120,920	54%
60+	51,557	23%
65+	37,342	17%
70+	25,417	11%
75+	15,745	7%
80+	8,487	4%
85+	3,893	2%

Source: BEBR, 2023

Gender	Value	Percent
Male	23,479	46%
Female	28,078	54%

Source: BEBR, 2023

Living Alone	Value	Percent
Male Living Alone	2,930	6%
Female Living Alone	5,265	10%

Source: AGID 2017-21 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	2,875	8%
High School Diploma	11,245	30%
Some College, No Degree	7,715	21%
Associates Degree or Higher	12,430	33%

Source: AGID 2017-21 ACS

Marital Status	Male	Female
Never Married	535	755
Percentage Never Married	2%	3%
Married	18,055	14,705
Percentage Married	79%	57%
Widowed	1,835	5,665
Percentage Widowed	8%	22%
Divorced	2,490	4,715
Percentage Divorced	11%	18%

Source: AGID 2017-21 ACS

Race and Ethnicity	Value	Percent
White	44,569	86%
Black	4,719	9%
Other Minorities	2,269	4%
Total Hispanic	3,433	7%
White Hispanic	2,947	6%
Non-White Hispanic	486	1%
Total Non-Hispanic	48,124	93%
Total Minority	10,421	20%

The minority population is the summation of black, other, and Hispanic

Source: BEBR, 2023

Driver License Holders	Value	Percent
Drivers	55,706	29%

Source: Florida Department of Highway Safety and Motor Vehicles, 2023

Registered Voters	Value	Percent
Registered Voters	57,435	32%

Source: Florida Department of State, 2023

Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	9,992	49%
Age 65-84	9,034	45%
Age 85+	1,254	6%

Source: U.S. Department of Veterans Affairs, 2020

Grandparents	Value	Percent
Living With Grandchildren	3,435	7%
Grandparent Responsible for Grandchildren	935	2%
Grandparent Not Responsible for Grandchildren	2,500	5%
Not Living With Grandchildren	44,695	87%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

English Proficiency	Value	Percent
With Limited English Proficiency	715	1%

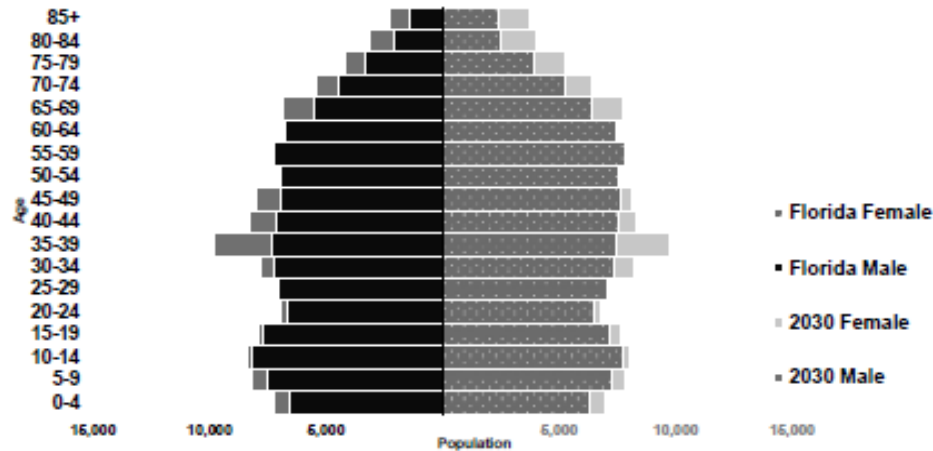
Source: AGID 2017-21 ACS

Note: The American Community Survey (ACS) requires a minimum of 50 cases in a geographic area and therefore a value of 0 may denote fewer than 50 seniors in a region.

2024 Profile of Older Floridians

Clay County Demographic Profile

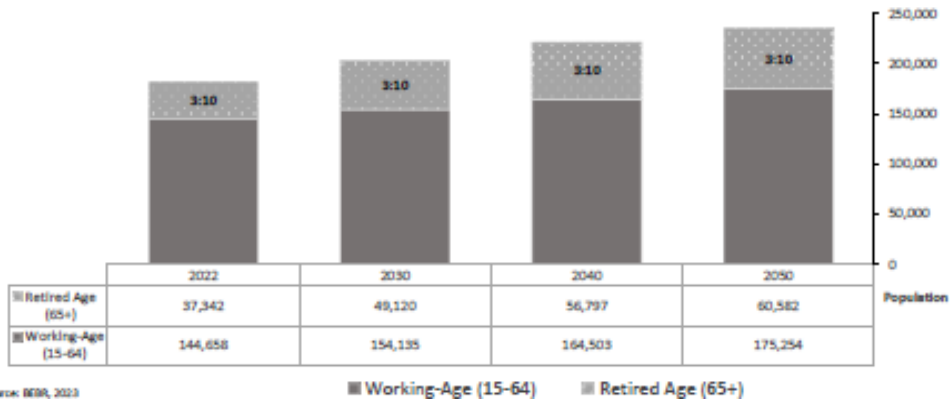
The population pyramid below compares the projected older adult population by gender between 2022 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEA, 2023

Older Adult Dependency Ratio

The dependency ratio contrasts the number of working-age (15-64) individuals compared to the number of individuals age 65 and older who are likely retired from the workforce. This ratio reflects the ongoing contributions of taxes and wages to support the health care and retirement systems used by retirees, as well as the availability of younger individuals to serve as caregivers to older loved ones.



