



**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, May 19, 2025, at 2:00 p.m.

\*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 February 10, 2025, Meeting and Public Hearing Minutes – Chair Burke\* (pg.2-9)
4. LCB Membership (pg.10)
5. Annual Review of Bylaws\* (pg.11-17)
6. Northeast Florida Regional Council Update – Ms. Jones
  - a. TDSP Annual Review (Roll Call Vote)\* (pg.18-61)
  - b. Proposed LCB Meeting Schedule – 2:00 pm on the 3<sup>rd</sup> Monday Quarterly, 2<sup>nd</sup> Monday in February: 9/15/25, 11/17/25, 2/09/26, 5/18/26, 9/21/26\* (pg.62)  
Proposed LCB Annual Hearing – 2<sup>nd</sup> Monday in February: 2/09/26
  - c. CTC Evaluation\* (pg.63-125)
7. Community Transportation Coordinator (CTC) System Update – Ms. Johnson
  - a. CTC Quarterly Update (pg.126)
  - b. Grants Update\* (Approval if required)
8. Old Business
9. New Business
10. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
11. Member and Department Reports
12. Adjournment – Chair Burke

Next LCB Meeting: September 15, 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 Annual Public Hearing

Monday, February 10, 2025

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

Clay County Commission  
Hon. Kristen Burke, Chair

State of Florida Transportation  
Disadvantaged Commission  
Monica Russell, Chair

### Meeting Minutes

\* Denotes Required Action Item

#### 1. Welcome, Call to Order

The Annual Public Hearing of the Clay County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Monday, February 10, 2025, and via Zoom virtual meeting. Chair Burke called the meeting to order at 2:00 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Kristen Burke (In-person)
FDOT	Doreen Joyner Howard (In-person)
Department of Children and Families	Donna Johnson (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Private for Profit Transportation	Priscilla Jiminez (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	Heather Huffman (Virtual)
Local Medical Community	Ekiuwa Daniels (In-person)

#### Members Not Present

Representing:	Voting Member:
Dept. of Education (Voc. Rehab.)	Rochelle Price
Veterans Services	Ansil Lewis
Elderly	Sam Hall
Citizen Advocate/Non-User	Jan Reeder

#### Community Transportation Coordinator Staff Present

Brenda Matthews (Virtual)

#### Planning Agency Staff Present

Summer Jones, Leigh Wilsey (In-Person)

### Guests

Troy Nagle, Shontey Hambrick, Hannah Graham, Michael Slaughter (All In-Person)

### 2. Presentation – NEFRC

Ms. Jones had a presentation on how the Florida TD Program works and how Clay County residents can access local TD services. Due to no members of the public being present, Ms. Jones chose to forgo the presentation.

### 3. Service Overview – Clay Community Transportation

There was no service overview as there were no members of the public present.

### 4. Public Comment

There was no public comment as there were no members of the public present.

### 5. Additional Discussion

There was no additional discussion as there were no members of the public present.

### 6. Adjournment

Chair Burke adjourned the hearing at 2:01 p.m.



## Clay County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Monday, February 10, 2025

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

Clay County Commission  
Hon. Kristen Burke, 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, February 10, 2025, and via Zoom virtual meeting. Chair Burke called the meeting to order at 2:02 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Kristen Burke (In-person)
FDOT	Doreen Joyner Howard (In-person)
Department of Children and Families	Donna Johnson (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Private for Profit Transportation	Priscilla Jiminez (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	Heather Huffman (Virtual)
Local Medical Community	Ekiuwa Daniels (In-person)

#### Members Not Present

Representing:	Voting Member:
Dept. of Education (Voc. Rehab.)	Rochelle Price
Veterans Services	Ansil Lewis
Elderly	Sam Hall
Citizen Advocate/Non-User	Jan Reeder



Vacancies

Public Education

Community Action (Econ. Disadvantaged)

Disabled

Citizen Advocate/User

Children at Risk

Community Transportation Coordinator Staff Present

Brenda Matthews (Virtual)

Planning Agency Staff Present

Summer Jones, Leigh Wilsey (In-Person)

Guests

Troy Nagle, Shontey Hambrick, Hannah Graham, Michael Slaughter, Eric Houston, Aminah Adams (All 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 September 16 & November 18, 2024, Meeting Minutes\*

Ms. Joyner-Howard motioned for approval of the September 16 and November 18, 2024, meeting minutes. Mr. Rush seconded the motion. September 16 and November 18, 2024, meeting minutes were approved unanimously.

4. Regional Mobility Group Presentation

Eric Houston gave a presentation on the Northeast Florida Coordinated Mobility Plan. The 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.

After further discussion regarding the plan, there was a motion to support the Coordinated Mobility Plan by Ms. Dickinson and a second by Ms. Johnson.

5. Election of Vice-Chair\*

Ms. Jones stated the purpose and action needed for the Election of Vice-Chair. Ms. Jones clarified the duties of the Vice-Chair as the designee to act as LCB Chair as needed, lead meetings, and review items presented for LCB action. Ms. Dickinson volunteered to serve in the role for another year. Ms. Huffman motioned to re-elect Ms. Janet Dickinson as Vice-Chair, seconded by Ms. Johnson. Ms. Dickinson's reappointment passed unanimously.

#### 6. Grievance Procedures Review\*

Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. Grievance Procedures are for when a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services.

The grievance procedures were passed with unanimous approval under a motion from Ms. Joyner-Howard and a second from Ms. Daniels.

#### 7. Grievance Committee Appointments\*

Ms. Jones stated the purpose and action needed for the Grievance Committee appointments. She explained that in the event a rider, purchasing agency, or transportation operator complaint is not resolved by the CTC, a committee of LCB members shall meet to review the complaint and provide recommendations to the full LCB or Commission for the Transportation Disadvantaged (CTD) for resolution. Ms. Janet Dickinson and Mr. Ansil Lewis were nominated to be re-appointed. There was a motion to retain Ms. Dickinson and Mr. Lewis by Ms. Stanford and seconded by Mr. Rush. The appointments were unanimously approved.

#### 8. Evaluation Committee Appointments\*

Ms. Jones reviewed the purpose and action needed the Evaluation Committee Appointments. Members of the LCB once a year, are obligated to conduct an on-site observation, ride-along, and survey of riders concerning Clay Community Transportation. She recommended that new LCB members or members who have never conducted the evaluation participate, further adding that the process aids in understanding a rider's experience. Chair Burke and Ms. Johnson volunteered to serve on the committee. The Evaluation Committee nominations passed with unanimous approval with a motion from Ms. Hagley and seconded by Ms. Stanford.

#### 9. LCB Membership\*

LCB Membership was considered next. It was noted by Ms. Jones that Board membership this quarter is an action item, and the NEFRC Board of Directors is to consider this membership for final approval. Ms. Dickinson stated that Mr. Neil Ambrus would need to be removed as her alternate for Dept. of Elder Affairs. Ms. Joyner-Howard stated she is retiring and Ms. Heather Fish for FDOT would be her replacement.

The membership roster was approved with the removal of Mr. Neil Ambrus and addition of Ms. Heather Fish and was unanimously approved by a motion from Ms. Joyner-Howard and a second from Ms. Johnson.

#### 10. Northeast Florida Regional Council Update

- a) Ms. Jones stated that there needs to be a discussion of the date/time for a ride-along for the Annual CTC Evaluation. Ms. Jones will reach out with dates to get the evaluation scheduled.

- b) Ms. Jones went over the JTA One-Year Designation as CTC. JTA and Clay County Administration agreed to extend the current contract by one year to evaluate the current services and examine potential opportunities for the growing county before entering into another five-year agreement.

There was a motion to approve the one-year extension by Ms. Hagley and a second by Ms. Huffman. The one-year extension was approved unanimously.

#### 11. Community Transportation Coordinator

- a) Annual Operation Report – The Annual Operation Report was discussed at the previous LCB meeting, but due to lack of quorum no action was taken. The AOR was approved unanimously with a motion by Ms. Huffman and a second by Ms. Dickinson.
- b) Ms. Mathews reviewed the CTC Quarterly Report, which was included in the member meeting packets for review.

Ridership numbers are as follows: October= 1,921 riders, November= 1,762 riders, December=1,740 riders. There has been an overall decrease in trips taken as well as passengers. The decrease could be attributed to the holidays.

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

#### 12. Old Business

There is no old business at this time.

#### 13. New Business

There is no new business at this time.

#### 14. Public Comment

There is no public comment at this time.

#### 15. Member and Department Reports

There are no member or department reports at this time.

#### 16. Adjournment

Chair Burke adjourned the meeting at 2:40 p.m. The next LCB meeting will take place on May 19, 2025, at 2 p.m. in the BCC Mtg Rm, 4<sup>th</sup> Floor, Clay County Administration Bldg.

