



**CLAY COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD PUBLIC HEARING**

AGENDA

BCC Meeting Room, 4th Floor, Clay County Administration Building,
477 Houston Street, Green Cove Springs, Florida, 32043
Zoom Meeting ID: 890 6666 5315
Call in # +1 786-635-1003 or +1 470-250-9358
Monday, February 10, 2025, at 2:00 p.m.

1. Welcome, Call to Order – Chair Burke
2. Presentation – NEFRC (pg. 2-9)
3. Service Overview – JTA (pg. 10-13)
4. Public Comment
5. Discussion
6. Adjournment – Chair Burke

BCC Meeting Room, 4th Floor, Clay County Administration Building,
477 Houston Street, Green Cove Springs, FL 32043

The Clay County Transportation Disadvantaged Program

*Prepared by the
Northeast Florida
Regional Council*



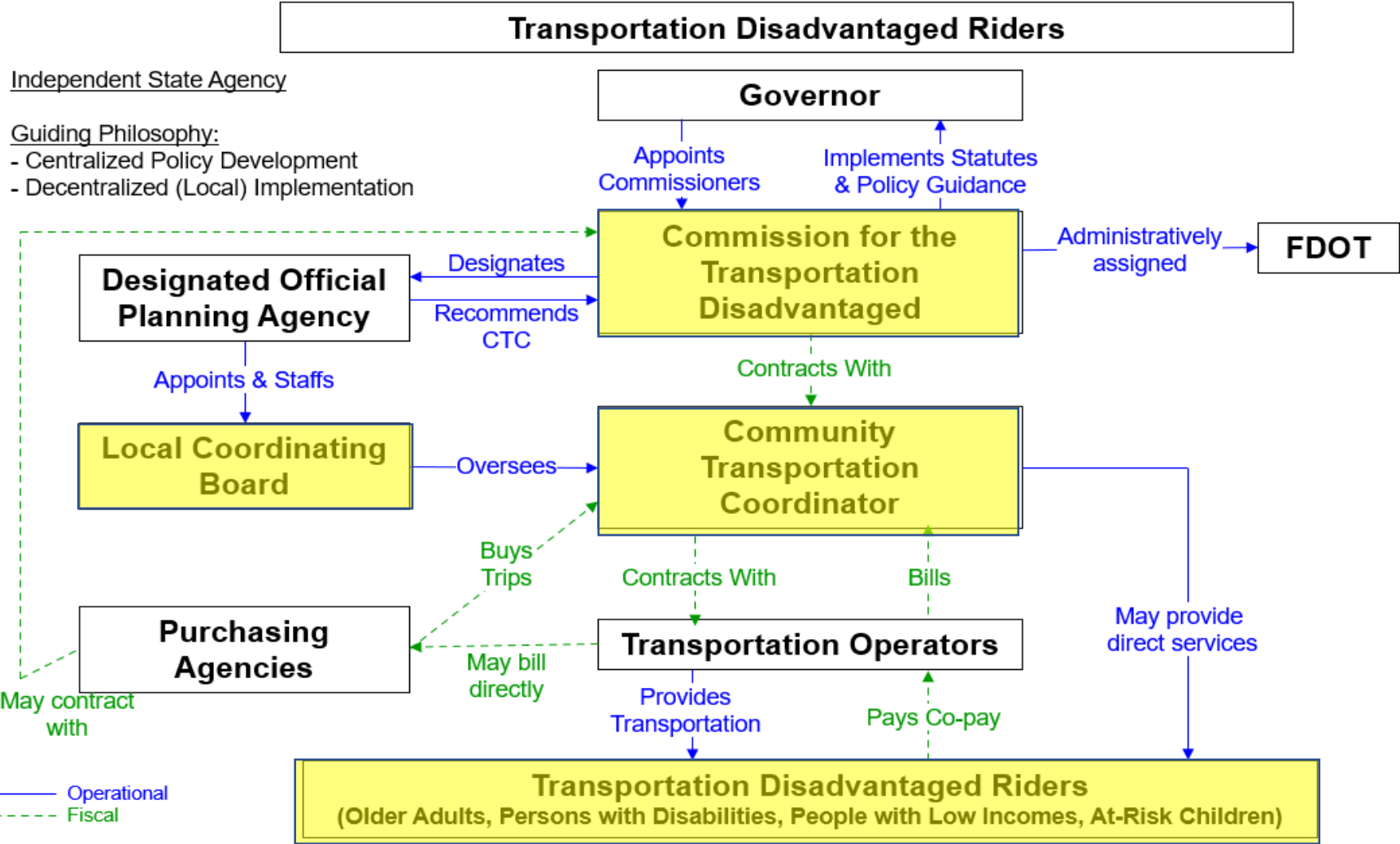
Key Definitions & Governing Statues of Program

Florida State Legislature created the Transportation Disadvantaged Commission (CTD) and Transportation Disadvantaged (TD) Trust Fund in 1989.

What is Transportation Disadvantaged?

- “Transportation disadvantaged” means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202. (F.S)”
427.011 (F.S)
- The Transportation Disadvantaged Program is a coordinated state-wide effort that groups riders together for a shared ride service. Transportation services are available in all 67 Florida counties for those who are eligible and have no access to transportation. Federal, State, and Local agencies join together to provide necessary transportation to medical appointments, employment, educational, and other life-sustaining services.
- [Florida State Statue 427.011-427.017](#)
- [Florida State Administrative Code 41-2](#)

Florida's Coordinated Transportation System Organizational Structure... At A Glance



Where You Participate

Commission for the Transportation Disadvantaged (CTD)

The Commission for the Transportation Disadvantaged (CTD) oversees the coordination of TD services across Florida's 67 counties. The CTD is made up of a 7-member governor-appointed board, with 8 ex-officio members, representing purchasing agencies, and staff that monitors activity at a regional level.

Responsibilities

- Approves the designation of every CTC at least every five years.
- Administers the TD Trust Fund, including the awarding of grants.
- Reviews and approves Commission publications, including the Annual Performance Report.
- Develops/approves policies governing coordinated transportation (e.g., rules, procedures, etc.).
- Participates in professional development events, including an annual training workshop.
- Appoints and oversees Executive Director.