Source: BEA, 2023

2024 Profile of Older Floridians

Clay County Financial Profile

This section examines financial conditions, poverty rates, and the cost of living for older Floridians. The ratio of income to poverty level graphic below shows the distribution of older adults relative to the poverty level to show the proportion of the senior population who fall below the Federal Poverty Level (FPL). The portrayal of the financial conditions of older adults is detailed in the final graphic, which includes information about income relative to rates of homeownership and partnership status in the consideration of cost of living.

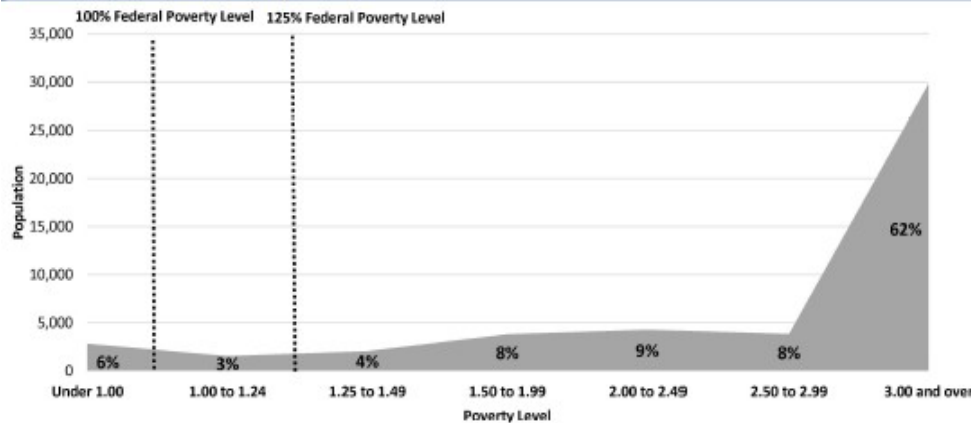
Federal Poverty Level	Value
Single-Person Household	\$15,060
Two-Person Household	\$20,440
125% Single-Person Household	\$18,825
125% Two-Person Household	\$25,550

Source: U.S. Department of Health & Human Services, 2024

Poverty	Value	Percent
At Poverty Level	2,844	6%
Below 125% of Poverty Level	4,379	8%
Minority At Poverty Level	794	2%
Minority Below 125% of Poverty Level	1,354	3%

Source: AGID 2017-21 ACS

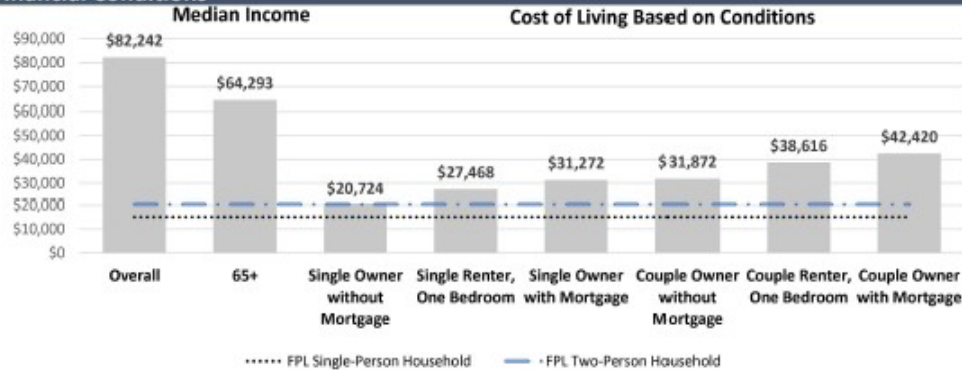
Ratio of Income to Poverty Level



Value is expressed as the percentage of the 60+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2017-21 ACS

Financial Conditions



Cost of living is an index of how much income retired older adults require to meet their basic needs to live in their community without assistance.

Source: U.S. Census Bureau, 2018-2022 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ (Public Dataset). Boston, MA: Gerontology Institute, University of Massachusetts

2024 Profile of Older Floridians

Clay County Livability Profile

The livability section presents new elements, such as available affordable housing for older adults. Many essential community elements are also included below, such as sidewalk safety, the safety of roadways, and availability of green spaces. The rates of older Floridians who have access to a vehicle or public transportation, as well as the availability of internet access and various food resources, are also provided. These provide estimates of older adults' ability to access community resources.

Pedestrian Safety	Percent
Sidewalks with Barriers	32%

Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.).

Source: Florida Department of Transportation, 2023

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	10

This figure includes occupants and non-occupants involved in a crash.

Source: Florida Department of Highway Safety and Motor Vehicles, 2024

Internet Access (65+)	Percent
Have Internet Access	94%

Source: U.S. Census Bureau, 2018-2022 ACS

Food Resource Centers	Value
SNAP Access Sites	1
Fresh Access Bucks Outlet	1
Farmer's Market	1
Food Distribution (No Cost)	7
SNAP Retailers	136
Congregate Meal Sites	4

Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.

Source: Feeding Florida.org, USDA, 2023, FDACS, 2023, and Florida DOFA, 2022

Public Transportation Options	Value
Bus Operations at least at the County	1
Rail Operations at least at the County	0
Public Transit Service Area (sq. mi.)	245
Public Transit Service Area Population	221,748
Annual Unlinked Trips	1,051,036
Vehicles Operated in Maximum Service (VOMS)	208
Total Miles of Bike Lanes	50

Information on service area is not reported by rural and intercity public transit.

VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.

Source: Federal Transit Administration, 2022, and FDOT, 2022-2023

Green Space	Value
Number of Nearby State Parks	2

Nearby refers to the park that has the shortest distance from the center of the county.

Source: Florida Department of Environmental Protection, 2023

Rural-Urban Designation	Value
Census Tracts Rural	0%
Census Tracts Urban	100%
Number of Census Tracts	30

Source: U.S. Department of Agriculture, 2019

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	6,386
Percent of Owners with High Cost Burden	23%
Renter-Occupied Households	4,241
Percent of Renters with High Cost Burden	30%

Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.