ATTENDANCE RECORD  
CLAY COUNTY  
LOCAL COORDINATING BOARD

Position	Name/Alt.	2/10/25	11/18/24	9/16/24	5/20/24
1. Chairperson	Commissioner Burke/ Alt.	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
2. Dept. of Transportation	Geanelly Reveron / Janell Damato/Doreen Joyner-Howard/ Chris Nalsen	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
3. Dept. Of Children and Families	Donna Johnson/ Christina Gillis	<b>P</b>	<b>a</b>	<b>P</b>	<b>a</b>
4. Public Education	Vacant	-	-	-	-
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	<b>a</b>	<b>a</b>	<b>a</b>	<b>a</b>
6. Veteran Services	Ansil Lewis/Arvid Nelson	<b>a</b>	<b>a</b>	<b>P</b>	<b>P</b>
7. Community Action (Econ. Disadv)	Vacant	-	-	-	-
8. Elderly	Vacant/ Sam Hall	<b>a</b>	<b>a</b>	<b>P</b>	-
9. Disabled	Lauren Eakin/Vacant	-	-	<b>a</b>	<b>a</b>
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate/Non-User	Jan Reeder	<b>a</b>	<b>a</b>	<b>a</b>	<b>P</b>
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Janet Dickinson / Renee Knight	<b>P</b>	<b>a</b>	<b>a</b>	<b>P</b>
14. Private For Profit Transportation	Priscilla Jiminez	<b>P</b>	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
16. Agency for Persons w/Disabilities	Sheryl Stanford / Leslie Richards	<b>P</b>	<b>a</b>	<b>P</b>	<b>a</b>
17. Regional Workforce Dev. Brd	Sean Rush	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
18. Local Medical Community	Heather Huffman / Ekiuwa Daniels	<b>P</b>	<b>P</b>	<b>P</b>	<b>a</b>

**VACANCIES**

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

## PLEASE SIGN IN!



COMMISSION FOR THE  
TRANSPORTATION DISADVANTAGED

Date: February 10, 2025  
Time: 2:00 p.m.

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

Name	Address	Phone	E-Mail
Summer Jones	40 E Adams St		sjones@netrc.org
Keni Daniels	204-Clay	904-529-2809	ekeniwardaniels@flhealth.gov
Hannah Graham	204-Clay	904 529 2813	Hannah.Graham@flhealth.gov
Michael Slaughter	420 College Dr.	904-529-4119	michael.slaughter@claycounty.gov
Troy Nale	CCPCL	904-451-7757	Troy.Nale@claycounty.gov
Doreen Joyner (Howan)	FDOT	904 360-5650	doreen@dot.state.fl.us
Eric Hasten	STA	904-516-9294	ehasten@stfla.com
Aminah Adams			aadams@jtafla.com
Shantey Hambrick	420 College Dr 32668	904	shantey.hambrick@claycounty.gov
Kristen Burke	Clay Boce		
Lergh Wilsey			



First Name	Last Name	Organization	Representing	Voting/Non-Voting	Grievance Committee	Evaluation Committee	Comments
<b>CLAY COUNTY</b>							
Kristen	Burke	Clay County BOCC	Elected Official	Voting		<b>Feb-26</b>	<b>Chair</b>
Geanelly	Reveron	FDOT, District 2	FDOT	Voting			
<i>Heather</i>	<i>Fish</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>			
<i>Doreen</i>	<i>Joyner-Howard</i>	<i>FDOT, District 2</i>	<i>FDOT</i>				
<i>Janell</i>	<i>Damato</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>			
Donna	Johnson	Dept of Children & Families, Adult Protective Srvc.	DCFS	Voting		<b>Feb-26</b>	
<i>Christina</i>	<i>Gillis</i>	<i>Dept of Children &amp; Families, Adult Protective Srvc.</i>	<i>DCFS</i>	<i>Alternate</i>			
<b>VACANT</b>			Public Education	<b>VACANT</b>			
Rochelle	Price	Vocational Rehabilitation	Vocational Rehab/Dept. of Ed.	Voting			
Ansil	Lewis	Veteran's Council of Clay County	Veterans	Voting	<b>Feb-26</b>		
<i>Arvid</i>	<i>Nelson</i>	<i>Veteran's Council of Clay County</i>	<i>Veterans</i>	<i>Alternate</i>			
<b>VACANT</b>			Community Action (Econ. Disadvantaged)	<b>VACANT</b>			
Sam	Hall	Aging True	Elderly	Voting			
<b>VACANT</b>			Disabled	<b>VACANT</b>			
<b>VACANT</b>			Citizen Advocate User	<b>VACANT</b>			
Jan	Reeder		Citizen Advocate Non-User	Voting			
<b>VACANT</b>			Children At Risk	<b>VACANT</b>			
Janet	Dickinson	NE Florida Area Agency on Aging	Dept of Elder Affairs	Voting	<b>Feb-26</b>		<b>Vice-Chair</b>
Priscilla	Jiminez	Clay Care Mobility	Private for Profit Transportation	Voting			
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			
<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>			
Thomas	Caulder	Jacksonville Transportation Authority	CTC/JTA	Non-Voting			Interim Mobility Contract Manager
Brenda	Mathews	Clay Community Transportation	<b>CTC (Primary POC)</b>	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 CountyCOmmunity 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			
Michael	Slaughter	Clay County Community Services	Community Services	Technical Advisor			
Shontey	Hambrick	Clay County	Director of Community Services	Interested Party			
Lorin	Mock	Clay County BOCC		Interested Party			
Teresa	Capo	Clay County BOCC	asst. to Comm. Condon	Interested Party			include on distribution list for 2022

**CLAY COUNTY  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD  
BYLAWS**

**ARTICLE I: PREAMBLE**

**Section 1: Preamble**

The following sets forth the Bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Clay County through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

**ARTICLE II: DEFINITIONS, NAME, AND PURPOSE**

**Section 1: Definitions**

*Commission for the Transportation Disadvantaged*: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

*Community Transportation Coordinator (also known as the “CTC” or “Coordinator”)*: a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

*Designated Official Planning Agency (also known as the “DOPA”)*: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization (or Transportation Planning Organization). The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

*Non-sponsored Trip*: means a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

*Sponsored Trip*: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

*Transportation Disadvantaged*: 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 disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (also known as the “TDSP”): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (also known as the “TDTF”): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: one or more public, private for profit, or private non-profit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

## **Section 2: Name**

The name of the Local Coordinating Board shall be the Clay County Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the “Board”.

## **Section 3: Purpose**

The purpose of the Board is to identify local service needs and to provide information, advice and direction to the Clay County Community Transportation Coordinator, hereinafter referred to as the “CTC”, on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The Board is recognized as an advisory body to the Commission for the Transportation Disadvantaged in its respective service area.

## **ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE, AND TERMINATION OF MEMBERSHIP**

### **Section 1: Voting Members**

In accordance with Chapter 427.012 F.S., all members of the Board shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the “DOPA”, after consideration by the Board. The DOPA for the Clay County Transportation Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Northeast Florida Regional Council. The Clay County Board of County Commissioners shall appoint one of its members to serve as the official chairperson for all Coordinating Board meetings. The following agencies or groups are eligible to be represented on the Board as voting members, pursuant to 41-2.012(3)(a-n):

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Family Services;
3. A representative of the Public Education Community;
4. A representative of the Florida Division of Vocational Rehabilitation or the Division of



- Blind Services who shall represent the Department of Education;
5. A person who is recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over 60 representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation;
10. A local representative for children at risk;
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's board, except in cases where they are also the Community Transportation Coordinator;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Ch. 445, F.S.;
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, the local health department or other home and community based services, etc.
17. A local representative of the Agency for Persons with Disabilities.

## **Section 2: Alternate Members**

Each member of the Board may name an alternate who may vote only in the absence of that member on a one-vote-per-member basis. Alternates for voting members may be changed at the discretion of the voting member. The Board member or agency represented shall confirm alternative representation with the DOPA in advance of a meeting where such representation is to be in place, and will indicate if such representation is to be long term.

## **Section 3: Terms of Appointment**

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. Furthermore, the Chair shall serve until replaced by the Clay County Board of County Commissioners, as specified in Rule 41-2.012(4) FAC.

## **Section 4: Termination of Membership**

Any members of the Board may resign at any time by notice in writing to the Chair and the DOPA. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair. Each member of the Board is expected to demonstrate his/her interest in the Board's

activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should make every effort to ensure that the designated alternate will attend in his/her place. The DOPA shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

## **ARTICLE IV: OFFICERS AND DUTIES**

### **Section 1: Number**

The officers of the Board shall be a Chair and a Vice Chair.

### **Section 2: Chair**

The Board of County Commissioners shall appoint an elected official to serve as the official Chair to preside at all Board meetings and inform the DOPA of its decision. The Chair shall be an elected official from the county area of the Board. The Chair shall preside at all meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chair shall assume the powers and duties of the Chair. Pursuant to section 41-2.012(4), the Chair shall serve until replaced by the Board of County Commissioners.

### **Section 3: Vice Chair**

During a regular quarterly meeting each State Fiscal Year, the Board shall hold an organizational meeting each year for the purpose of electing a Vice Chairperson. The Vice Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the quarterly meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair shall assume the powers and duties of the Chair in his/her absence.

## **ARTICLE V: BOARD MEETINGS**

### **Section 1: Regular Meetings**

Pursuant to Chapter 427.0157 F.S., the Board shall meet quarterly.

### **Section 2: Special Meetings**

The Chair may convene special meetings of the Board as deemed necessary provided that proper notice is given to all members of the Board, other interested parties, and news media within a reasonable amount of time prior to the special Board meeting. For purposes of establishing a quorum for special meetings, Board attendance by conference call is permissible. However, under no circumstance shall the representative from the Community Transportation Coordinator or the DOPA participate in the special meeting via conference call.

### **Section 3: Notice of Meetings**

Notices and tentative agendas shall be sent to all Board members, other interested parties, and the news media (meeting announcement only) within a reasonable amount of time prior to the Board meeting. Meeting notices shall state the date, time, and the location of the meeting.

#### **Section 4: Quorum**

At all meetings of the Board, the presence in person of at least two of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall be necessary and sufficient to constitute a quorum for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. Any such recessed meeting shall be then conducted as a “workshop”. At any such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

#### **Section 5: Voting**

At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these bylaws, shall be decided by the vote of a majority of the members of the Board present, in person or remotely.