Designated Official Planning Agency (DOPA)

The Northeast Florida Regional Council has proudly served as the CTD designated official planning agency for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the designated planning agency for Duval county in 2021.

Responsibilities

- Assist the Community Transportation Coordinator and Local Coordinating Board in the implementation of local Transportation Disadvantaged program(s).
- Staffs Local Coordinating Board.
- Appoints members to Local Coordinating Board(s).
- Procures and recommends Community Transportation Coordinator.
- Coordinates and conducts transportation planning activities for its service area.

Local Coordinating Board (LCB)

The Commission for the Transportation Disadvantaged (CTD) outlines 17 suggested stakeholders from varied communities to form LCB voting membership. These representatives collectively advocate the needs of their communities at LCB meetings to create the local coordinated system.

LCB Community Representation

- | | |
|--|---|
| 1. Elected official
<i>*serves as chair of LCB</i> | 9. Disabled Community |
| 2. Florida Department of Transportation | 10. Citizen Advocates (2)
<i>*at least one is a TD rider</i> |
| 3. Florida Department of Children and Family Services | 11. Children at Risk |
| 4. Public Education Community | 12. Mass Transit Representative
<i>*except in cases where a CTC exists</i> |
| 5. Vocational Rehabilitation/Blind Services
<i>*in areas where they exist</i> | 13. Florida Department of Elder Affairs |
| 6. Veterans Services | 14. Private for-profit-transportation |
| 7. Florida Association for Community Action
<i>*representing the economically disadvantaged</i> | 15. Florida Agency for Healthcare Administration |
| 8. Elderly Community | 16. Medical Community |
| | 17. Workforce Development Board |

Local Coordinating Board (LCB) *Continued*

The LCB meets quarterly and provides guidance on local coordination of transportation services.

Responsibilities

- Assists in establishing eligibility guidelines and trip priorities.
- Assist with the development of the TD Service Plan.
- Evaluates the performance of CTC.
- Identifies and prioritizes local service needs.
- Appoints a grievance committee.
- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates local and regional transportation opportunities.

Community Transportation Coordinator (CTC)

CTCs are contracted agencies that provide transportation to TD customers in designated service areas.

CTCs are funded by the CTD and must abide by their standards, including receiving guidance from an LCB.

CTC by County	
Baker	Baker Council on Aging
Clay	Clay Community Transportation <small>*Jacksonville Transportation Authority (CTC)</small>
Duval	Jacksonville Transportation Authority
Flagler	Flagler County Public Transit
Nassau	NassauTransit
Putnam	The Ride Solution
St. Johns	St. Johns Council on Aging

Responsibilities

- Coordinates transportation services for a county.
- Provides and/or contracts with transportation operators to deliver trips for TD customers.
- Determines TD eligibility and performs gatekeeping duties.
- Invoices purchasing agencies.
- Assists Local Coordinating Board in developing their Transportation Disadvantaged Service Plan.
- Submits annual operating report (AOR) data.



How to Ride With Clay Community Transportation (CCT)

Application Process

- In order to qualify, applicants must be over the age of 60, have a disability that prevents them from driving, or have no access to transportation due to income (150% of Federal Poverty Level Guidelines)
- Applicants may be requested to submit documentation from a physician or other medical professional, or documentation proving income
- Clay County Residents interested in applying for their local TD program may call Clay Community Transportation Customer Service at 904-284-5977.



How to Ride With Clay Community Transportation (CCT)

Trip Prioritization

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



How to Ride With Clay Community Transportation (CCT)

Fixed Route Options

BLUE Line

- Challenge Enterprises
- Clay County Courthouse
- Clay County Health Department
- Fleming Island
- Middleburg VA Clinic
- Naval Air Station Jacksonville
- Orange Park Kennel Club
- Orange Park Library
- Orange Park Mall
- Orange Park Medical Center
- Pier Station
- St. Johns Landing
- St. Johns River State College

Magenta Line

- Keystone Heights Senior Center
- Gainesville, FL

Green Line

- Clayton & Mildred Revels Senior Center
- Keystone Heights
- Middleburg VA Clinic
- Penney Farms

Red Line

- Ascension St. Vincent's
- Middleburg Bluff Apartments
- Middleburg VA Clinic
- Orange Park Library
- Orange Park Mall
- Orange Park Medical Center
- Orange Park Senior Center
- Winn-Dixie (Knight Boxx Road)
- Blanding & C.R. 218

*For TD trip reservations, please call
(904) 284-5977
48 hours in advance of needed transportation*





**CLAY COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING**

MEETING AGENDA

BCC Meeting Room, 4th Floor, Clay County Administration Building
477 Houston Street, Green Cove Springs, Florida, 32043
Zoom Meeting ID: 890 6666 5315
Call in # +1 786-635-1003 or +1 470-250-9358

Monday, February 10, 2025, immediately following the Public Hearing
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Burke
2. Additions, Deletions, and Changes to the Agenda – Chair Burke
3. Approval of September 16 & November 18, 2024, Meeting Minutes – Chair Burke* (pg. 15-24)
4. Regional Transit Working Group Update – Liz Peak/Eric Houston (pg. 26-28)
5. Election of Vice Chair*
6. Grievance Procedure Review* (pg. 29-31)
7. Grievance Committee Appointments*
8. Evaluation Committee Appointments*
9. LCB Membership - Review/Approval* (pg. 32)
10. Northeast Florida Regional Council Update – Ms. Jones
 - a. Annual CTC Evaluation – Discussion of date/time for ride-along
 - b. JTA One-Year Designation as CTC* (pg. 33)
11. Community Transportation Coordinator (CTC) System Update – Ms. Mathews
 - a. Annual Operation Report* (pg. 37-43)
 - b. CTC Quarterly Update
 - c. Grants Update* (Approval if required)
12. Old Business
13. New Business
14. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
15. Member and Department Reports
16. Adjournment – Chair Burke

Next LCB Meeting: May 19, 2025, at 2:00 p.m.
BCC Meeting Room, 4th Floor, Clay County Administration Building
477 Houston Street, Green Cove Springs, Florida, 32043



