DUVAL COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD PUBLIC HEARING

MEETING AGENDA

Jessie Ball DuPont Center
Room 202,40 E Adams Street, Jacksonville, FL
Teams Meeting ID: 231 844 488 909 9
Passcode: qM2xs737

Thursday, November 5, 2026, at 2:00 p.m.

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

Jessie Ball DuPont Center
Room 202, 40 E Adams Street, Jacksonville, FL

The Transportation Disadvantaged Program

Prepared by the Northeast Florida Regional Council



Key Definitions & Governing Statues of Program

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

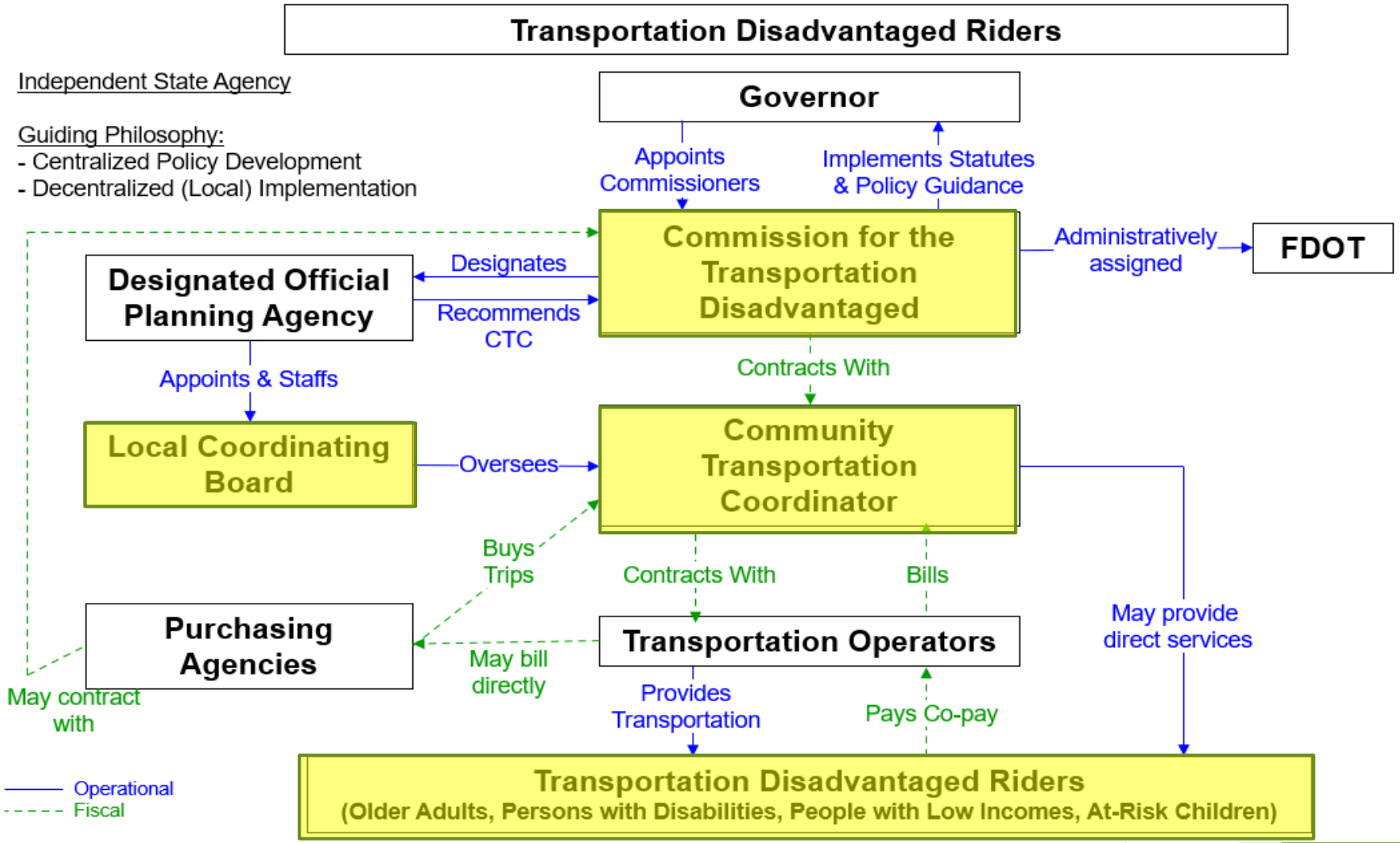
What is Transportation Disadvantaged?