#### **Section 6: Parliamentary Procedures**

The Board will conduct business using parliamentary procedures according to *Robert’s Rules of Order*, except when in conflict with these bylaws.

### **ARTICLE VI: STAFF**

#### **Section 1: General**

The DOPA shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157 F.S. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties.

### **ARTICLE VII: BOARD DUTIES**

## **Section 1: Board Duties**

The Board shall perform the following duties as specified in Rule 41-2(5) FAC.

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the DOPA;
2. Review and approve the Memorandum of Agreement and the Service Plan;
3. On a continuing basis, evaluate services provided under the approved service plan. Annually, provide the DOPA with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of the current service plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report.
4. In cooperation with the CTC, review and provide comments to the Commission and the DOPA, on all applications for local government, state, or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner;
5. Review coordination efforts and service provision strategies in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service available in an effort to increase system ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so. Pursuant to Chapter 427.0157(6) F.S., evaluate multicounty or regional transportation opportunities.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available; and
8. Review and approve the Transportation Disadvantaged Service Plan (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the Board. The TDSP shall include a complete vehicle inventory for the local system and shall be updated with the assistance of the CTC on an annual basis.

## **ARTICLE VIII: COMMITTEES**

### **Section 1: Committees**

Committees may be designated by the Chair to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance Committee

which shall be a standing committee. The Chair may serve as a voting member of all committees, but does not count against the quorum if absent. Each committee may elect a Chair from its membership.

## **Section 2: Grievance Committee**

The Grievance committee will serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the CTC and the full Board for improvement of service. The Board shall establish procedures to provide ample opportunity for aggrieved parties to be brought before such committee and to address properly filed and documented grievances in a timely manner. Members appointed to the committee shall be voting members of the Board.

## **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

### **Section 1: General**

The Northeast Florida Regional Council authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

## **ARTICLE X: AMENDMENTS**

### **Section 1: General**

The bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) are discussed at a meeting prior to the meeting where action is taken, or are provided to all members in advance of the meeting where bylaws are amended.

## **ARTICLE XI: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chair of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the bylaws of this Board as adopted by the Transportation Disadvantaged Coordinating Board on the 19<sup>th</sup> day of May, 2025.

---

Hon. Kristen Burke, Chair

**Clay County**  
**Transportation Disadvantaged Service Plan**  
 Local Coordinating Board  
 Roll Call Vote

Representation	Member	Voted	Voted Against	Absent from voting
1. Chairperson	Hon. Kristen Burke			
2. Dept. of Transportation	Geanelly Reveron/ALT			
3. Dept. of Children and Families	Donna Johnson/ALT			
4. Public Education	VACANT			
5. Dept of Education Voc. Rehab	Rochelle Price			
6. Veteran Services	Ansil Lewis/ALT			
7. Community Action (Econ. Disadvantaged)	VACANT			
8. Elderly	Sam Hall			
9. Persons with Disabilities	VACANT			
10. Citizen Advocate / User	VACANT			
11. Citizen Advocate / Non-User	Jan Reeder			
12. Children at Risk	VACANT			
13. Dept of Elder Affairs	Janet Dickinson/ALT			
14. Private For Profit Transportation	Priscilla Jiminez			
15. Agency for Health Care Adm.	Pamela Hagley/ALT			
16. Agency for Persons w/Disabilities	Sheryl Stanford/ALT			
17. Regional Workforce Dev. Brd	Sean Rush			
18. Local Medical Community	Heather Huffman/ALT			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan, We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on: **5/19/25**

\_\_\_\_\_  
 May 19, 2025  
 Date

\_\_\_\_\_  
 Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 CTD Executive Director

2020 – 2025  
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](http://www.nefrc.org)  
(904) 279-0880

May 2025

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- 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

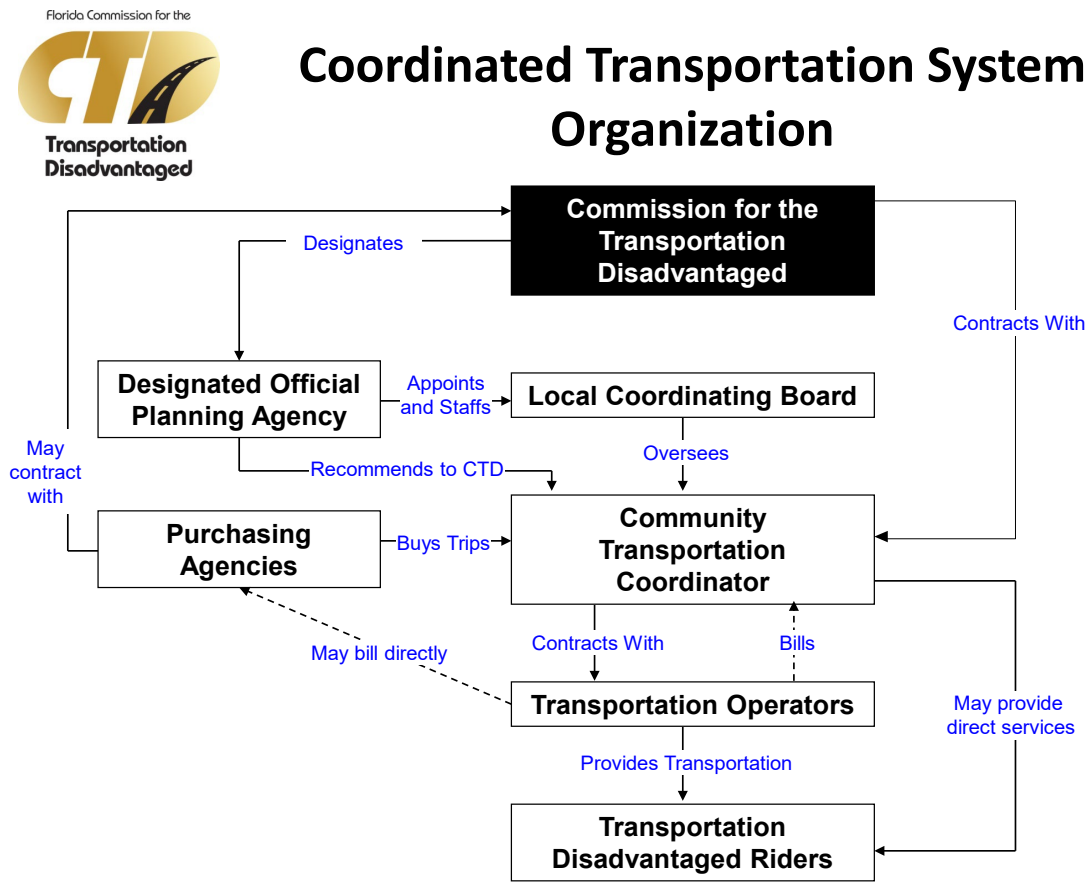
Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in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