**Clay County Transportation Disadvantaged
Local Coordinating Board Quarterly Meeting**

Monday, September 16, 2024

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Clay County Commission
Hon. Betsy Condon, Chair

State of Florida Transportation
Disadvantaged Commission
Dr. Phillip Stevens, Chair

Meeting Minutes

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review

The Clay County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Monday, September 16, 2024, and via Zoom virtual meeting. Commissioner Renninger presided over the meeting, as Chair Condon was absent. Chair Renninger called the meeting to order at 2:01p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Jim Renninger (In-person)
FDOT	Geanelly Reveron (Virtual)
Department of Children and Families	Donna Johnson (Virtual)
Veterans Services	Ansil Lewis (Virtual)
Elderly	Sam Hall (Virtual)
Agency for Healthcare Admin.	Pamela Hagley (Virtual)
Agency for Persons w/ Disabilities	Sheryl Stanford (Virtual)
Regional Workforce Dev. Board	Sean Rush (Virtual)
Local Medical Community	Ekiuwa Daniels (In-person)

Members Not Present

Representing:	Voting Member:
Dept. of Education (Voc. Rehab.)	Rochelle Price
Disabled	Lauren Eakin
Citizen Advocate/Non-User	Jan Reeder
Dept. of Elder Affairs	Janet Dickinson

Community Transportation Coordinator Staff Present

Donovan Calicker, Mia Johnson, Brenda Mathews, Mike Landrum (Virtual)

Planning Agency Staff Present

Summer Jones, Eric Anderson (In-Person)

Guests

Liz Peak, Eric Houston, Mariana Schwabacher (Virtual)
Troy Nagle, Michael Slaughter (In-Person)

After a roll call took place, a quorum was confirmed.

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of May 20, 2024, Meeting Minutes*

Mr. Lewis motioned for approval of the May 20, 2024, meeting minutes. Ms. Daniels seconded the motion. The May 20, 2024, meeting minutes were approved unanimously.

4. Regional Mobility Group

Liz Peak with the Regional Mobility Group and Jacksonville Transportation Authority (JTA) gave a presentation on the Northeast Florida Coordinated Mobility Plan.

The Northeast Florida Coordinated Mobility Plan is a regional effort. The purpose of the plan is to identify transportation needs of individuals with disabilities, older adults, and people with low incomes. It also provides strategies for meeting these needs and prioritizes transportation services for funding and implementation. They are looking to implement the Mobility Plan by the end of the year.

5. LCB Membership

Ms. Jones went over the LCB Membership and the vacancies. Currently there are five (5) vacancies which include: Public Education, Community Action (Econ. Disadvantaged), Citizen Advocate/User, Children at Risk, and Private-for-Profit Transportation.

6. Northeast Florida Regional Council Update

Ms. Jones gave an update for the Northeast Florida Regional Council.

- On Wednesday, September 18th, the Florida Department of Transportation is hosting a Regional Workshop for the 2055 Transportation Plan which gives opportunities to collaborate with local agencies in your community, provide feedback on the Florida Transportation Plan vision and goals, and learn more about regional objectives.
- Ms. Jones is attending the FPTA/CTD Conference September 22nd – 24th in West Palm Beach.
- Mobility week is from October 25th until November 2nd.

7. Community Transportation Coordinator

a) Donovan Calicker reviewed the Annual Operation Report. There were some questions regarding the number of accidents. Board Members mentioned tabling the Annual Operation Report until the next LCB Meeting. There was a motion to table the report until the next LCB meeting by Ms. Stanford. Mr. Lewis seconded. The motion passed unanimously.

Mr. Calicker also stated that Mark Poirer is no longer with JTA. Mia Johnson is the Interim Connexion Manager.

b) The 2024-2025 Rate Model is as follows:

- Ambulatory: \$34.99
- Wheelchair: \$59.98

The 2023-2024 Rate Model was:

- Ambulatory: \$33.80
- Wheelchair: \$57.94

There was a motion by Ms. Stanford to approve the 2024-2025 Rate Model. The motion was seconded by Ms. Hagley. The 2024-2025 Rate Model passes unanimously.

c) Ms. Mathews reviewed the CTC Quarterly Report, which was included in the member meeting packets for review.

Ridership numbers are as follows: April= 1,956 riders, May= 2,092 riders, June= 2,132 riders. There has been an overall increase in trips taken as well as passengers.

b) Grants Update* (Approval if Required)
No updates at this time.

8. Old Business

There is no old business at this time.

9. New Business

There is no new business at this time.

10. Public Comment

There is no public comment at this time.

11. Member and Department Reports

Geanelly Reveron with Florida Department of Transportation stated on October 24, 2024, at 10:00am, there is a virtual Federal Grants Workshop.

12. Adjournment

Chair Renninger adjourned the meeting at 2:35 p.m. The next LCB meeting will take place on November 18, 2024, at 2 p.m. in the BCC Mtg Rm, 4th Floor, Clay County Administration Bldg.

ATTENDANCE RECORD
CLAY COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/20/23	2/12/24	5/20/24	9/16/24
1. Chairperson	Commissioner Condon/ Alt.	P	P	P	P
2. Dept. of Transportation	Geanelly Reveron / Janell Damato/Doreen Joyner-Howard/ Chris Nalsen	P	P	P	P
3. Dept. Of Children and Families	Donna Johnson/ Christina Gillis	P	P	a	P
4. Public Education	Randall Crawford / Ann-Taylor/Vacant	a	a	-	-
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	a	a	a
6. Veteran Services	Ansil Lewis/Arvid Nelson	P	P	P	P
7. Community Action (Econ. Disadv)	Alterial Baker/Vacant	a	a	-	-
8. Elderly	Vacant/ Sam Hall	-	-	-	P
9. Disabled	Lauren Eakin	P	a	a	a
10. Citizen Advocate/User	Nancy Keating/Vacant	a	-	-	-
11. Citizen Advocate/Non-User	Jan Reeder	a	a	P	a
12. Children at Risk	Lakeisha Barris/Vacant	a	a	-	-
13. Dept. Of Elder Affairs	Janet Dickinson / Renee Knight	P	P	P	a
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Stanford / Leslie Richards	P	P	a	P
17. Regional Workforce Dev. Brd	Sean Rush	a	a	P	P
18. Local Medical Community	Heather Huffman / Ekiuwa Daniels	P	P	a	P

VACANCIES

Public Education
Community Action (Econ. Disadv.)
Citizen Advocate/User
Children at risk
Private for Profit Transportation

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: September 16, 2024
Time: 2:00 p.m.