Source: The Shimberg Center for Housing Studies, 2022, U.S. Census Bureau, 2018-2022 ACS

Affordable Housing Inventory	Value
Properties	4
Properties Ready for Occupancy	3
Total Units	293
Units with Rent and/or Income Restrictions	293
Units Receiving Monthly Rental Assistance	94

Affordable housing inventory receives funding from HUD, Florida Housing Financing Corp., and the USDA. The inventory above includes older adults as its target population.

Source: The Shimberg Center for Housing Studies, 2022-2023

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	41%
Renter-Occupied Housing Units	22%

Source: U.S. Census Bureau, 2018-2022 ACS

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	98%
Renter-Occupied Households with Access to Vehicle(s)	84%

Source: U.S. Census Bureau, 2018-2022 ACS

Employment Status (65+)	Value	Percent
Number of Seniors Employed	24,622	66%
Number of Seniors Unemployed	633	2%

Source: U.S. Census Bureau, 2018-2022 ACS

Retirement (65+)	Value	Percent
Social Security Beneficiaries	37,820	77%
SSI Recipients	621	20%

SSI stands for Supplemental Security Income. To qualify, a person must be at least age 65 OR be blind or disabled. Also, the person must have limited income and resources.

Source: U.S. Social Security Administration, 2022

SNAP or Food Stamps	Value
Potentially Eligible	4,379
Annual Participants	4,038
Current Beneficiaries as of Dec-23	2,984
Percent of Total Population Receiving Benefits	6%

Potentially Eligible are individuals below 125% of the Federal Poverty Level

Source: Florida Department of Children and Families, 2023

2024 Profile of Older Floridians

Clay County Health Profile and Medical Resources

The health and medical section presents the variety and availability of different types of facilities, medical professionals, and treatment services in the community. This includes complex estimates based on probable usage by older adults. For example, the "Medically Underserved" are areas designated by the U.S. Department of Health and Human Services as having too few primary care providers, high infant mortality, high poverty, or a high elderly population. Medical access and health support services information is an important area for community planners to ensure that support is in place to accommodate an older population.

Ambulatory Surgical Centers	Value
Facilities	7
Operating Rooms	17
Recovery Beds	59

Source: Florida AHCA, 2023

Hospitals	Value
Hospitals	4
Hospitals with Skilled Nursing Units	0
Hospital Beds	720
Skilled Nursing Unit Beds	0

Source: Florida AHCA, 2023

Medical Professionals	Value
Medical Doctors	
Licensed	343
Limited License	1
Critical Need Area License	10
Restricted	0
Medical Faculty Certification	1
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	13
Licensed Osteopathic Physicians	80
Dentists	95
Licensed Registered Nurses	4,452
Pharmacies	51

Source: Florida Department of Health, 2023

Assisted Living Facility	Value
Total ALF Beds	750
Optional State Supplementation (OSS) Beds	0
Non-OSS Beds	750
Total ALF Facilities	14
Facilities with Extended Congregate Care License	2
Facilities with Limited Mental Health License	0
Facilities with Limited Nursing Service License	4

Source: Florida AHCA, 2023

Medically Underserved	Value	Percent
Total Medically Underserved	0	0%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	0	0%

Source: Calculated using U.S. Health Resources & Services Administration and AGID

Health Insurance 65+	Value	Percent
Insured	35,408	95%
Uninsured	113	5%

Source: U.S. Census Bureau, 2018-2022 ACS

Disability Status	Value	Percent
With One Type of Disability	7,305	14%
With Two or More Disabilities	7,605	15%
Total With Any Disability		
Hearing	4,940	10%
Vision	2,155	4%
Cognitive	3,605	7%
Ambulatory	10,410	20%
Self-Care	2,990	6%
Independent Living	4,995	10%
With No Disabilities	33,285	65%
Probable Alzheimer's Cases (65+)	3,674	10%

Source: U.S. Census Bureau, 2018-2022 ACS, AGID 2017-21 ACS

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	5,193	11%
60+ Dual Eligible	4,492	72%

Source: Florida AHCA, 2023

Adult Day Care (ADC)	Value
ADC Facilities	1
Capacity	35

Source: Florida AHCA, 2023

Home Health Agencies	Value
Agencies	16
Medicaid Certified Agencies	0
Medicare Certified Agencies	6
Homemaker and Companion Service Companies	26

Source: Florida AHCA, 2023

2024 Profile of Older Floridians

Clay County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	11
Community Beds	11
Sheltered Beds	1
Veterans Administration Beds	0
Other Beds	0
SNF Beds	1,260
Community Beds	1,260
Sheltered Beds	50
Veterans Administration Beds	0
Other Beds	0
SNFs With Community Beds	11
Community Bed Days	456,250
Community Patient Days	402,272
Medicaid Patient Days	241,898
Occupancy Rate	88%
Percent Medicaid	60%

The day the patient is admitted is a patient day. A bed day is a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.

Source: Florida AHCA, 2023

Emergency Medical Services (EMS) Providers	Value
--	-------

EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2023

Adult Family Care Homes	Value
Homes	2
Beds	10

Source: Florida AHCA, 2023

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2023

Dialysis	Value
End-Stage Renal Disease Centers	7

Source: Florida AHCA, 2023

Clay County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in the legislative district that fall within particular storm surge evacuation zones, as well as the number of DOEA Home and Community-Based Services (HCBS) clients who reside in these zones. The estimate of electricity-dependent individuals is presented by insurance type to show the number of people who use electricity-dependent medical equipment necessary for things such as survival or mobility. This information can also be used to evaluate the sufficiency of shelters, generators, and evacuation route roadways to handle the needs of seniors and medically fragile adults in emergencies.