- "Transportation disadvantaged" means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202. (F.S)" *427.011 (F.S)*

- The Transportation Disadvantaged Program is a coordinated state-wide effort that groups riders together for a shared ride service. Transportation services are available in all 67 Florida counties for those who are eligible and have no access to transportation. Federal, State, and Local agencies join together to provide necessary transportation to medical appointments, employment, educational, and other life-sustaining services.
- *Florida State Statue 427.011-427.017*
- *Florida State Administrative Code 41-2*

Florida's Coordinated Transportation System

Organizational Structure… At A Glance



Commission for the Transportation Disadvantaged (CTD)

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

Responsibilities

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

Designated Official Planning Agency (DOPA)

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

Responsibilities

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

Local Coordinating Board (LCB)

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

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

Local Coordinating Board (LCB) *Continued*

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

Responsibilities

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

Community Transportation Coordinator (CTC)

CTCs are contracted agencies that provide transportation to TD customers in designated service areas. CTCs are funded by the CTD and must abide by their standards, including receiving guidance from an LCB.

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

Responsibilities

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

Local Coordinating Board Chairpersons

- Baker – **Hon. Jimmy Anderson**, Board of County Commissioners
- Clay **– Hon. Kristen Burke**, Board of County Commissioners
- Duval – **Hon. Ken Amaro**, City of Jacksonville City Council
- Flagler – **Hon. Pam Richardson**, Board of County Commissioners
- Nassau – **Hon. Jeff Gray**, Board of County Commissioners
- Putnam – **Hon. Leota Wilkinson,** Board of County Commissioners
- St. Johns – **Hon. Christian Whitehurst**, Board of County Commissioners

DUVAL COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING

MEETING AGENDA
Jessie Ball DuPont Center
Room 202,40 E Adams Street, Jacksonville, FL
Teams Meeting ID: 231 844 488 909 9
Passcode: qM2xs737

Thursday, November 5, 2026, immediately following the Public Hearing
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Amaro

2. Additions, Deletions, Changes to the Agenda – Chair Amaro

3. Approval of September 3, 2026, Meeting Minutes (pg. 12-18)* – Chair Amaro

4. New Business
   a. Review/Selection of Officers and Committees (pg. 19-27)*
   b. FDOT Grant Presentation (pg. 28-32)
   c. Public Hearing/Workshops – Discussion (pg. 33)
      - What is working and what is challenging?

5. Community Transportation Coordinator (CTC) System Update – JTA Staff
   a. CTC Quarterly Update (pg. 34-27)
   b. Grants Update* (Approval if required)

6. Old Business

7. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER

8. Member and Department Report

9. Adjournment – Chair Amaro

Next LCB Meeting: February 25, 2027, at 2:00 p.m.
Jessie Ball DuPont Center, 40 East Adams Street, Jacksonville, FL

Florida Commission for the Transportation Disadvantaged

Duval County Transportation Disadvantaged Local Coordinating Board Meeting

Thursday, September 3, 2026

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

City of Jacksonville
Hon. Ken Amaro, Chair

Florida Transportation Disadvantaged Commission
Monica Russell, Chair

Meeting Minutes
*Denotes Required Action Item

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

A quarterly meeting of the Duval County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Microsoft Teams on Thursday, September 3, 2026. Chair Amaro called the meeting to order at 2:00 p.m. with the following members present. Quorum was confirmed.