BCC Meeting Room, 477 Houston Street, Green Cove Springs, FL 32043

Name	Address	Phone	E-Mail
Summer Jones	Northeast FL regional council		sjones@nefrc.org
Michael Slaughter	420 College Dr. Suite 107, Middleburg	904-529-4119	michael.slaughter@claycounty.gov.com
Rebecca Daniels	1845 Tomlinson Blvd FL	904-529-2809	ehinwardenise@flhealth.gov
Troy Nyle	BCC	904-657-7357	Troy.Nyle@claycounty.gov
Jim Newkirk	BCC	904-369-6393	Jim.Newkirk@claycounty.gov
Eric Anderson	NEFRC		



**Transportation
Disadvantaged**

**Clay County Transportation Disadvantaged
Local Coordinating Board Quarterly Meeting**

Monday, November 18, 2024

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Clay County Commission
Hon. Betsy Condon, Chair

State of Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

Meeting Minutes

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review

The Clay County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Monday, November 18, 2024, and via Zoom virtual meeting. Chair Condon called the meeting to order at 2:07p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Betsy Condon (In-person)
FDOT	Geanelly Reveron (Virtual)
Agency for Healthcare Admin.	Pamela Hagley (Virtual)
Regional Workforce Dev. Board	Sean Rush (Virtual)
Local Medical Community	Ekiuwa Daniels (In-person)

Members Not Present

Representing:	Voting Member:
Department of Children and Families	Donna Johnson
Dept. of Education (Voc. Rehab.)	Rochelle Price
Veterans Services	Ansil Lewis
Elderly	Sam Hall
Citizen Advocate/Non-User	Jan Reeder
Dept. of Elder Affairs	Janet Dickinson
Agency for Persons w/ Disabilities	Sheryl Stanford

Community Transportation Coordinator Staff Present

Donovan Calicker, Thomas Caulder (In-person)
Brenda Mathews (Virtual)

Planning Agency Staff Present

Summer Jones, Eric Anderson (In-Person)

Guests

Troy Nagle, Michael Slaughter, Jess Leighton (In-Person)

After a roll call took place, a quorum was not met. Due to a quorum not being met, this meeting was held as a workshop.

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of September 16, 2024, Meeting Minutes*

The approval of the September 16, 2024, meeting minutes will be tabled until the February 2025 Local Coordinating Board.

4. LCB Membership

Ms. Jones went over the LCB Membership and the vacancies. Currently there are six (6) vacancies which include: Public Education, Community Action (Econ. Disadvantaged), Disabled, Citizen Advocate/User, Children at Risk, and Private-for-Profit Transportation.

5. Northeast Florida Regional Council Update

Ms. Jones gave an update for the Northeast Florida Regional Council.

- Ms. Jones stated the contract for Clay Community Transportation (JTA) is due to expire on June 30, 2025. Jacksonville Transportation Authority has expressed an interest in remaining the Community Transportation Coordinator. Clay County Officials and JTA have expressed their desire to extend the contract by a year to evaluate services and examine potential opportunities before signing a 5-year contract. There was also talks about the RFP Process if either party decides to change their direction on the 1 year extension.
- On Thursday, January 9, 2025, the Northeast Florida Regional Council will be hosting the 21st Annual Elected Officials and Regional Awards Luncheon. This event celebrates the outstanding contributions of our region's elected officials and recognizes initiatives that have positively impacted Northeast Florida. Ms. Jones will be sending out information/invites when more information becomes available.

6. Grievance Procedure Review*

Due to there not being a quorum, this item will be tabled until the February 2025 Local Coordinating Board meeting.

7. Community Transportation Coordinator

a) Donovan Calicker reviewed the Annual Operation Report.

Due to there not being a quorum, this item will be tabled until the February 2025 Local Coordinating Board meeting.

- b) Ms. Mathews reviewed the CTC Quarterly Report, which was included in the member meeting packets for review.

Ridership numbers are as follows: July= 2,239 trips, August= 2,212 trips, September= 2,106 trips. There has been an overall increase in trips taken as well as passengers.

- c) Grants Update* (Approval if Required)
No updates at this time.

8. Old Business

There is no old business at this time.

9. New Business

There is no new business at this time.

10. Public Comment

There is no public comment at this time.

11. Member and Department Reports

Geanelly Reveron with Florida Department of Transportation stated the FDOT Grants are due December 13, 2024.

Ms. Hagley (AHCA) shared a few links in the chat regarding the Agency for Healthcare Administration. One of the links is to sign-up for alerts, as this is how Medicaid recipients are informed about what is happening.

12. Adjournment

Chair Condon adjourned the meeting at 2:37 p.m. The next LCB meeting will take place on February 10, 2025, at 2 p.m. in the BCC Mtg Rm, 4th Floor, Clay County Administration Bldg.

ATTENDANCE RECORD
CLAY COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/18/24	9/16/24	5/20/24	2/12/24
1. Chairperson	Commissioner Condon/ Alt.	P	P	P	P
2. Dept. of Transportation	Geanelly Reveron / Janell Damato/Doreen Joyner-Howard/ Chris Nalsen	P	P	P	P
3. Dept. Of Children and Families	Donna Johnson/ Christina Gillis	a	P	a	P
4. Public Education	Randall Crawford / Ann Taylor /Vacant	-	-	-	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	a	a	a
6. Veteran Services	Ansil Lewis/Arvid Nelson	a	P	P	P
7. Community Action (Econ. Disadv)	Alterial Baker /Vacant	-	-	-	a
8. Elderly	Vacant / Sam Hall	a	P	-	-
9. Disabled	Lauren Eakin /Vacant	-	a	a	a
10. Citizen Advocate/User	Nancy Keating /Vacant	-	-	-	-
11. Citizen Advocate/Non-User	Jan Reeder	a	a	P	a
12. Children at Risk	Lakeisha Barris /Vacant	-	-	-	a
13. Dept. Of Elder Affairs	Janet Dickinson / Renee Knight	a	a	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Stanford / Leslie Richards	a	P	a	P
17. Regional Workforce Dev. Brd	Sean Rush	P	P	P	a
18. Local Medical Community	Heather Huffman / Ekiuwa Daniels	P	P	a	P

VACANCIES

Public Education
Community Action (Econ. Disadv.)
Disabled
Citizen Advocate/User
Children at risk
Private for Profit Transportation

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: November 18, 2024
Time: 2:00 p.m.