Electricity-Dependent	Value
Medicare Beneficiary	2,322
Medicaid Beneficiary	64

Medicare beneficiary includes the entire Medicare population (65+ and SSI recipients).

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA, U.S. Centers for Medicare & Medicaid Services, 2022, and U.S. Department of Health & Source: FDEM, 2024

Shelter Resources	Value
Number of General Shelters	32
General Shelter Max Capacity in People	11,837
Number of Special Needs Shelters	2
Special Needs Shelters Max Capacity in People	204

Evacuation Zones	Value	Percent
DOEA HCBS Clients	674	100%
Zone A	13	2%
Zone B	22	3%
Zone C	0	0%
Zone D	103	15%
Zone E	28	4%
Lives in an Evac Zone and Has Memory Problems*	29	4%
Lives in an Evac Zone and Lives Alone*	76	11%

Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

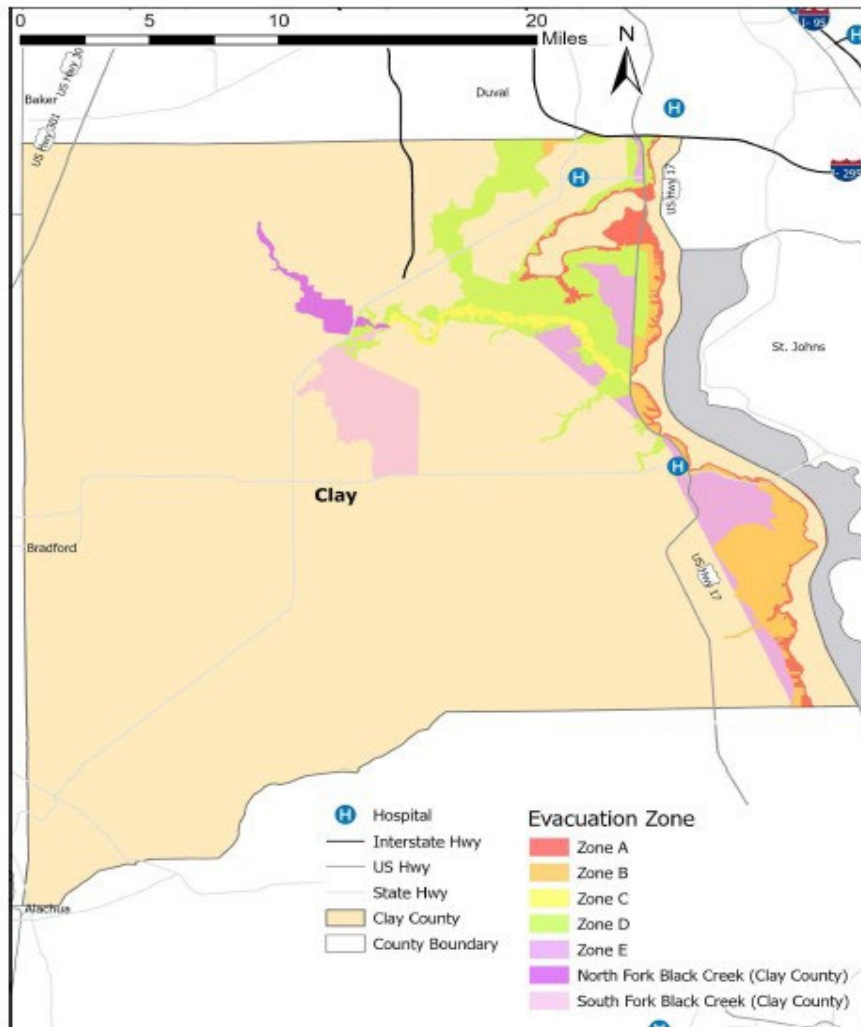
*Note: There are additional county-specific evacuation zones not listed on this table.

Source: Florida DOEA CIRT, Florida Division of Emergency Management (FDEM), 2024

2024 Profile of Older Floridians

Clay County Disaster Preparedness

Evacuation Zones



Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.
Source: FDEM, 2024.

Source: 2024 Clay County Profile of Older Floridians, State of Florida, Department of Elder Affairs

Number of Homeless Students PK-12 in Clay County, 2022-2023

Total Homeless Students 2022-23 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
900		25	755	16	104

Source: Florida Department of Education's website:

<http://www.fldoe.org/policy/federal-edu-programs/title-x-homeless-edu-program-hep.stml>

The Percentage of Population Below the Poverty Line by Age in Clay County, 2023

Age	Total Estimate	Total Margin of Error	Total Below Poverty Line Estimate	Total Below Poverty Line Margin of Error	Percent Below Poverty Line	Percent Below Poverty Line Margin of Error
<u>Under 18 years</u>	50,485	+/-361	6,755	+/-1,640	13.4%	+/-3.2
<u>Under 5 years</u>	11,446	+/-144	1,637	+/-414	14.3%	+/-3.6
<u>5-17 Years</u>	39,039	+/-343	5,118	+/-1,529	13.1%	+/-3.9
<u>Related Children of Householder Under 18 Years</u>	50,154	+/-433	6,424	+/-1,647	12.8%	+/-3.3
<u>18 to 64 years</u>	133,966	+/-176	10,696	+/-1,470	8.0%	+/-1.1
<u>18 to 34 years</u>	43,991	+/-126	3,740	+/-722	8.5%	+/-1.6
<u>35-64 years</u>	89,975	+/-178	6,956	+/-1,236	7.7%	+/-1.4
<u>60 years and over</u>	52,273	+/-976	3,784	+/-579	7.2%	+/-1.1
<u>65 years and over</u>	36,628	+/-108	2,753	+/-475	7.5%	+/-1.3