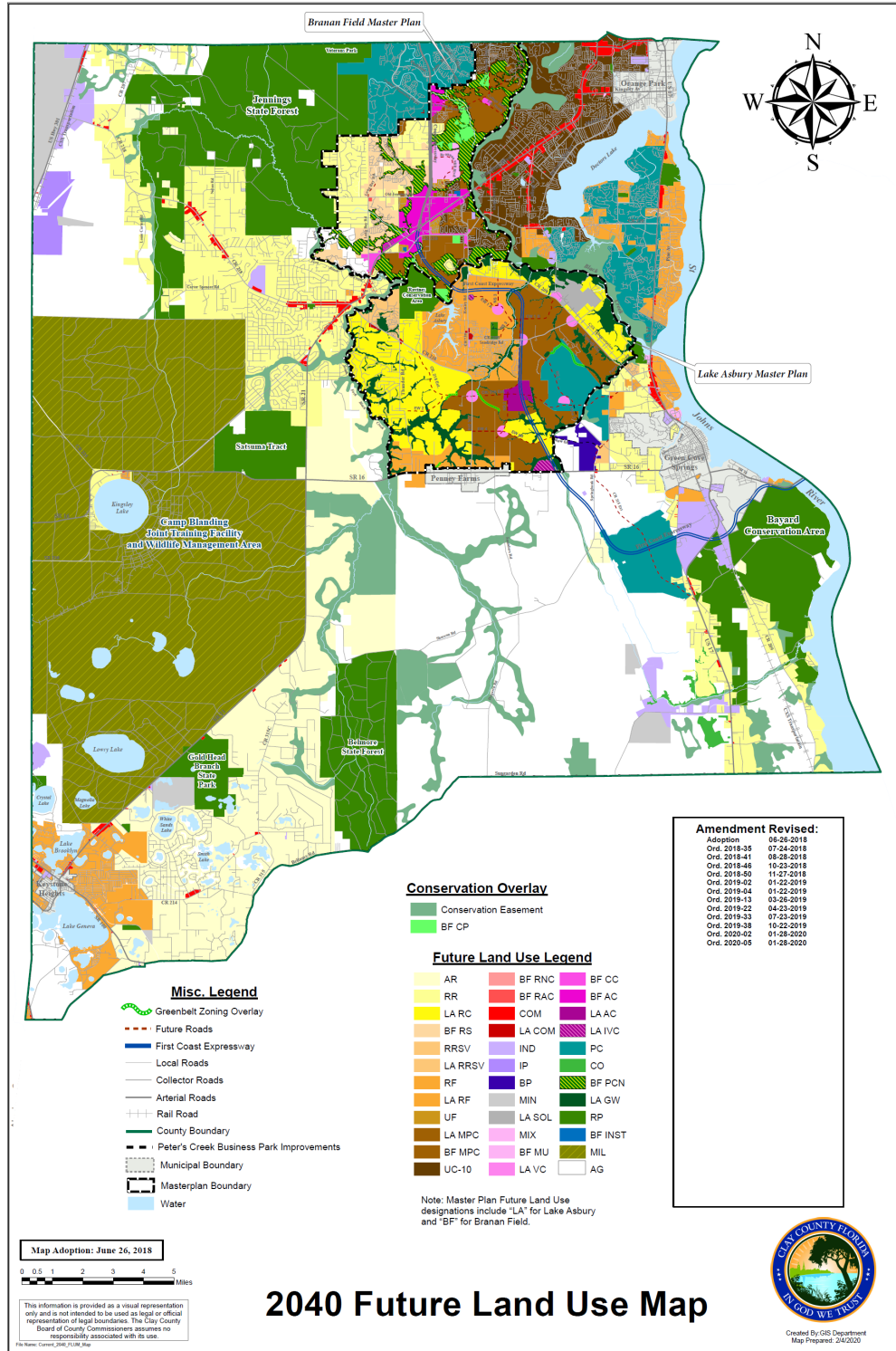
### **Public Participation**

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, 2020

## Population/Composition

### Clay County BEBR Population Estimates and Projections

Estimate April 1, 2019		Projections					
215,246		April 1, 2020	April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045
	Low	210,100	220,600	229,300	235,200	239,300	242,400
	Medium	219,000	236,800	252,500	265,000	275,600	285,100
	High	227,600	251,800	276,000	296,600	315,700	334,100

Estimates of Population by County and City April 1, 2019	April 1, 2019	April 1, 2010	Total Change 2010-2019
Clay County	215,246	190,865	24,381
Green Cove Springs	7,841	6,908	933
Keystone Heights	1,357	1,350	7
Orange Park	8,668	8,412	256
Penney Farms	773	749	24
Unincorporated	196,607	173,446	23,161

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

Age	Census	Estimate	Projections						
	2010	2018	2020	2025	2030	2035	2040	2045	
0-4	11,869	12,910	13,016	14,072	14,890	15,362	15,122	15,381	
5-9	13,625	14,883	15,159	15,594	16,668	17,434	17,936	17,648	
10-14	15,002	15,350	15,524	16,862	17,119	18,082	18,861	19,395	
15-19	15,061	14,370	14,430	15,131	16,224	16,271	17,141	17,871	
20-24	10,835	13,111	13,065	13,181	13,680	14,488	14,481	15,255	
25-29	10,732	13,545	14,183	13,782	13,727	14,094	14,885	14,864	
30-34	10,961	12,749	12,930	16,535	15,870	15,608	15,982	16,884	
35-39	13,122	13,975	14,352	15,265	19,382	18,381	18,009	18,429	
40-44	14,253	13,796	13,785	15,680	16,501	20,741	19,612	19,198	
45-49	15,954	14,473	14,522	14,305	16,085	16,740	20,984	19,830	
50-54	14,135	14,634	14,437	14,532	14,150	15,726	16,311	20,394	
55-59	12,118	15,111	15,498	14,408	14,357	13,824	15,323	15,881	
60-64	10,906	13,129	13,534	15,321	14,127	13,936	13,385	14,830	
65-69	7,941	10,984	11,213	13,084	14,710	13,476	13,298	12,785	
70-74	5,563	8,855	9,323	10,333	11,982	13,368	12,251	12,118	
75-79	3,873	6,129	6,469	8,625	9,563	11,089	12,455	11,479	
80-84	2,672	3,870	4,070	5,527	7,378	8,162	9,523	10,776	
85+	2,243	3,372	3,525	4,588	6,126	8,191	9,999	12,051	
Total	190,865	215,246	219,035	236,825	252,539	264,973	275,558	285,069	

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+

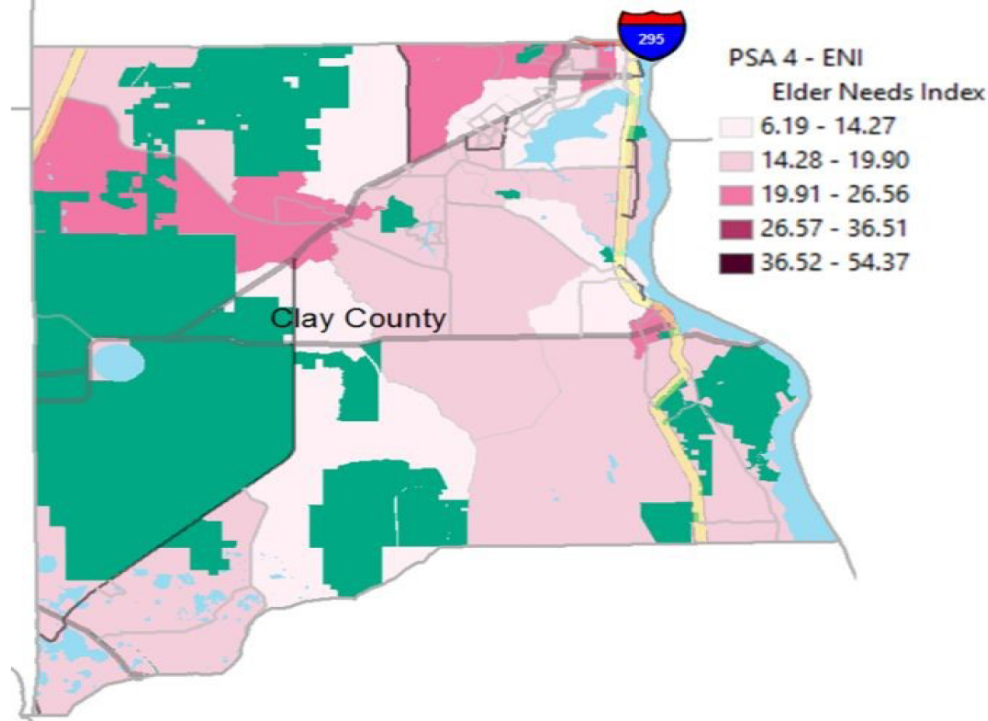


## 2018 Profile of Older Floridians

### 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.** The green areas of the map represent bodies of land such as national parks, state forests, wildlife management areas, and local and private preserves. The blue areas of the map represent bodies of water such as lakes, streams, rivers, and coastlines. Interactive maps, viewing software, and a detailed user's guide are available at [http://elderaffairs.state.fl.us/doea/eni\\_home.php](http://elderaffairs.state.fl.us/doea/eni_home.php)

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2013-2017 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



## 2018 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	212,034	100%
Under 18	51,831	24%
Under 60	167,275	79%
18-59	115,444	54%
60+	44,759	21%
65+	31,981	15%
70+	21,176	10%
75+	12,744	6%
80+	6,925	3%
85+	3,235	2%

Source: BEBR, 2019

Gender	Value	Percent
Male	20,479	46%
Female	24,280	54%

Source: BEBR, 2019

Living Alone	Value	Percent
Male Living Alone	2,870	38%
Female Living Alone	4,760	62%

Source: AGID 2012-16 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	3,412	11%
High School Diploma	10,863	34%
Some College, No Degree	6,305	20%
Associates Degree or Higher	8,797	28%

Source: U.S. Census Bureau, 2013-2017 ACS

Marital Status	Male	Female
<b>Never Married</b>	395	740
Percentage Never Married	2%	3%
<b>Married</b>	14,440	12,405
Percentage Married	77%	56%
<b>Widowed</b>	1,570	5,710
Percentage Widowed	8%	26%
<b>Divorced</b>	2,240	3,480
Percentage Divorced	12%	16%

Source: AGID 2012-16 ACS

Race and Ethnicity	Value	Percent
White	39,754	89%
Black	3,257	7%
Other Minorities	1,748	4%
<b>Total Hispanic</b>	2,297	5%
White Hispanic	1,972	4%
Non-White Hispanic	325	1%
Total Non-Hispanic	42,462	95%
<b>Total Minority</b>	9,050	20%

Source: BEBR, 2019

Driver License Holders	Value	Percent
Drivers	47,386	27%

Source: Florida Department of Highway Safety and Motor Vehicles, 2019

Registered Voters	Value	Percent
Registered Voters	47,953	30%

Source: Florida Department of State, 2018

Veterans	Value	Percent
Age 45-64	12,561	44%
Age 65-84	8,573	30%
Age 85+	859	3%

Source: U.S. Department of Veterans Affairs

Grandparents	Value	Percent
<b>Living With Grandchildren</b>	3,485	8%
Grandparent Responsible for Grandchildren	1,520	3%
Grandparent Not Responsible for Grandchildren	1,965	4%
<b>Not Living With Grandchildren</b>	36,870	82%

Grandchildren are defined as being under the age of 18.