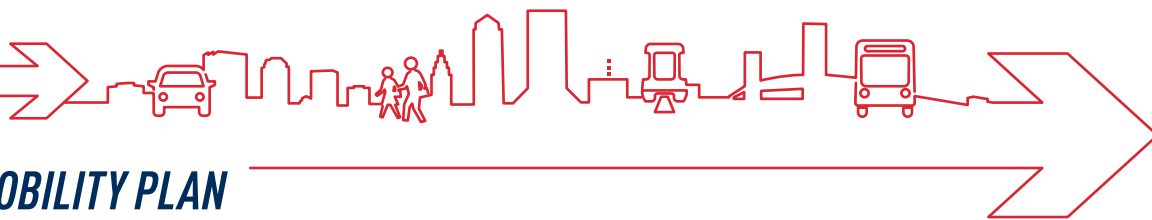
BCC Meeting Room, 477 Houston Street, Green Cove Springs, FL 32043

Name	Address	Phone	E-Mail
Summer Jones	NEFRC		sjones@nefrc.org
Eri Daniels	DOM-Clay	904 529 2809	ekirma.daniels@flhealth.gov
Danovan Calicker	JTA	904 515 8170	dcalicker@jtafla.com
Thomas Cullor	JTA	904 457-4427	TCullor@JTAFLA.com
Troy Nayle	BCC	904 - 657-7351	Troy.Nayle@claycounty.gov
Jess Leighton	BCC	904 788 1658	Jessica.Leighton@claycountysou.com
Michael Slaughter	BCC	904-529-4119	michael.slaughter@claycounty.gov
Bryce Condon	BCC		
Eric Anderson	NEFRC		

2024

Northeast Florida

COORDINATED MOBILITY PLAN



EXECUTIVE SUMMARY

A Coordinated Mobility Plan, also known as a Coordinated Public Transit-Human Services Transportation Plan, is a locally developed plan to serve as a roadmap for transportation providers, human service agencies, and other organizations to use to improve mobility throughout the region. The coordinated mobility plan identifies the transportation needs of people with disabilities, older adults, and low-income people, and provides strategies to meet those needs.

The Federal Transit Administration (FTA) requires that all projects funded by their Section 5310, Enhanced Mobility for Seniors and Individuals with Disabilities program must be in the local coordinated mobility plan. The Federal Transit Administration (FTA) also requires that these plans “be developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.”

In Northeast Florida, Coordinated Mobility Plans have been developed every five (5) years since 2007 by a coalition of transit agencies; city, county and regional planners; human service agencies; and the Florida Department of Transportation. During the development of this 2024 Coordinated Mobility Plan, the partners took a fresh look at the transportation needs of individuals across the region and how those needs have changed. During the past 10 years, Northeast Florida’s population has expanded further into the surrounding counties with large regional developments driving up population counts and traffic, especially in Nassau and St. Johns Counties. The partners also recognized the hardship all employers face today to hire and retain employees, including drivers and call center operators. They also recognized that sources of funds for pay raises, service expansion, new technology, other improvements, and day-to-day operations are becoming harder to obtain.

Regional transit and human service agency partners met monthly to review previous coordinated mobility plans and other relevant documents, analyze socio-economic and the other key data, explore new transportation services available across the region, and consider public feedback. Public input for this plan was collected through surveys, public meetings and events, and through participation in the Jacksonville Transportation Advisory Committee (JTAC) meetings and Local Coordinating Board (LCB) meetings throughout the region.

Based on this public input and analysis, the planning partners developed the 2024 Coordinated Mobility Plan goals, strategies, and implementation plan. It is anticipated that the agencies that contributed to the development of this plan will formally adopt it and begin immediately to implement the strategies. The resulting 2024 Coordinated Mobility Plan goals and strategies are summarized on the next page.

Table 1: 2024 Coordinated Mobility Plan Goals and Strategies

Goal		Initiatives
Goal 1: Improve the regional, customer-centric mobility management system.	1.1	Develop a regional customer-friendly trip reservation and payment system (features: trip-planning, website, mobile app).
	1.2	Facilitate transparent and complementary policies and practices across the region.
	1.3	Establish a regional mobility governance structure for transportation coordination.
Goal 2: Expand the availability and accessibility of transportation options.	2.1	Expand accessibility features for individuals with disabilities at buses, stops, and paths.
	2.2	Engage and educate officials to improve transportation infrastructure accessibility.
	2.3	Develop innovative methods to transport people quickly through congested areas and neighborhoods.
	2.4	Develop regional access to existing and emerging activity centers.
Goal 3: Market the regional mobility management system to amplify awareness.	3.1	Implement a regional brand and marketing plan for services including fare and trip-planning applications.
	3.2	Provide travel training programs, especially for people with disabilities, seniors, and low-income individuals.
Goal 4: Improve regional cooperation and coordination for service efficiency.	4.1	Sponsor a collaborative network for information exchange among transportation providers.
	4.2	Coordinate support services (e.g., driver training, grant applications, eligibility determinations).
	4.3	Promote business partnerships (e.g., advertising, sponsorship opportunities).
Goal 5: Enhance safety and support Vision Zero objectives.	5.1	Improve infrastructure for safety (install pedestrian/cyclist infrastructure, upgrade transit stops).
	5.2	Conduct safety audits and assessments (identify hazards, prioritize interventions).
	5.3	Foster community engagement in safety initiatives (establish safety committees, encourage community-led initiatives).
Goal 6: Drive innovation in regional mobility options.	6.1	Integrate advanced ADA and accessibility technologies (implement software for inclusive transit options).
	6.2	Foster research and development initiatives (pilot innovative solutions, create an innovation lab, deploy autonomous vehicles).
	6.3	Establish strategic partnerships (collaborate with transport hubs, develop integrated ticketing systems, create mobility hubs).
	6.4	Leverage VR and AI for workforce training (utilize technologies for employee training and service quality enhancement).