Note: The poverty line is based on the U.S. Census's Poverty Threshold which is the minimum annual income determined by the age, household type, and the number of children in a household for each family unit. The number of family units below that minimum annual income for each group are considered living below the poverty line. The minimum breakdown for each group is found at <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

Source: The American Community Survey 2018-Five Year Estimates

<https://data.census.gov/table/ACSST5Y2023.S1701?q=S1701&q=050XX00US12019>

Subject	Clay County, Florida		
	Total	Labor Force Participation Rate	Employment/Population Ratio

	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 16 years and over	164,191	+/-459	62.5%	+/-0.9	56.9%
AGE					
16 to 19 years	11,239	+/-488	40.4%	+/-3.3	31.3%
20 to 24 years	11,925	+/-201	82.1%	+/-3.1	67.4%
25 to 29 years	13,071	+/-136	81.3%	+/-2.9	72.4%
30 to 34 years	12,748	+/-182	77.3%	+/-3.8	68.8%
35 to 44 years	26,825	+/-204	83.9%	+/-1.9	76.7%
45 to 54 years	29,895	+/-162	79.6%	+/-1.9	75.6%
55 to 59 years	15,183	+/-598	66.6%	+/-3.3	62.2%
60 to 64 years	12,374	+/-618	54.5%	+/-3.6	52.5%
65 to 74 years	19,606	+/-138	20.7%	+/-2.1	20.1%
75 years and over	11,325	+/-116	5.6%	+/-1.6	5%
RACE AND HISPANIC OR LATINO ORIGIN					
White alone	133,922	+/-930	61%	+/-0.9	55.8%
Black or African American alone	17,260	+/-708	70.7%	+/-3.4	62.7%
American Indian and Alaska Native alone	205	+/-95	45.4%	+/-21.1	45.4%
Asian alone	5,150	+/-368	60.3%	+/-4.6	54.4%
Native Hawaiian and Other Pacific Islander	83	+/-72	78.3%	+/-35.6	38.6%
Some other race alone	3,041	+/-661	79.4%	+/-5.8	70.4%
Two or more races	4,530	+/-577	67.3%	+/-5.4	61.4%
Hispanic or Latino origin (of any race)	14,566	+/-123	66.4%	+/-3.5	58.4%
White alone, not Hispanic or Latino	123,594	+/-441	60.7%	+/-1.0	55.7%
Population 20 to 64 years	122,021	+/-180	76.6%	+/-1.1	70.0%
SEX					
Male	60,013	+/-163	82.9%	+/-1.4	76.1%
Female	62,008	+/-80	70.4%	+/-1.6	64%
With own children under 18 years	24,701	+/-853	72.5%	+/-2.5	66.2%
With own children under 6 years only	4,483	+/-586	69.4%	+/-6.7	63.3%
With own children under 6 years and 6 to 17 years	4,768	+/-544	65.2%	+/-5.9	56.6%
With own children 6 to 17 years	15,450	+/-756	75.7%	+/-3.1	70.1%
POVERTY STATUS IN THE PAST 12 MONTHS					
Below poverty level	12,697	+/-1,318	46.9%	+/-4.0	32.6%
At or above the poverty level	108,741	+/-1,332	80.4%	+/-1.1	74.7%
DISABILITY STATUS					
With any disability	14,146	+/-901	43%	+/-3.6	36.4%
EDUCATIONAL ATTAINMENT					
Population 25 to 64 years	110,096	+/-161	76%	+/-1.2	70.2%
Less than high school graduate	8,987	+/-728	53.7%	+/-5	49.1%
High school graduate (includes equivalency)	33,038	+/-1,390	72.8%	+/-2.1	67.5%
Some college or associate degree	41,311	+/-1,344	77.9%	+/-1.9	71.5%
Bachelor's degree or higher	26,760	+/-1,227	84.4%	+/-1.9	78.8%

Employment

Subject	Clay County, Florida		
	Employment/Population Ratio	Unemployment rate	
		Estimate	Margin of Error
Population 16 years and over	+/-0.9	7.5%	+/-0.8
AGE			
16 to 19 years	+/-3.4	21.8%	+/-5.8
20 to 24 years	+/-4.7	17.6%	+/-4.7
25 to 29 years	+/-4.3	6%	+/-1.8
30 to 34 years	+/-4	7.3%	+/-2.6
35 to 44 years	+/-2.3	6.5%	+/-1.5
45 to 54 years	+/-2.1	4.3%	+/-1.1
55 to 59 years	+/-3.2	6.6%	+/-2.3
60 to 64 years	+/-3.4	3.8%	+/-2
65 to 74 years	+/-2.1	3.3%	+/-2.2
75 years and over	+/-1.4	10.8%	+/-15.1
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	+/-1	7.1%	+/-0.8
Black or African American alone	+/-4.2	9%	+/-3.2
American Indian and Alaska Native alone	+/-21.1	0%	+/-33.4
Asian alone	+/-5.1	9.2%	+/-4.7
Native Hawaiian and Other Pacific Islander alone	+/-29.6	50.8%	+/-38.6
Some other race alone	+/-6.9	10.4%	+/-9.1
Two or more races	+/-5.4	6.2%	+/-4.2
Hispanic or Latino origin (of any race)	+/-3.4	10.7%	+/-3.6
White alone, not Hispanic or Latino	+/-1	6.8%	+/-0.9
Population 20 to 64 years	+/-1.2	6.9%	+/-0.7
SEX			
Male	+/-1.6	5.6%	+/-1
Female	+/-1.6	8.4%	+/-1.1
With own children under 18 years	+/-2.4	7.8%	+/-1.6
With own children under 6 years only	+/-6.3	7.4%	+/-3.8
With own children under 6 years and 6 to 17 years	+/-6.3	11.1%	+/-5
With own children under 6 to 17 years only	+/-3.2	7.1%	+/-2
POVERTY STATUS IN THE PAST 12 MONTHS			
Below poverty level	+/-4.1	30%	+/-6
At or above the poverty level	+/-1.2	5.3%	+/-0.7
DISABILITY STATUS			
With any disability	+/-3.6	14.9%	+/-4.6
EDUCATIONAL ATTAINMENT			
Population 25 to 64 years	+/-1.2	5.7%	+/-0.8
Less than high school graduate	+/-4.9	8.5%	+/-4.7
High school graduate (includes equivalency)	+/-2.2	6.6%	+/-1.3
Some college or associate degree	+/-2.2	5.4%	+/-1.1
Bachelor's degree or higher	+/-2.2	4.4%	+/-1.6