Source: AGID 2012-16 ACS

English Proficiency	Value	Percent
With Limited English Proficiency	845	2%

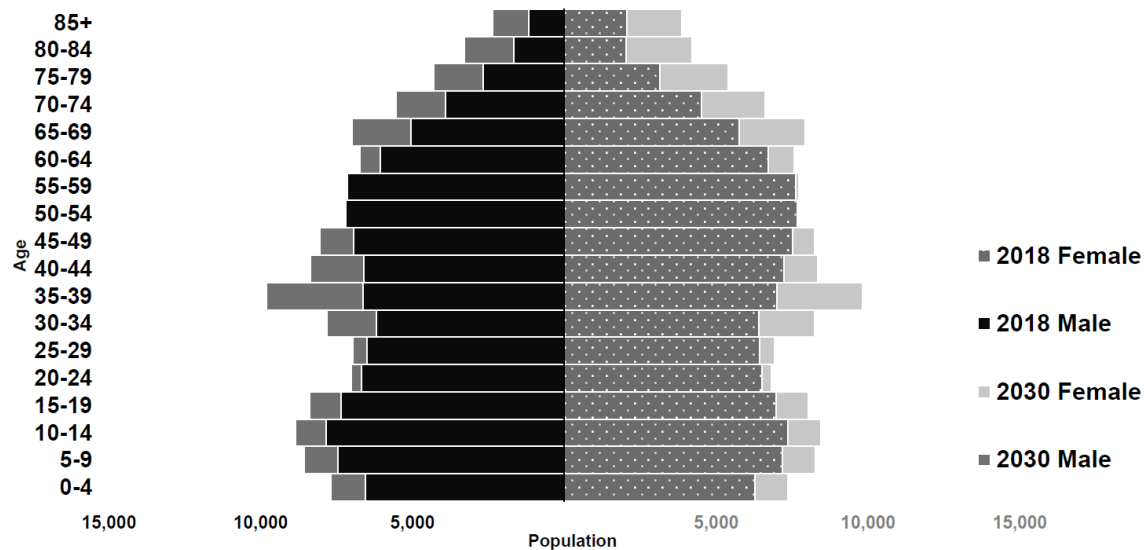
Source: AGID 2012-16 ACS

**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.

## 2018 Profile of Older Floridians

### Clay County Demographic Profile

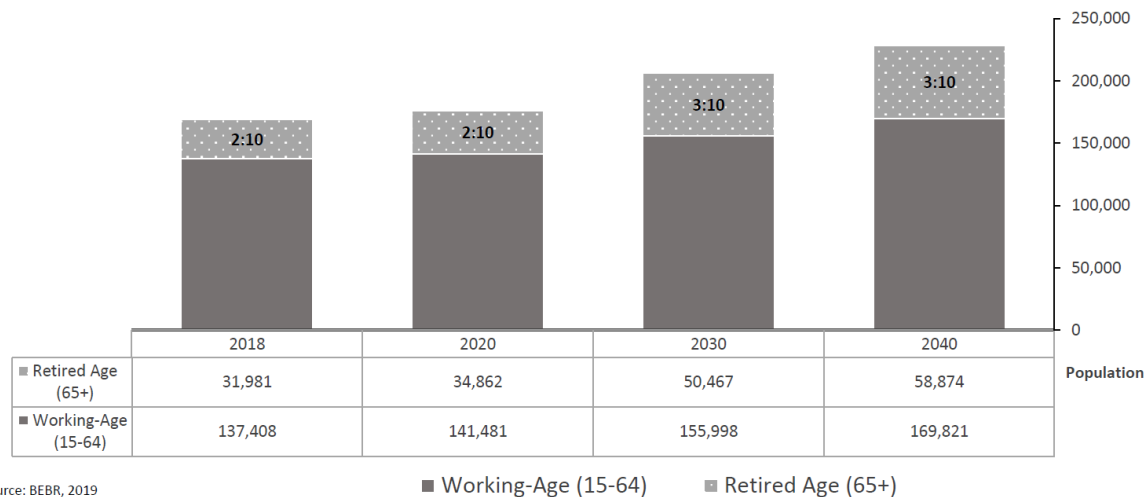
The population pyramid below compares the projected older adult population by gender between 2018 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2019

### Senior 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: BEBR, 2019

## 2018 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.

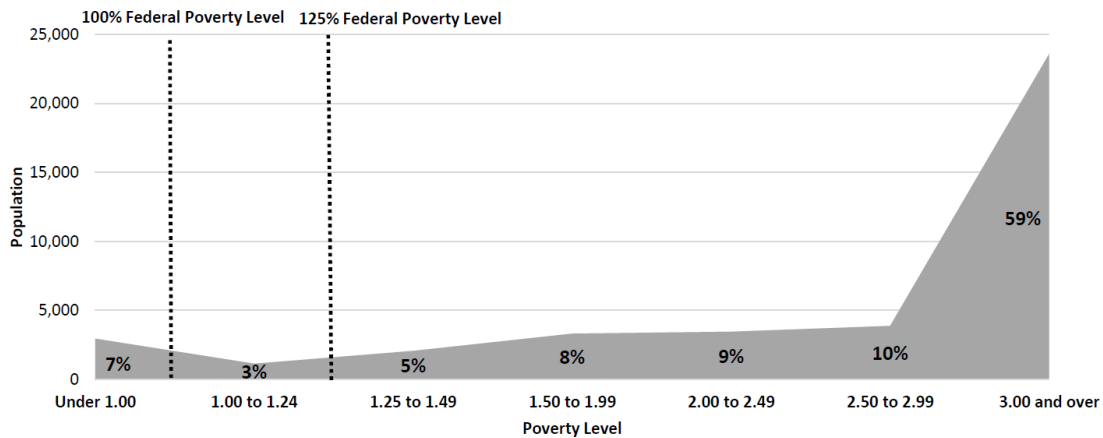
Federal Poverty Level	Value
Single-Person Household	\$12,140
Two-Person Household	\$16,460
125% Single-Person Household	\$15,175
125% Two-Person Household	\$20,575

Source: U.S. Department of Health & Human Services, 2018

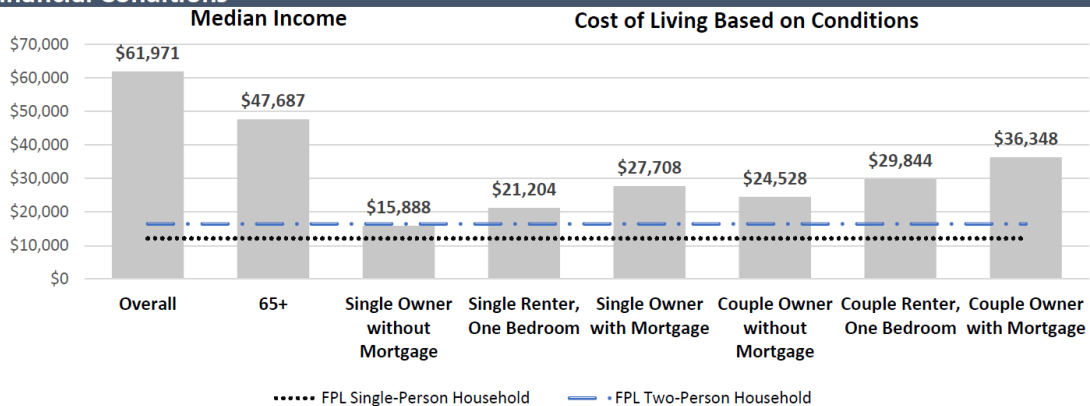
Poverty	Value	Percent
At Poverty Level	2,955	7%
Below 125% of Poverty Level	4,100	9%
Minority At Poverty Level	525	1%
Minority Below 125% of Poverty Level	735	2%

Source: AGID 2012-16 ACS

### Ratio of Income to Poverty Level



### 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, 2013-2017 ACS and WOW Elder Economic Security Standard Index, 2016

## 2018 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	15%

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, 2018

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	31

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

Source: National Highway Traffic Safety Administration, 2017

SNAP or Food Stamps	Value
Participants	3,203
Potentially Eligible	4,100
Participation Rate	78%

Source: Florida Department of Children and Families, 2018

Food Resource Centers	Value
SNAP Access Site	4
Fresh Access Bucks Outlet	0
Farmer's Market	1
Food Distribution (No Cost)	6
SNAP Retailers	140
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, and Florida DOEA, 2019

Public Transportation Options	Value
Bus Operations at least at the County	0
Rail Operations at least at the County	0
Public Transit Service Area (sq. mi.)	881
Public Transit Service Area Population	210,000
Annual Unlinked Trips	129,415
Vehicles Operated in Maximum Service (VOMS)	45
Total Miles of Bike Lanes	45

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, 2017, and FDOT, 2018

Green Space	Value
Number of Nearby State Parks	3

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

Source: Florida Department of Transportation, 2018

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	15,430
Percent of Owners with High Cost Burden	11%
Renter-Occupied Households	2,554
Percent of Renters with High Cost Burden	23%

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, 2018

Affordable Housing Inventory	Value
Properties	3
Properties Ready for Occupancy	3
Total Units	203
Units with Rent and/or Income Restrictions	202
Units Receiving Monthly Rental Assistance	90

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, 2018

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	39%
Renter-Occupied Housing Units	18%

Source: U.S. Census Bureau, 2013-2017 ACS

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	97%
Renter-Occupied Households with Access to Vehicle(s)	84%

Source: U.S. Census Bureau, 2013-2017 ACS

Employment Status (65+)	Value	Percent
Number of Seniors Employed	4,320	14%
Number of Seniors Unemployed	1,625	5%

Source: U.S. Census Bureau, 2013-2017 ACS

Retirement (65+)	Value	Percent
Social Security Beneficiaries	31,320	70%
SSI Recipients	516	17%

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, 2018

Internet Access (65+)	Percent
Have Internet Access	81%

Source: U.S. Census Bureau, 2013-2017 ACS

## 2018 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	4
Operating Rooms	12
Recovery Beds	31

Source: Florida AHCA, 2019

Hospitals	Value
Hospitals	3
Hospitals with Skilled Nursing Units	0
Hospital Beds	503
Skilled Nursing Unit Beds	0