The 2024 Coordinated Mobility Plan for Northeast Florida is a robust, multi-county strategy designed to enhance regional mobility, especially for individuals with disabilities, older adults, and people with limited income. As the population of Northeast Florida continues to expand, particularly in counties such as Nassau and St. Johns, the plan's emphasis on improving regional cooperation, safety, and service accessibility is essential for sustaining long-term growth.

Regional Support

A critical component of ensuring the successful implementation of this Coordinated Mobility Plan is gaining approval and endorsement from various governing bodies and local stakeholders. The approval process for this plan is designed to be thorough, inclusive, and collaborative.

Each of the six counties—Baker, Clay, Duval, St. Johns, Nassau, and Putnam, especially their transit providers, along with major regional players the Florida Department of Transportation (FDOT), the North Florida Transportation Planning Organization (TPO), and the Northeast Florida Regional Council (NEFRC), play a vital role in approving and adopting the plan. Each county’s Local Coordinating Board (LCB) has and will continue to be involved in this process, ensuring that community-specific needs are taken into consideration. Human Services Agencies will also be asked to support the implementation of the plan.

Regional Implementation

Each of the goals and strategies have been developed with clear action steps including the development of a stakeholder map and the identification of a project champion. It is anticipated that many project champions will lead this regional effort.

The performance measures documented in the implementation plan will be examined during the monthly Regional Transit Working Group meetings to ensure regular progress toward achieving seamless, convenient, and cost-effective regional mobility while supporting economic development.

Summary Conclusion

In conclusion, the 2024 Coordinated Mobility Plan reflects a strong commitment to building a sustainable, safe, and innovative transportation system for Northeast Florida. By fostering collaboration, leveraging technology, and prioritizing safety, the plan lays a solid foundation for a future where transportation is more accessible, efficient, and responsive to the diverse needs of the region’s residents. Through a collaborative and inclusive process, the plan seeks to improve regional coordination, enhance safety, embrace innovative technologies, and ensure transportation is accessible to all.

By securing the necessary approvals from counties, transit agencies, and local coordinating boards, the plan is positioned to deliver on its promises, transforming the region’s transportation landscape over the next five (5) years. This forward-looking approach ensures that the transportation system will not only support current needs but will also be flexible and scalable to meet future demands, ensuring continued economic growth and improved mobility for all.



Photo 1: Transit vehicles lined up at UF Health

A RESOLUTION OF CLAY COUNTY BOARD OF COUNTY COMMISSIONERS ADOPTING THE 2024 NORTHEAST FLORIDA COORDINATED MOBILITY PLAN FOR NORTHEAST FLORIDA, INCLUDING BAKER, CLAY, DUVAL, NASSAU, PUTNAM, AND ST. JOHNS COUNTIES.

WHEREAS, the Clay County Board of County Commissioners is committed to improving mobility for all residents within Clay County and the Northeast Florida region, especially individuals who are transportation disadvantaged due to age, disability, or income status; and

WHEREAS, the Federal Transit Administration (FTA) requires the development of a Coordinated Public Transit-Human Services Transportation Plan in accordance with federal regulations for programs funded under Sections 5310 of the FTA; and

WHEREAS, the **2024 Northeast Florida Coordinated Mobility Plan** (the “Plan”) has been developed through an inclusive planning process, which involved input from a wide range of stakeholders, including human service agencies, public transit providers, non-profit organizations, healthcare providers, local governments, and members of the public, including individuals with disabilities, seniors, and representatives of low-income communities, in accordance with FTA requirements; and

WHEREAS, the Plan identifies transportation gaps and promotes coordination among transportation providers to maximize the efficient use of resources; and

WHEREAS, the Plan outlines strategies to address unmet needs and improve access to transportation services for elderly individuals, persons with disabilities, low-income individuals, and other transportation-disadvantaged populations in Baker, Clay, Duval, Nassau, Putnam, and St. Johns Counties; and

WHEREAS, the Regional Transit Working Group (RTWG) has reviewed and supports the goals and strategies outlined in the Plan; and

WHEREAS, the adoption of the Plan supports regional efforts to improve mobility and enhances the capacity of transportation providers to secure federal and state funding for mobility programs;

NOW, THEREFORE BE IT RESOLVED, the 2024 Northeast Florida Coordinated Mobility Plan is hereby adopted by the Clay County Board of County Commissioners.

WE, the undersigned, do hereby certify that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Clay County Board of County Commissioners held on _____, 2025.