Source: The American Community Survey 2018-Five Year Estimates

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 2018 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 \$61,825 is higher than the statewide average of \$55,462. The ALICE report identifies the household survival budget for a single adult as \$23,844 and for a family with two working parents, an infant and a Pre-K child as \$71,616. The transportation portion of the family survival budget exceeds the portion needed for food and is the third largest factor after childcare and housing for a family of two working adults and two children in childcare. The number of households below the poverty level (9%) combined with the number of ALICE households, who earn less than the household survival budget (28%), make up 37% of Clay County's total households. 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 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

In addition to Clay Community Transportation as the Community Transportation Coordinator for Clay County, BASCA, Inc. provides rides for children and adults with differences from their headquarters in Orange Park. The ARC of Bradford provides service from Bradford County to Keystone Heights. Other than transportation network companies that may provide rides to or from Clay County, the following companies provide transportation: Abac 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 2018 is 66,396, or 31.2% of the total population. The forecast for 2018 considers that of the TD population, 7,222 persons are considered to be of critical need. This is comprised of 6,555 persons who are considered to have severe disabilities and 667 persons of low income without access to an automobile or transit. The critical need population in 2020 could be expected to make 1,641 daily trips, and 511,992 annual trips. The forecast model is included as Appendix #6.¹

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 and other Funding Requests and Results			
Fiscal Year	Section 5310 & 5311	Section 5339	Funding Received
16/17	\$181,860 for two replacement buses (capital), urban paratransit grant of \$400,000 (operating), grant of \$80,000 for the Magenta Line, \$75,000 for the new Yellow Line (operating). In addition, BASCA, Inc. applied for a van at a cost of \$64,140.		5310- 2 buses total project amount \$177,130, Federal share \$141,704 local \$17,713 and State-\$17,713 Paratransit Service \$200,000 Federal with a 50% match required total project \$400,000, Magenta Federal share \$20,000, local share \$20,000 total project \$40,000. 5311-\$195,536 Federal, local \$195,536, total project \$391,072. BASCA, Inc.'s application for a van was funded at \$64,140.
17/18	\$197,354 for two replacement buses and other needs (capital), urban		5310- 1 bus total project amount \$95,000, federal share \$76,000, local share \$9,500, state share \$9,500,

¹ This model utilized 2015 BEBR estimates to conform to the standard of the 2013 CUTR Model Worksheet.

	paratransit grant of \$215,000 (operating) \$40,000 for the Magenta Line (operating).		Paratransit service \$215,000 federal share with a 50% match required project total \$430,000. Magenta \$0. 5311-\$189,566 Federal, local \$189,566 total project \$379,132.
18/19	\$161,842 for two replacement buses (capital), \$320,000 urban paratransit (operating), \$35,000 for the Magenta Line (operating). BASCA, Inc. applied for a minibus at \$ 51,734.		BASCA, Inc.'s application was funded at \$51,734.
19/20	No applications from Clay COA. BASCA, Inc. applied for \$52,972 minibus (capital).		BASCA, Inc. was funded \$52,972 for the minibus.
20/21	\$194,842 for two replacement 22' cutaway buses. BASCA, Inc. applied for \$55,355 for one replacement bus (capital) and \$10, 678 operating. 5311 - \$496,710		5311 - \$496,710 (Federal 50% - \$248,355, Local 50% - \$248,355
21/22	BASCA, Inc., is requesting \$60,868 for one (1) REPLACEMENT Ford Transit, medium roof, minibus with 9 AMB seats, 2 W/C and gas engine. JTA is requesting \$155,876 for two (2) REPLACEMENT 22' Ford E450 cutaways.		BASC, Inc. 5310 - \$76,086 Total (\$60,868 Federal, \$7,609 State, \$7,609 Local)
22/23	BASCA is requesting \$79,544 in federal CAPITAL for one (1) REPLACEMENT Ford Transit Minibus, medium roof, minibus with 9 AMB seats, 2 W/C, and gas engine. JTA is requesting \$227,726 in federal CAPITAL for two (2) REPLACEMENT Cutaways with 8 AMB and 3 W/C positions		
23/24	BASCA, Inc. requesting \$100,000 in federal CAPITAL funds for one (1) REPLACEMENT Ford Transit Minibus, medium roof, mini bus with 9 AMB seats, 2 W/C and gas engine. JTA \$100,000 in federal CAPITAL funds for one (1) REPLACEMENT Ford Transit Minibus, medium roof, mini bus with 9 AMB seats, 2 W/C and gas engine and \$624,000 in		

	federal CAPITAL funding for four (4) REPLACEMENT Cutaways with 12AMB and 3 W/C positions.		
--	---	--	--

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.
- 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 85 percent for medical trips.
- 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 Local Coordinating Board

(LCB) approval and/or review, including all reports requested by the LCB.