Source: Florida AHCA, 2019

Medical Professionals	Value
<b>Medical Doctors</b>	
Licensed	337
Limited License	1
Critical Need Area License	6
Restricted	0
Medical Faculty Certification	1
Public Health Certificate	0
<b>Other Professionals</b>	
Licensed Podiatric Physicians	10
Licensed Osteopathic Physicians	60
Dentists	92
Licensed Registered Nurses	3,658
Pharmacies	58

Source: Florida Department of Health, 2019

Assisted Living Facility	Value
<b>Total ALF Beds</b>	724
Optional State Supplementation (OSS) Beds	31
Non-OSS Beds	693
<b>Total ALF Facilities</b>	15
Facilities with Extended Congregate Care License	4
Facilities with Limited Mental Health License	1
Facilities with Limited Nursing Service License	5

Source: Florida AHCA, 2019

Medically Underserved	Value	Percent
<b>Total Medically Underserved</b>	508	1%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	508	1%

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

Health Insurance 65+	Value	Percent
Insured	28,737	99%
Uninsured	180	1%

Source: U.S. Census Bureau, 2013-2017 ACS

Disability Status	Value	Percent
With One Type of Disability	6,435	14%
With Two or More Disabilities	6,720	15%
<b>Total With Any Disability</b>		
Hearing	4,625	10%
Vision	1,855	4%
Cognitive	3,565	8%
Ambulatory	8,695	19%
Self-Care	2,470	6%
Independent Living	5,170	12%
With No Disabilities	27,240	61%
Probable Alzheimer's Cases (65+)	3,765	12%

Source: AGID 2012-16 ACS

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	3,571	11%
60+ Dual Eligible	3,167	66%

Source: Florida AHCA, 2019

Adult Day Care (ADC)	Value
ADC Facilities	2
Capacity	83

Source: Florida AHCA, 2019

Home Health Agencies	Value
<b>Agencies</b>	18
Medicaid Certified Agencies	0
Medicare Certified Agencies	7
Homemaker and Companion Service Companies	9

Source: Florida AHCA, 2019

## 2018 Profile of Older Floridians

### Clay County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
<b>SNFs With Beds</b>	9
Community Beds	9
Sheltered Beds	0
Veteran Administration Beds	0
Other Beds	0
<b>SNF Beds</b>	1,033
Community Beds	1,033
Sheltered Beds	0
Veteran Administration Beds	0
Other Beds	0
<b>SNFs With Community Beds</b>	9
Community Bed Days	377,045
Community Patient Days	337,132
Medicaid Patient Days	186,026
Occupancy Rate	89%
Percent Medicaid	55%

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, 2019

Emergency Medical Services (EMS) Providers	Value
	5

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

Source: Florida Department of Health, 2019

Adult Family Care Homes	Value
Homes	2
Beds	10

Source: Florida AHCA, 2019

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2019

Dialysis	Value
End-Stage Renal Disease Centers	7

Source: Florida Department of Health, 2019

### Clay County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in Census tracts that fall within particular FEMA-designated evacuation zones, as well as the portions 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	1,814
Medicaid Beneficiary	55

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

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA and U.S. Centers for Medicare & Medicaid Services, 2018

Shelter Resources	Value
<b>Number of General Shelters</b>	30
General Shelter Max Capacity in People	9,152
<b>Number of Special Needs Shelters</b>	2
Special Needs Shelters Max Capacity in People	335

Source: FDEM, 2018

Evacuation Zones	Value	Percent
<b>Total Population Residing in Evac Zone:</b>	0	0%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	0	0%
<b>DOEA HCBS Clients</b>	609	100%
Zone A	4	1%
Zone B	30	5%
Zone C	0	0%
Zone D	82	13%
Zone E	0	0%
Lives in an Evac Zone and Has Memory Problems	9	1%
Lives in an Evac Zone and Lives Alone	40	7%

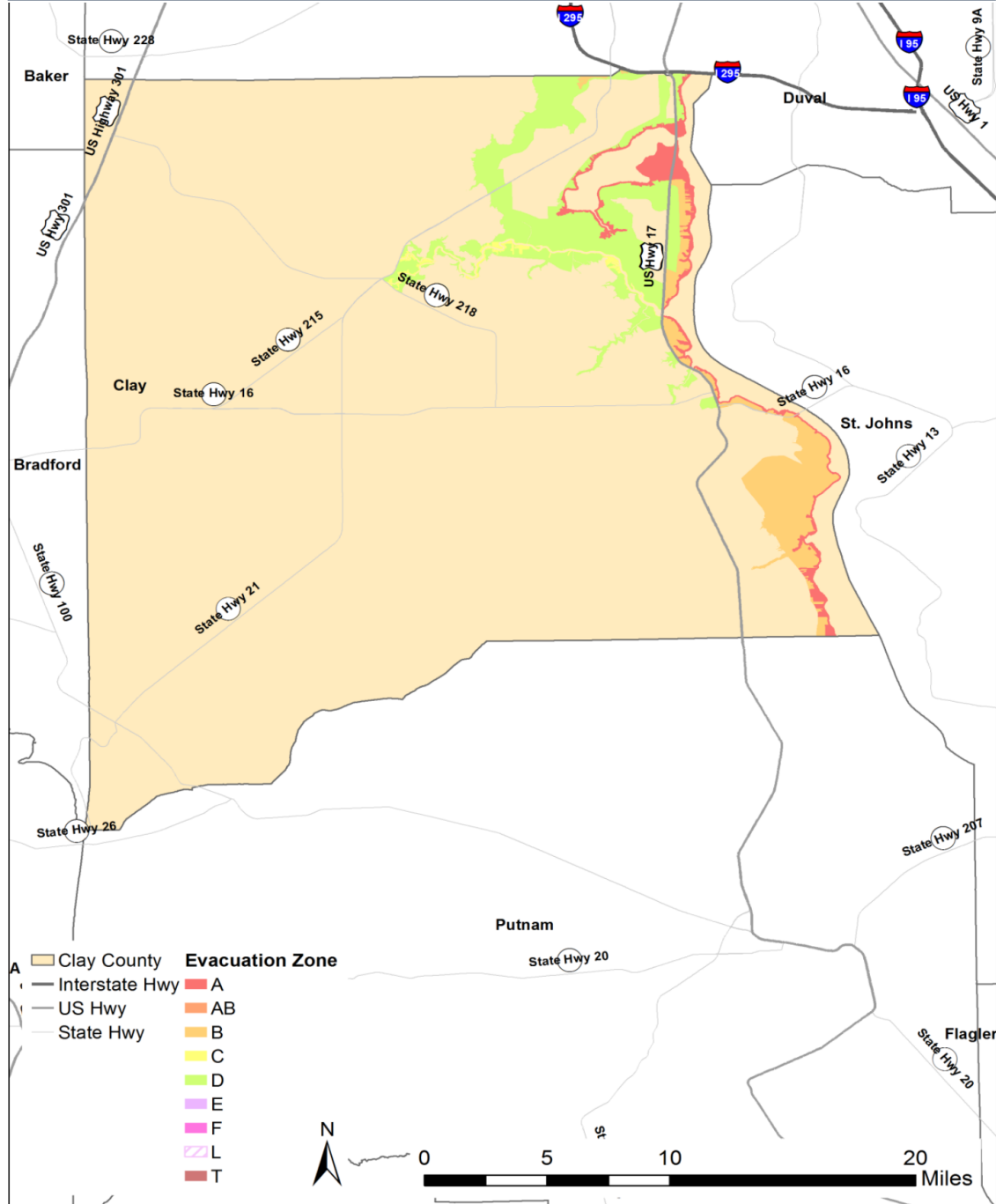
Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

Source: Florida DOEA CIRT, ACS, Florida Division of Emergency Management (FDEM), 2019

## 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, 2018

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

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Source: 2018 Clay County Profile of Older Floridians, State of Florida, Department of Elder Affairs  
[http://elderaffairs.state.fl.us/doea/pubs/stats/County\\_2018\\_projections/Counties/Clay.pdf](http://elderaffairs.state.fl.us/doea/pubs/stats/County_2018_projections/Counties/Clay.pdf)

## Number of Homeless Students PK-12 in Clay County, 2017-2018

Total Homeless Students 2017-18 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
730		42	604	19	65

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, 2018

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>	48,476	+/-307	6,575	+/-973	13.6%	+/-2
<u>Under 5 years</u>	11,348	+/-167	1,661	+/-455	14.6%	+/-4
<u>5-17 Years</u>	37,128	+/-231	4,914	+/-764	13.2%	+/-2
<u>Related Children of Householder Under 18 Years</u>	48,312	+/-319	6,411	+/-970	13.3%	+/-2
<u>18 to 64 years</u>	126,372	+/-234	13,135	+/-1,364	10.4%	+/-1.1
<u>18 to 34 years</u>	42,460	+/-232	5,543	+/-831	13.1%	+/-2
<u>35-64 years</u>	83,912	+/-234	7,592	+/-899	9%	+/-1.1
<u>60 years and over</u>	42,797	+/-601	3,119	+/-455	7.3%	+/-1.1
<u>65 years and over</u>	30,468	+/-110	2,121	+/-411	7%	+/-1.4

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/cedsci/table?q=S1701&q=0500000US12019&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT\\_2018\\_050\\_00\\_PY\\_D1](https://data.census.gov/cedsci/table?q=S1701&q=0500000US12019&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT_2018_050_00_PY_D1)



## Employment

Subject	Clay County, Florida				
	Total		Labor Force Participation Rate		Employment/Pop- ulation 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%