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

First Name	Last Name	Organization	Representing	Voting/Non-Voting	Grievance Committee	Evaluation Committee	Comments
CLAY COUNTY							
Kristen	Burke	Clay County BOCC	Elected Official	Voting			Chair
Geanelly	Reveron	FDOT, District 2	FDOT	Voting			
<i>Doreen</i>	<i>Joyner-Howard</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>			
<i>Janell</i>	<i>Damato</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>			
<i>Chris</i>	<i>Nalsen</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>			
Donna	Johnson	Dept of Children & Families, Adult Protective Svcs.	DCFS	Voting			
<i>Christina</i>	<i>Gillis</i>	<i>Dept of Children & Families, Adult Protective Svcs.</i>	<i>DCFS</i>	<i>Alternate</i>			
VACANT			Public Education	VACANT			
Rochelle	Price	Vocational Rehabilitation	Vocational Rehab/Dept. of Ed.	Voting			
Ansil	Lewis	Veteran's Council of Clay County	Veterans	Voting	Feb-25	Feb-25	
<i>Arvid</i>	<i>Nelson</i>	<i>Veteran's Council of Clay County</i>	<i>Veterans</i>	<i>Alternate</i>			
VACANT			Community Action (Econ. Disadvantaged)	VACANT			
Sam	Hall	Aging True	Elderly	Voting			
VACANT			Disabled	VACANT			
VACANT			Citizen Advocate User	VACANT			
Jan	Reeder		Citizen Advocate Non-User	Voting			
VACANT			Children At Risk	VACANT			
Janet	Dickinson	NE Florida Area Agency on Aging	Dept of Elder Affairs	Voting	Feb-25		Vice-Chair
<i>Neil</i>	<i>Ambrus</i>	<i>NE Florida Area Agency on Aging</i>	<i>Dept of Elder Affairs</i>	<i>Alternate</i>			
VACANT			Private for Profit Transportation	VACANT			
Pamela	Hagley	Agency for Health Care Admin	AHCA	Voting			
<i>Reeda</i>	<i>Harris</i>	<i>Agency for Health Care Admin</i>	<i>AHCA</i>	<i>Alternate</i>			
Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting		Feb-25	
<i>Leslie</i>	<i>Richards</i>	<i>Agency for Persons with Disabilities</i>	<i>Agency for Persons with Disabilities</i>	<i>Alternate</i>			
Sean	Rush	CareerSource Northeast Florida	Workforce Development	Voting			
Heather	Huffman	Florida Department of Health in Clay County	Local Medical Community	Voting			
<i>Ekiuwa</i>	<i>Daniels</i>	<i>Florida Department of Health in Clay County</i>	<i>Local Medical Community</i>	<i>Alternate</i>			
Donovan	Calicker	Jacksonville Transportation Authority	CTC/JTA	Non-Voting			
Brenda	Mathews	Clay Community Transportation	CTC (Primary POC)	Non-Voting			CTC (MV) Operations Manager
Mike	Landrum	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			(JTA) Eligibility Supervisor
Mia	Johnson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			CTC (JTA) Connexion Manager
Peter	McArdle	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			(JTA) Accounting Manager
Jason	Clark	Clay County Community Services	Community Services	Technical Advisor			
April	Bachus			Interested Party			
Howard	Wanamaker	Clay County	County Manager	Interested Party			
Troy	Nagle	Clay County	Assistant County Manager	Interested Party			
Laura	Christmas	Clay County	County Communications Director	Interested Party			
Gabrielle	Gunn	Clay County	Deputy Director of Community & Social Services	Interested Party			
Michael	Slaughter	Clay County Community Services	Community Services	Technical Advisor			
Lorin	Mock	Clay County BOCC		Interested Party			
Teresa	Capo	Clay County BOCC	asst. to Comm. Condon	Interested Party			include on distribution list for 2022

Contract # TD2071
Effective: 7/1/2020 to 6/30/2025
Extended to: 6/30/2026

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
**MEMORANDUM OF AGREEMENT
EXTENSION**

THIS AGREEMENT, made and entered into this ____ day of _____, 2025, by and between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Jacksonville Transportation Authority, 100 N. Myrtle Avenue, Post Office Drawer "O", Jacksonville, Florida, 32203, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Clay county(ies), and hereafter referred to as the "Coordinator."

W I T N E S S E T H:

WHEREAS, the Commission and the Coordinator heretofore on July 1, 2020, entered into a Memorandum of Agreement; effective July 1, 2020, and said Agreement expires on June 30, 2025.

WHEREAS, both parties desire to extend and continue said Agreement, it is agreed that said Agreement is extended for an additional term commencing prior to the expiration of the original term and shall now expire on June 30, 2026.

EXCEPT as hereby modified, amended or changed, all other terms of the Agreement dated July 1, 2020, shall remain in full force and effect.

COMMUNITY TRANSPORTATION
COORDINATOR
Jacksonville Transportation Authority

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED

Printed/Typed Name of Authorized Individual

Karen Somerset

Printed/Typed Name of Authorized Individual

Signature

Signature

Title

Interim Executive Director

Title

Date

Date

From: [Zeruto, Dan](#)
To: [Summer Jones](#)
Subject: FW: Clay FY23/24 - All Sections Submitted for Review Approved
Date: Monday, October 21, 2024 7:04:18 PM
Attachments: [image001.png](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Summer below is the AOR email your requested,

Thank you,
Dan



Daniel Zeruto
Transportation Disadvantaged Specialist
Project Manager – Area 2
Tel: (850) 410-5704
Email: Dan.zeruto@dot.state.fl.us
Website: <https://ctd.fdot.gov/>

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399
Tel: (850) 410-5700 Fax (850) 410-5752
TD Helpline: 1-800-983-2435

From: Zeruto, Dan **On Behalf Of** CTD AOR
Sent: Thursday, September 12, 2024 9:36 AM
To: Donovan Calicker <dcalicker@jtafla.com>
Cc: Summer Jones <sjones@nefrc.org>
Subject: FW: Clay FY23/24 - All Sections Submitted for Review Approved

Good Morning Donovan,

I have reviewed the corrections and adjustments made to the FY 2023-2024 AOR for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the AOR to the LCB for review.



**Transportation
Disadvantaged**

Data Collection System

CTC Data & Status

County:

Clay ▾

Fiscal Year:

07/01/2023 - 06/30/2024 ▾

Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date	St
Organization	Approved	09/12/2024	Approved	09/12/2024	
Coordinated System	Approved	09/12/2024	Approved	09/12/2024	
Trips	Approved	09/12/2024	Approved	09/12/2024	
Vehicles & Drivers	Approved	09/12/2024	Approved	09/12/2024	
Revenue Sources	Approved	09/12/2024	Approved	09/12/2024	
Expense Sources	Approved	09/12/2024	Approved	09/12/2024	

Thank you –

-Dan-

Thank you,

Daniel Zeruto

Area 3 Project Manager
Florida Commission for Transportation Disadvantaged
605 Suwannee St., MS 49
Tallahassee, FL 32399-0450
Phone 850-410-5704
Fax 850-410-5752
Email: dan.zeruto@dot.state.fl.us



Daniel Zeruto
Transportation Disadvantaged Specialist
Project Manager – Area 2
Tel: (850) 410-5704
Email: Dan.zeruto@dot.state.fl.us
Website: <https://ctd.fdot.gov/>

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399

Tel: (850) 410-5700 Fax (850) 410-5752
TD Helpline: 1-800-983-2435

-----Original Message-----

From: DoNotReply-FDOTApp@dot.state.fl.us <DoNotReply-FDOTApp@dot.state.fl.us>

Sent: Friday, August 30, 2024 1:00 PM

To: CTD AOR <CTD.AOR@dot.state.fl.us>

Subject: Clay FY23/24 - All Sections Submitted for Review

All sections for Clay for fiscal year FY23/24 have been submitted for review. This is an automated email. Do not reply.