- 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 Working Group (RTWG) 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 RTWG (Baker, Duval, Nassau, Putnam and St. Johns Counties).

Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTWG 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
Medical Trip On-Time Performance	90%

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 Community Transportation (CCT).

Types, Hours and Days of Service

CCT provides transportation services to non-emergency ambulatory and wheelchair clients within the Clay County service area. The transportation services provided by CCT are Individual Demand Response trips and Agency Sponsored trips through a service agreement.

Subscription/Standing Order

Definition: A standing order is the permanent reservation of a regular trip made by a rider. This eliminates the need to make an individual reservation for each trip. The trip must be from the same place, at the same time on the same day(s) of the week. The trip must be taken at least once per week, for at least six months. One standing order is allowed per rider. Mirroring the ADA, subscription trips cannot exceed 50% of the system's capacity at any one time

Individual Demand Response Trip

Definition: This type of service is characterized by making a trip reservation at least by noon two (2) working days prior to an appointment. Trips may not be scheduled more than two (2) weeks prior to an appointment.

Agency Sponsored Trips

Definition: Trips paid for by a sponsoring agency through a contractual agreement with CCT.

CCT transports clients on a door-to-door basis depending on the need of those persons whom are ambulatory or wheelchair clients. Drivers may not assist wheelchairs up and down more than one step.

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 not to enter the client's residence. Nursing homes, hospitals and facilities at point of origin pick up from nurse's station or common lobby area.

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

Accessing Services

Ridership Eligibility

It is the policy of the Local Coordinating Board (LCB) that Transportation Disadvantaged funds are to be used only after all other transportation options have been exhausted. In order to be eligible for TD services, an applicant must be a Clay County resident and meet the following eligibility criteria:

- Individuals cannot self-declare their eligibility; verification is required.
- Individuals that are 60 years of age or older are eligible if either:
 - Have no other transportation options,
- **OR**
- Be unable to afford transportation (Household Income [HHI] guidelines may apply).
- Individuals under 60 years of age are also eligible if they:
 - Are disabled (e.g., documentation from a medical provider or agency such as the Social Security Administration or the Agency for Persons with Disabilities),
- **OR**
- Have a household income below 150% of the Federal Poverty Guidelines, as defined by HUD.
- No other funding sources (e.g., Medicaid, other programs) must be available to cover transportation.
- If a flex route is available and the individual can use it, they must use it.
- Riders must pay a co-pay per trip, as determined by the Local Coordinating Board (LCB).

Eligibility of Riders

To determine eligibility for transportation, every rider must complete a transportation assessment screening form. The form must be completed before the first transport of this system and effective date. Once the assessment is received by CCT it will be reviewed within three business days of receipt to determine eligibility.

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

CCT 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) and verification is provided that the private driveway is hazardous and not appropriate for public vehicles.

Harassment/Disruptive Behavior

CCT may deny service for those clients that violate the code of conduct.

Advance Notification

Individuals wishing to use CCT transportation services can access the system by calling the reservation number 904 284 5977 or faxing 904 284 5733. Trips must be booked three days in advance but may be booked up to fourteen days in advance. Clients should check with Reservations for holiday schedules. 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.

Trip Cancellation / No Show Policy

CCT drivers will wait for customers for five (5) minutes within the on-time pick-up window. If the driver is not able to make in-person contact with the customer, they will notify dispatch and make a reasonable effort to locate the customer.

Customers who indicate they are not ready or will not be traveling as scheduled will also be recorded as a cancel at the door which is a form of No Show. Customers who do not call and cancel at least ninety (90) minutes prior to the negotiated pick-up time will be recorded as late cancels, which is considered a form of No Show.

The FTA regulations allow CCT service to be suspended, when a customer consistently misses scheduled trips and establishes a pattern of policy abuse.

Trips missed by the individual for reasons beyond his or her control shall not be a basis for determining that such a pattern or practice exists.

When a customer has violated the No Show policy more than three times in 30 days, the following process and suspension times will be utilized:

First thirty (30) day period:

- Phone call to the customer/caregiver to discuss the customer's No Show history for the current month.
 - First No Show notification letter is mailed.

Second thirty (30) day period:

- Phone call to the customer/caregiver to discuss the customer's No Show history for the current month.
 - Second No Show notification letter is mailed stating that the customer will be eligible for suspension with additional violation of No-Show policy.

Third (30) day period:

- End of the third Second thirty (30) day period
 - Final No Show notification letter is mailed stating that the customer is eligible for suspension due to No-Show policy abuse.

Fourth (30) day period:

- A suspension of service letter is mailed out to customer.
- A service suspension may be appealed by making a verbal or written appeal of suspension to the Eligibility Center within 60 calendar days of the date of the written notification of suspension, and no later than the date listed in the body of the letter. Verbal requests can be made by calling CCT, Monday through Friday 8 a.m. to 5 p.m. or a written request may be sent to:

Clay Community Transportation
604 Walnut Street
Green Cove Springs, Florida 32043

- 1st offense - Seven (7) day suspension after written notification and opportunity for the

- customer to appeal.
- 2nd offense – Fifteen (15) day suspension after written notification and opportunity for the customer to appeal.
- 3rd offense – Thirty (30) day suspension after written notification and opportunity for the customer to appeal.

*In accordance with FTA regulations, when a No Show occurs on the first leg of a trip, all later rides for the day will not automatically be canceled. It is the customer's responsibility to cancel rides (service) they no longer need, this includes return trips.

Transportation Operators and Coordination Contractors

At the present time, CCT has no agreements with transportation operators or coordination contracts.

Public Transit Utilization

The Jacksonville Transportation Authority (JTA) has a commuter bus service which travels to Orange Park throughout the day. CCT 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 evaluating an extension of the CCT commuter bus service in the future.