Representing:	**Voting Member:**
Elected Official/Chairperson	Ken Amaro (In-person)
Dept. of Transportation	Faith Powell (Virtual)
Dept. of Children and Families	Donna Johnson (Virtual)
Department of Education Voc. Rehab	Jessica Walker (Virtual)
Veterans Services	Robert Hernandez (In-person)
Citizen Advocate/Non-User	Carla Jenkins (Virtual)
Citizen Advocate/User	Sharon Hoffman-Dykes (Virtual)
Dept of Elder Affairs	Cassandra Jackson (Virtual)
Agency for Health Care Admin.	Pamela Hagley (In-Person)
Agency for Persons w/Disabilities	Kara Tucker (Virtual)
Regional Workforce Development Board	Atheia Gillespie (Virtual)

Members Not Present

Representing:	**Voting Member:**
Public Education	Daniel O'Connor
Persons with Disabilities	Russ Davis
Children at Risk	Richard Cuff

Community Transportation Coordinator Staff Present
Thomas Caulder & Angela Brown, JTA

Planning Agency Staff Present
Tyler Nolen, Eric Anderson, Jenni Bryla

DRAFT

Guests
Danette Hernandez, Joyce Payad (virtual)

2. Additions, Deletions, and Changes to the Agenda
There were no additions, deletions, or changes to the agenda.

3. Approval of May 7, 2026, Meeting Minutes*
Robert Hernandez moved to approve the May 7, 2026, meeting minutes. Carla Jenkins seconded the motion. May 7, 2026, meeting minutes were approved.

4. New Business
a) Planning Review for FY 26-27
Mr. Anderson gave an overview of the year ahead and outlined the items that will come before the Local Coordinating Board. A delivery program was highlighted, showing the draft topics for each quarterly meeting.

Planning Review for FY 26-27

		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Task 1	Update TDSP, approved by LCB	July-Sept	Oct-Dec	Jan-Mar	Apr-June
	Baker	X			
	Clay	X			
	Duval	X			
	Flagler			X	
	Nassau	X*			
	Putnam	X			
	St. Johns	X			
Task 2A	Solicit a CTC (Every 5 Years)				
	2024-2029: Nassau				
	2025-2030: Flagler				
	2026-2031: Baker, Clay, Duval, Putnam, St. Johns				
	OR				
Task 2B	Conduct Annual Evaluation & Ride Along				X
Task 3	Conduct Quarterly Meetings	X	X	X	X
	* *Conduct New Member Orientation*				
	* *Agenda, Minutes, Membership Roster, Attendance Report & Public Notice*				
Task 4	Conduct Annual Public Workshop		X		
Task 5	LCB Bylaws Update (Annual)			X	
Task 6	Grievance Procedures (Annual)			X	
Task 7	Annual Operating Report (AOR)		X		
Task 8	Annual Expenditure Report (AER)		X		
Task 9	Quarterly Reports	X	X	X	X
Task 10	Commission Sponsored Training	X			
Other Actions	Annual Calendar				X
	Election of Officers/Committees		X		
	CTC Rate Models				X

b) Proposed LCB Meeting Schedule & Annual Public Hearing*

Mr. Anderson provided an overview of the recommended meeting schedule for the next year.

The group discussed advertising and marketing to attract people to attend the public hearing. This is a great opportunity for the public to learn about the service in their community. Staff will develop an advertising flyer to provide to LCB members, who can distribute the meeting information to interested parties.

Robert Hernandez moved to approve the meeting dates. Carla Jenkins seconded the motion. The FY 26-27 Meeting dates were approved.