CTC Organization

County: Clay

Fiscal Year: 7/1/2023 - 6/30/2024

CTC Status: Complete

CTD Status: Complete

Date Initiated: 7/29/2024

CTC Organization Name: Jacksonville Transportation Authority

Address: 100 Myrtle Ave N

City: Jacksonville

State: FL

Zip Code: 32204

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Rural

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Betsy Condon County Commissioner

CTC Contact: Donovan Calicker

CTC Contact Title: Director Mobility Services

CTC Contact Email: dcalicker@jtafla.com

Phone: (904) 633-5808

CTC Certification

I, Donovan Calicker, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Betsy Condon County Commissioner, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



**Transportation
Disadvantaged**

CTC Trips

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	21,471	N/A	21,471	22,656	N/A	22,656
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	15,273	0	15,273	12,047	0	12,047
Non-Ambulatory	5,028	0	5,028	4,355	0	4,355
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	41,772	0	41,772	39,058	0	39,058
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	41,772	N/A	41,772	39,058	N/A	39,058
Total - Contracted Transportation Operator Trips	41,772	0	41,772	39,058	0	39,058
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	20,301	N/A	20,301	16,402	N/A	16,402
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	21,471	0	21,471	22,656	0	22,656
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	41,772	0	41,772	39,058	0	39,058



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	21,303	0	21,303	19,922	0	19,922
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	17,545	0	17,545	16,402	0	16,402
Low Income	2,924	0	2,924	2,734	0	2,734
Other	0	0	0	0	0	0
Total - Passenger Type	41,772	0	41,772	39,058	0	39,058
Trip Purpose - One Way						
Medical	2,995	0	2,995	3,803	0	3,803
Employment	1,086	0	1,086	1,399	0	1,399
Education/Training/Daycare	1,692	0	1,692	1,749	0	1,749
Nutritional	4,528	0	4,528	977	0	977
Life-Sustaining/Other	31,471	0	31,471	31,130	0	31,130
Total - Trip Purpose	41,772	0	41,772	39,058	0	39,058
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	256	0	256	248	0	248
Total - UDPHC	256	0	256	248	0	248
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	0	N/A	0	546	N/A	546
Customer Feedback						
Complaints	0	N/A	0	0	N/A	0
Commendations	0	N/A	0	5	N/A	5



**Transportation
Disadvantaged**

CTC Vehicles & Drivers

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	194,847	N/A	194,847	212,938	N/A	212,938
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	244,294	0	244,294	199,081	0	199,081
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	439,141	0	439,141	412,019	0	412,019
Roadcalls & Accidents						
Roadcalls	0	0	0	12	0	12
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	25	0	25	25	0	25
Number of Wheelchair Accessible Vehicles	0	0	0	0	0	0
Drivers						
Number of Full Time & Part Time Drivers	18	0	18	18	0	18
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 462,188	N/A	\$ 462,188	\$ 485,046	N/A	\$ 485,046
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 51,354	\$ 0	\$ 51,354	\$ 53,894	\$ 0	\$ 53,894
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 151,803	\$ 0	\$ 151,803
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 211,682	\$ 0	\$ 211,682	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 32,170	\$ 0	\$ 32,170	\$ 31,102	\$ 0	\$ 31,102
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 757,394	\$ 0	\$ 757,394	\$ 721,845	\$ 0	\$ 721,845



**Transportation
Disadvantaged**

CTC Expense Sources

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 204,828	\$ 0	\$ 204,828	\$ 188,016	\$ 0	\$ 188,016
Utilities	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 8,678	\$ 0	\$ 8,678	\$ 0	\$ 0	\$ 0
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 10,182	\$ 0	\$ 10,182	\$ 13,800	\$ 0	\$ 13,800
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 533,706	N/A	\$ 533,706	\$ 520,029	N/A	\$ 520,029
Total - Expense Sources	\$ 757,394	\$ 0	\$ 757,394	\$ 721,845	\$ 0	\$ 721,845

County: Clay
 CTC: Jacksonville Transportation Authority
 Contact: Donovan Calicker
 100 Myrtle Ave N
 Jacksonville, FL 32204
 904-633-5808
 Email: dcalicker@jtafla.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	256



Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	0	0	0
Deviated FR	21,835	22,656	21,471
Complementary ADA	0	0	0
Paratransit	12,207	16,402	20,301
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	34,042	39,058	41,772

Vehicle Data	2022	2023	2024
Vehicle Miles	420,736	412,019	439,141
Roadcalls	23	12	0
Accidents	0	0	0
Vehicles	26	25	25
Drivers	18	18	18

Passenger Trips By Trip Purpose	2022	2023	2024
Medical	7,250	3,803	2,995
Employment	792	1,399	1,086
Ed/Train/DayCare	724	1,749	1,692
Nutritional	766	977	4,528
Life-Sustaining/Other	24,510	31,130	31,471
TOTAL TRIPS	34,042	39,058	41,772

Financial and General Data	2022	2023	2024
Expenses	\$609,804	\$721,845	\$757,394
Revenues	\$609,804	\$721,845	\$757,394
Commendations	1	5	0
Complaints	9	0	0
Passenger No-Shows	132	546	0
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2022	2023	2024
CTD	12,207	16,402	20,301
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	21,835	22,656	21,471
TOTAL TRIPS	34,042	39,058	41,772

Performance Measures	2022	2023	2024
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	18,293	34,335	0
Avg. Trips per Passenger	144.86	157.49	163.17
Cost per Trip	\$17.91	\$18.48	\$18.13
Cost per Paratransit Trip	\$17.91	\$18.48	\$18.13
Cost per Total Mile	\$1.45	\$1.75	\$1.72
Cost per Paratransit Mile	\$1.45	\$1.75	\$1.72

Trips by Provider Type	2022	2023	2024
CTC	0	0	0
Transportation Operator	34,042	39,058	41,772
Coordination Contractor	0	0	0
TOTAL TRIPS	34,042	39,058	41,772