School Bus Utilization

CCT does not utilize school buses.

Vehicle Inventory

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

System Safety Program Plan Certification

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

Natural Disaster/Emergency Preparedness

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

Education Efforts/Marketing

On behalf of CCT, JTA staff will continue to modify and implement changes to JTA's website, collateral marketing materials such as pamphlets and brochures, updates to the TD Application and other documents as needed and on an ongoing basis.

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, random, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration.

Transport of Escorts and Dependent Children

CCT requires that all riders under the age of 14 will be accompanied by an escort.

Escort: CCT 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 can be carried by the passenger on a trip provided it can be safely stowed on the vehicle. It is recommended that the number of bags not exceed four small shopping bags. Wheelchairs, child seats, secured oxygen bottles and personal assistance devices are not considered as additional personal property not suitable for transportation. Bicycles racks are on the vehicle of the deviated lines and riders are responsible for loading and unloading of equipment.

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 CCT Transportation Office.

Out-of-Service Area Trips

The CTC may provide a limited amount of out-of-service area trips. 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. CCT may limit 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.

Billing Requirements

All bills shall be paid in accordance with Section 287.0585, Florida Statutes (F.S.).

Passenger/Trip Database

CCT shall maintain a database of client records which include the name, address, telephone number, funding source eligibility and special requirements of each passenger. CCT also maintains an emergency contact name and number in the client records. These records are necessary in the event a trip delay occurs and CCT 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 CCT 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. Drivers will not drive/operate a client's motorized wheelchair or scooter.

Wheelchair Assistance

Drivers may not assist with a wheelchair up or down stairs.

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 CCT 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 Community Transportation 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

CCT takes all calls for all trips from eligible CCT customers using a multi line phone system that is covered by staff from 8:00am to 5:00pm Monday through Friday. Calls 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

CCT uses the Trapeze computer system to book and schedule all trips. 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 and the on-board MDT unit. Monthly on-time performance reports will be generated to determine adherence to schedules.

Pick-Up Window

Clients are asked to be ready between one (1) hour and one and one half (1½) hour before their scheduled appointment time depending on distance when being transported within Clay County, and two hours before being transported if travel is to another county, in order to facilitate multi-loading and travel time.

Accidents

CCT will compile a quarterly report of all reportable accidents for presentation to the Local Coordinating Board for their review.

Road Calls

CCT 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.

Driver Background Screening

CCT will perform all required background screening as required by 14.90. Level 2 background checks may be required on a case by case basis.

Cardiopulmonary Resuscitation

The CTC has elected to not require its contracted drivers to be trained in First Aid or CPR. Should the need arise for a client to require First Aid or CPR, it is the policy of the CTC that the driver notify

Dispatch immediately. Dispatch will call 911 and request that emergency personnel be dispatched to the correct location for professional emergency care.

ADA Policies

Accommodating Mobility Aids / Life Support Systems

Portable medical oxygen is allowed on board all vehicles provided that the passenger is capable of administering the oxygen themselves. At no time will CCT employees be involved in the administration of oxygen.

Standeers on Lift

Clients can request the use of the lift as an accommodation if necessary.

Personal Care Attendants (PCAs)

Any escort, guest or Personal Care Attendant must have the same origin and destination as the client.

Service Animals

Service animals shall be permitted to accompany their users in any CCT vehicle or facility.

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.

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.

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.

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).

Passenger Sensitivity

All employees of CCT will receive initial and ongoing 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.

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 or leaking bodily fluids will not be transported or 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 CCT to provide safe and reliable transportation services free of fear or violence. Unacceptable conduct by clients of CCT 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 CCT. All instances of unacceptable conduct shall be documented, in writing, by the employee who witnessed the conduct and forwarded to 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 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 be forwarded to 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 CCT, 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 CCT permanently. A copy of the notification shall also be forwarded to 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 CCT vehicle or under a transit shelter covering.
4. No throwing of items.

5. No eating or drinking on board a CCT vehicle, unless required for health reasons.
6. No alcoholic beverages are allowed on board a CCT vehicle or at a CCT passenger facility.
7. No vandalism or graffiti of CCT vehicles or property.
8. Possession or consumption of illegal drugs is prohibited. Passengers may not ride a CCT vehicle under the influence of alcohol or illegal drugs.
9. Congregating or loitering on a CCT 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 CCT 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 CCT 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 CCT 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 CCT 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 CCT 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 CCT vehicles or other passenger facilities.
18. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a CCT vehicle, facilities, transit areas, buildings or any other CCT properties.
19. Passengers may not bring objects on board a CCT 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 CCT vehicle.
21. Panhandling, sales, or soliciting activities are prohibited on board a CCT vehicle or other passenger facility.
22. Infant strollers and similar articles must be folded prior to boarding a CCT vehicle.
23. Children under six years of age must be accompanied by an adult or guardian 13 years of age or older. CCT 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 Transportation Manager of Clay Community Transportation within ten (10) calendar days of receipt of notification of such offense. The Manager shall investigate the circumstances surrounding the appeal and render a decision within seven (7) calendar days. The decision of the Manager 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 Manager.
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 Director of the CCT 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 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 CCT 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. 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 Clay 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 Transportation Disadvantaged 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 Local 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 Local 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 COMMUNITY TRANSPORTATION

EFFECTIVE DATE: JULY 2025

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT \$
Ambulatory	Trip	\$36.51
Wheelchair	Trip	\$62.59
Passenger Trip Rate		\$1.00
Passenger Trip Rate for city to city within Clay County		\$3.00
Passenger Trip Rate for out of County trips		\$5.00

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

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

Coordination Contract Evaluation Criteria

CCT 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. Current evaluations will be included as Appendix #7.