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

[https://data.census.gov/cedsci/table?q=S2301&q=0500000US12019&tid=ACSST5Y2018.S2301&vintage=2018&layer=VT\\_2018\\_050\\_00PY\\_D1](https://data.census.gov/cedsci/table?q=S2301&q=0500000US12019&tid=ACSST5Y2018.S2301&vintage=2018&layer=VT_2018_050_00PY_D1)

## **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.<sup>1</sup>

### 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

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

			\$195,536, total project \$391,072. BASCA, Inc.'s application for a van was funded at \$64,140.
<b>17/18</b>	\$197,354 for two replacement buses and other needs (capital), urban paratransit grant of \$215,000 (operating) \$40,000 for the Magenta Line (operating).		5310- 1 bus total project amount \$95,000, federal share \$76,000, local share \$9,500, state share \$9,500, 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.
<b>18/19</b>	\$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.
<b>19/20</b>	No applications from Clay COA. BASCA, Inc. applied for \$52,972 minibus (capital).		BASCA, Inc. was funded \$52,972 for the minibus.
<b>20/21</b>	\$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
<b>21/22</b>	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)
<b>22/23</b>	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		
<b>23/24</b>	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.		
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## 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:

- Are not allowed to make a self-declaration of their eligibility.
- Are 60 years of age or older and must have no other means of transportation available or cannot purchase transportation. (HHI guidelines may be used to meet this standard) and
- No other funding sources can be available to provide them with transportation.
- Are eligible if they are: disabled, or their household income is less than 150% of the Federal Poverty Guidelines (HHI) as established by the Department of Housing and Urban Development.
- Must use flex route if available, and they have the ability to use.
- Must pay an appropriate co-pay per trip as determined by 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:\_\_\_\_\_SEPTEMBER 2024\_\_\_\_\_**

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT \$
Ambulatory	Trip	\$34.99
Wheelchair	Trip	\$59.98
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.

**NORTHEAST FLORIDA**  
**TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS**  
**2025/2026 SCHEDULE**

<b>Baker County</b> <i>3rd Thursday</i>	<b>Clay County</b> <i>3rd Monday, 2nd Monday in February</i>	<b>Duval County</b> <i>1st Thursday, 4th Thursday in February</i>	<b>Flagler County</b> <i>2nd Wednesday</i>	<b>Nassau County</b> <i>3rd Thursday</i>	<b>Putnam County</b> <i>3rd Monday, 2nd Monday in February</i>	<b>St. Johns County</b> <i>2nd Tuesday</i>
9/18/25 Board Mtg. 10:00 a.m.	9/15/25 Board Mtg. 2:00 p.m.	9/04/25 Board Mtg. 2:00 p.m.	9/10/25 Board Mtg. 10:00 a.m.	9/18/25 Board Mtg. 1:00 p.m.	9/15/25 Board Mtg. 10:30 a.m.	9/09/25 Board Mtg. 1:30 p.m.
11/20/25 Board Mtg. 10:00 a.m.	11/17/25 Board Mtg. 2:00 p.m.	11/06/25 Board Mtg. 2:00 p.m.	11/12/25 Board Mtg. 10:00 a.m.	11/20/25 Board Mtg. 1:00 p.m.	11/17/25 Board Mtg. 10:30 a.m.	11/11/25 Board Mtg. 1:30 p.m.
2/19/26 Board Mtg. 10:00 a.m. (Annual PH)	2/09/26 Board Mtg. 2:00 p.m. (Annual PH)	2/26/26 Board Mtg. 2:00 p.m. (Annual PH)	2/11/26 Board Mtg. 10:00 a.m. (Annual PH)	2/19/26 Board Mtg. 1:00 p.m. (Annual PH)	2/09/26 Board Mtg. 10:30 a.m. (Annual PH)	2/10/26 Board Mtg. 1:30 p.m. (Annual PH)
5/21/26 Board Mtg. 10:00 a.m.	5/18/26 Board Mtg. 2:00 p.m.	5/07/26 Board Mtg. 2:00 p.m.	5/13/26 Board Mtg. 10:00 a.m.	5/21/26 Board Mtg. 1:00 p.m.	5/18/26 Board Mtg. 10:30 a.m.	5/12/26 Board Mtg. 1:30 p.m.
9/17/26 Board Mtg. 10:00 a.m.	9/21/26 Board Mtg. 2:00 p.m.	9/03/26 Board Mtg. 2:00 p.m.	9/09/26 Board Mtg. 10:00 a.m.	9/17/26 Board Mtg. 1:00 p.m.	9/21/26 Board Mtg. 10:30 a.m.	9/08/26 Board Mtg. 1:30 p.m.

Please note that this is a **tentative** meeting schedule and all dates and times are subject to change.

PH = Public Hearing

**Baker County** Council on Aging Transit Building, 9264 Buck Starling Road, Macclenny, FL

**Clay County** BCC Mtg Rm, 4<sup>th</sup> Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL

**Duval County** Jessie Ball duPont Center, 40 E Adams Street, Jacksonville, FL (201 / Rich Magill Seminar Room)

**Flagler County** Gov. Service Building Budget & Finance Mtg. Rm, 3<sup>rd</sup> floor, 1769 East Moody Blvd, Building 2, Bunnell, FL

**Nassau County** Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL

**Putnam County** Planning & Development Training Room, 2509 Crill Avenue, Suite 300, Palatka, FL

**St. Johns County** Council on Aging Senior Center Board Room, 179 Marine Street, St. Augustine, FL



📍 40 East Adams St., Ste 320, Jacksonville, FL 32202  
📞 Phone: (904)-279-0880  
🌐 [www.nefrc.org](http://www.nefrc.org)  
✉ [info@nefrc.org](mailto:info@nefrc.org)



*Proudly serving the communities of Baker, Clay, Duval, Flagler, Nassau, Putnam, and St. Johns Counties*

**DATE:** May 19, 2025

**TO:** **CLAY COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB)**

**FROM:** SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

**RE:** **CLAY COMMUNITY TRANSPORTATION (CCT) COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION**

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On May 6, 2025, Clay Community Transportation (CCT) was evaluated by the Northeast Florida Regional Council (NEFRC). After an on-site observation of the coordinated system, inspection of service vehicles, and review of documents based on the Commission for the Transportation Disadvantaged approved evaluation criteria, CCT has been reviewed as compliant with Florida Statutes 427 and Florida Administrative Code 41-2.

At this time, the Northeast Florida Regional Council has no findings to present.

**Action Recommendation**

**The Northeast Florida Regional Council recommends the Clay County Local Coordinating Board approve CCT's Annual CTC Evaluation.**



# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



## **Transportation Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_

**FORMATTED 2011 – 2012**

# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
<b>REVIEW CHECKLIST _____</b>	<b>3</b>
<b>EVALUATION INFORMATION _____</b>	<b>5</b>
<b>ENTRANCE INTERVIEW QUESTIONS _____</b>	<b>6</b>
<b>GENERAL QUESTIONS _____</b>	<b>9</b>
<b>CHAPTER 427, F.S. _____</b>	<b>13</b>
<b>RULE 41-2, F.A.C. _____</b>	<b>22</b>
<b>COMMISSION STANDARDS _____</b>	<b>32</b>
<b>LOCAL STANDARDS _____</b>	<b>33</b>
<b>AMERICANS WITH DISABILITIES ACT _____</b>	<b>36</b>
<b>FY GRANT QUESTIONS _____</b>	<b>42</b>
<b>STATUS REPORT _____</b>	<b>43</b>
<b>ON-SITE OBSERVATION _____</b>	<b>45</b>
<b>SURVEYS _____</b>	<b>47</b>
<b>LEVEL OF COST WORKSHEET # 1 _____</b>	<b>52</b>
<b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>	<b>53</b>
<b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b>	<b>55</b>

## **REVIEW CHECKLIST & SCHEDULE**

### **COLLECT FOR REVIEW:**

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:\_\_\_\_\_)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

### **ITEMS TO REVIEW ON-SITE:**

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

### **ITEMS TO REQUEST:**

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

### **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- ☐ Measuring Tape      ☐ Stop Watch

## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**



## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☐ Monitoring of contractors.
- ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

- ☐ RURAL      ☐ URBAN

#### 2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER  
☐ PARTIAL BROKERAGE  
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

## GENERAL QUESTIONS

**Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.**

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No  
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No  
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S  
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?  
☐ Yes ☐ No

**Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?  
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE  
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL  
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?  
☐ Yes    ☐ No                      If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?  
☐ Yes    ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?  
☐ Yes    ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

*Please Verify These Passengers Have an Eligibility Application on File:*

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

## GENERAL QUESTIONS

Findings:

Recommendations:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance



## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)**  
***“Collect Annual Operating Data for submittal to the Commission.”***

### REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (\_\_\_\_%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

***“Review all transportation operator contracts annually.”***

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

***“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”***

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?  
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).**

***“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

***“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”***

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

***“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”***

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## CHAPTER 427

Findings:

Recommendations:



## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(1), Minimum Insurance Compliance

*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH 41-2, F.A.C.

*“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes    ☐ No

[illegible]

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## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(3), Drug and Alcohol Testing

*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

### REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: \_\_\_\_\_

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

*“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

## **RULE 41-2**

Findings:

Recommendations:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Commission Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	



Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Local Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## LOCAL STANDARDS

Findings:

Recommendations:

## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

### REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE  
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL  
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?  
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH  
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:  
Voice- 1-800-955-8770  
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT  
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS  
REGARDING THE FOLLOWING:

<b>Provision of Service</b>	<b>Training Provided</b>	<b>Written Policy</b>	<b>Neither</b>
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No



# Bus and Van Specification Checklist

**Name of Provider:** Clay Community Transportation/Jacksonville Transportation Authority

**Vehicle Number (either VIN or provider fleet number):** 140

**Type of Vehicle:** ☐ Minivan ☐ Van ☐ Bus (>22')  
☒ Minibus (<= 22') ☐ Minibus (>22')

**Person Conducting Review:** Summer Jones

**Date:** 5/6/25

## Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

## Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

## Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☒ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

**Have the driver bring the lift up to the fully raised position (but not stowed):**

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☒ The lift must be designed to allow boarding in either direction.

**While inside the vehicle:**

- ☒ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☒ The securement system must accommodate all common wheelchairs and mobility aids.
- ☒ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☒ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

**Vehicles under 22 feet must have:**

- ☒ One securement system that can be either forward or rear-facing.
- ☒ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

**Vehicles over 22 feet must have:**

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

<b>Name of Service Provider/ Contractor</b>	<b>Total # of Vehicles Available for CTC Service</b>	<b># of ADA Accessible Vehicles</b>	<b>Areas/Sub areas Served by Provider/Contractor</b>

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

## ADA COMPLIANCE

Findings:

Recommendations:

**FY \_\_\_\_/\_\_\_\_ GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY \_  
\_\_\_\_/\_\_\_\_ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY \_\_\_\_\_)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

☐ Yes ☐ No

## STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: \_\_\_\_\_

STATUS REPORT DATED: \_\_\_\_\_

### CTD RECOMMENDATION:

CTC Response:

Current Status:

### CTD RECOMMENDATION:

CTC Response:

Current Status:

### CTD RECOMMENDATION:

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

## ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

5/6/25

Please list any special guests that were present:

Location:

5 Esplande Ave., Green Cove Springs, FL

Number of Passengers picked up/dropped off:

2

Ambulatory

1

Non-Ambulatory

1

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag  
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes ☒ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No



Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

Clay Community Transportation/Jacksonville Transportation  
CTC: Authority \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: 5/6/25

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

Driver: RIVERA, MARIEL  
 Date: 2025-05-06  
 Route: GC4  
 Vehicle: C140

# Operator Manifest

Run Begin: \_\_\_\_\_  
 Run End : \_\_\_\_\_

Ending Mileage: \_\_\_\_\_  
 Beginning Mileage: \_\_\_\_\_  
 Total Daily Mileage: \_\_\_\_\_

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobalids	Fare Type	Fare To Collect	Pass Type	Space Type
07:00	07:25 Start		0.0	5 ESPLANDE AVE, #AVE, GREEN COVE SPRINGS, 32043 GREEN COVE SPRINGS GARAGE						
07:45	07:45 Pickup		0.0	2861 FL-16, GREEN COVE SPRINGS, 32043 2861 FL-16 904-248-9304, DGTR 904-540-2974 , 540-2974 DAUG PIER STATION	DAVIS, BESSIE C	WLK	NS-CLAY	\$ 1.00	CLI	AM
	08:27 Dropoff		0.0	1689 EAGLE HARBOR PKWY, #A, FLEMING ISLAND, 32068 DR WILDER	DAVIS, BESSIE 9042691366 C	WLK				
10:30	10:30 OutOfService		0.0	5 ESPLANDE AVE, GREEN COVE SPRINGS, 32043						
11:30	11:15 Pickup		0.0	400 COLLEGE DR, #BLDG 400, MIDDLEBURG, 32068 FRESENIUS KIDNEY - MB 9-5, DEZERAE RUDE, MGR	OKES, MATTHEW 9042729514		NS \$3 CLAY	\$ 3.00	CLI	AM
11:30	11:32 Pickup		0.0	2141 LOCH RANE BLVD, #115, ORANGE PARK, 32073 NE DIALYSIS OP	FREDERICK, JUDITH 9042727331 C,M,S		NS \$3 CLAY	\$ 3.00	CLI	SC
	11:45 Dropoff		0.0	464 LOMBARD ST, #2C, ORANGE PARK, 32073 904-586-6178, DAD 904-428-7913	OKES, MATTHEW 9045866178					
	12:20 Dropoff		0.0	7067 ARTIS RD, FLEMING ISLAND, 32003 904-654-0278	FREDERICK, JUDITH 9046540278 C,M,S					
13:00	13:00 OutOfService		0.0	5 ESPLANDE AVE, GREEN COVE SPRINGS, 32043						
	13:15 Lunch		0.0							
15:15	15:01 Pickup		0.0	604 WALNUT ST, GREEN COVE SPRINGS, 32043 ADULT DAY CARE GREEN COVE DO NOT LEAVE ALONE (ADHC)	DEDOR, EMMA 9042843134 M		NS-CLAY	\$ 1.00	CLI	AM
15:15	15:04 Pickup		0.0	604 WALNUT ST, GREEN COVE SPRINGS, 32043 ADULT DAY CARE GREEN COVE DO NOT LEAVE ALONE (ADHC)	HARRIS, ARLISA 9042843134 C		NOFARE	\$ 0.00	CLI	AM
	15:44 Dropoff		0.0	4688 KANGAROO ST, MIDDLEBURG, 32068	DEDOR, EMMA 9044777688 M					
	16:25 Dropoff		0.0	1668 GLEN LAUREL DR, MIDDLEBURG, 32068 DO NOT LEAVE ALONE (ADHC) 904-328-8619	HARRIS, ARLISA 9043288619 C					

Route: GC4

[illegible]

## RIDER/BENEFICIARY SURVEY

Staff making call: Summer Jones

County: C l a y

Date of Call: 5/6 / 25

Funding Source: \_\_\_\_\_

1) Did you receive transportation service on 5/6/25? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other \_\_\_\_\_

5) What do you normally use the service for?

☐ Medical

☐ Education/Training/Day Care

☒ Employment

☒ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
9  
\_\_\_\_\_

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

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# Contractor Survey

## \_\_\_\_\_ County

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**Contractor name** (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes    ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes    ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes    ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes    ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes    ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes    ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes    ☐ No

If yes, what type of problems?

**Comments:**

# PURCHASING AGENCY SURVEY

Staff making call: \_\_\_\_\_

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? \_\_\_\_\_



<b>Level of Cost Worksheet 1</b>
--------------------------------------

**Insert Cost page from the AOR.**



## CTC Expense 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
<b>Expense Sources</b>						
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
<b>Purchased Transportation Services</b>						
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
<b>Total - Expense Sources</b>	<b>\$ 757,394</b>	<b>\$ 0</b>	<b>\$ 757,394</b>	<b>\$ 721,845</b>	<b>\$ 0</b>	<b>\$ 721,845</b>

## Level of Competition Worksheet 2

### 1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
<b>Total</b>				

2. How many of the operators are coordination contractors? \_\_\_\_\_

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_

Does the CTC have the ability to expand? \_\_\_\_\_

4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? \_\_\_\_\_

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? \_\_\_\_\_

## **Level of Availability (Coordination)**

### **Worksheet 3**

**Planning** – What are the coordinated plans for transporting the TD population?

**Public Information** – How is public information distributed about transportation services in the community?

**Certification** – How are individual certifications and registrations coordinated for local TD transportation services?

**Eligibility Records** – What system is used to coordinate which individuals are eligible for special transportation services in the community?

**Call Intake** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

**Reservations** – What is the reservation process? How is the duplication of a reservation prevented?

**Trip Allocation** – How is the allocation of trip requests to providers coordinated?

**Scheduling** – How is the trip assignment to vehicles coordinated?

**Transport** – How are the actual transportation services and modes of transportation coordinated?

**Dispatching** – How is the real time communication and direction of drivers coordinated?

**General Service Monitoring** – How is the overseeing of transportation operators coordinated?

**Daily Service Monitoring** – How are real-time resolutions to trip problems coordinated?

**Trip Reconciliation** – How is the confirmation of official trips coordinated?

**Billing** – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

**Reporting** – How is operating information reported, compiled, and examined?

**Cost Resources** – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?



**Information Resources** – How is information shared with other organizations to ensure smooth service provision and increased service provision?

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**Overall** – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

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# Clay County Operational Report

Jun-24	Jul-24	Aug-24	Sep-24
2100	2249	2212	2106
2132	2268	2235	2131
84.99	85.92	89.17	90.68
0	0	1	0

	Jan-25	Feb-25	Mar-25	Apr-25
Trips	1772	1743	2018	2034
Passengers	1788	1752	2042	2060
On-time Performance	77.67	86.48	84.33	82.49
Preventable Accidents	1	3	1	0

## Aging True

### Adult Day Care

363	346	373	295
0	0	0	0

Trips	244	208	224	246
Preventable Accidents	0	0	0	0

TD	TD	TD	TD
334	333	568	514
0	0	0	0

### Senior Centers

	TD	TD	TD	TD
Trips	341	331	401	425
Preventable Accidents	0	0	0	0

## Flex

Jun-24	Jul-24	Aug-24	Sep-24
493	547	537	475
0	0	0	0

### Red

	Jan-25	Feb-25	Mar-25	Apr-25
Trips	523	571	550	625
Preventable Accidents	0	0	0	0

## Blue

946	1083	1031	1015
0	0	0	0

Trips	987	1047	1196	1365
Preventable Accidents	0	1	0	0

## Magenta

84	85	84	56
0	0	0	0

Trips	64	54	64	60
Preventable Accidents	0	0	0	0

## Green

100	97	67	52
0	0	0	0

Trips	98	111	123	123
Preventable Accidents	0	0	0	0