NORTHEAST FLORIDA
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS
2026/2027 SCHEDULE

Baker County *3rd Thursday*	Clay County *3rd Monday, 2nd Monday in February*	Duval County *1st Thursday, 4th Thursday in February*	Flagler County *2nd Wednesday*	Nassau County *3rd Thursday*	Putnam County *3rd Monday, 2nd Monday in February*	St. Johns County *2nd Tuesday*
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.
11/19/26 Board Mtg. 10:00 a.m. (Annual PH)	11/16/26 Board Mtg. 2:00 p.m. (Annual PH)	11/05/26 Board Mtg. 2:00 p.m. (Annual PH)	11/11/26 Board Mtg. 10:00 a.m. (Annual PH)	11/19/26 Board Mtg. 1:00 p.m. (Annual PH)	11/16/26 Board Mtg. 10:30 a.m. (Annual PH)	11/10/26 Board Mtg. 1:30 p.m. (Annual PH)
2/18/27 Board Mtg. 10:00 a.m.	2/08/27 Board Mtg. 2:00 p.m.	2/25/27 Board Mtg. 2:00 p.m.	2/10/27 Board Mtg. 10:00 a.m.	2/18/27 Board Mtg. 1:00 p.m.	2/08/27 Board Mtg. 10:30 a.m.	2/09/27 Board Mtg. 1:30 p.m.
5/20/27 Board Mtg. 10:00 a.m.	5/17/27 Board Mtg. 2:00 p.m.	5/06/27 Board Mtg. 2:00 p.m.	5/12/27 Board Mtg. 10:00 a.m.	5/20/27 Board Mtg. 1:00 p.m.	5/17/27 Board Mtg. 10:30 a.m.	5/11/27 Board Mtg. 1:30 p.m.
9/16/27 Board Mtg. 10:00 a.m.	9/20/27 Board Mtg. 2:00 p.m.	9/02/27 Board Mtg. 2:00 p.m.	9/08/27 Board Mtg. 10:00 a.m.	9/16/27 Board Mtg. 1:00 p.m.	9/20/27 Board Mtg. 10:30 a.m.	9/14/27 Board Mtg. 1:30 p.m.

c) Transportation Disadvantaged Service Plan (Update)*

JTA is in the first year of a five-year contract with the Commission for Transportation Disadvantaged. As such, the Local Coordinating Board must review, discuss, and approve the full TDSP update. Planning staff and JTA staff presented the Plan's contents and provided an overview of local demographics, the service plan, eligibility, and access to the service. Discussion followed.

After review and discussion, the group took a roll call vote, and the updated TDSP was approved. The roll call form showing approval will be included in the appendices of the approved TDSP and posted online.

d) LCB Membership – New Members*

Two new people have been brought before the Local Coordinating Board to fill vacancies. They are:

- Dannette Hernandez – Elderly
- Richard Cuff – Children at Risk

Introductions of the members and conversation followed before action on the item.

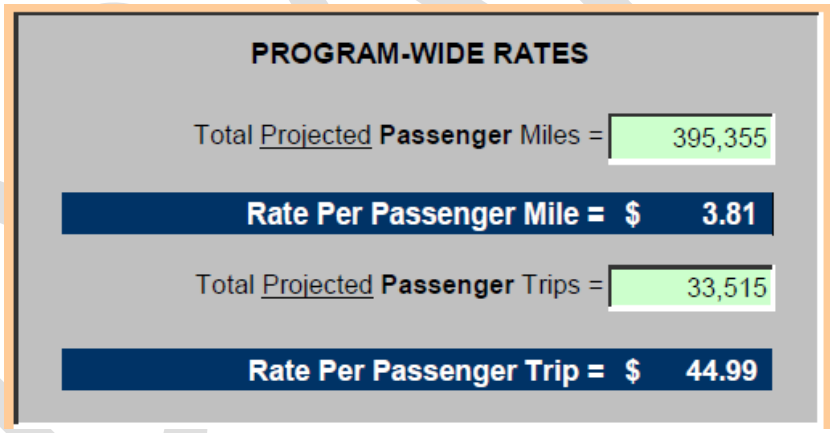
Pamela Hagley moved to approve the new members. Kara Tucker seconded the motion. Dannette Hernandez and Richard Cuff were approved as new members of the Local Coordinating Board.

5. Community Transportation Coordinator (CTC) System Update – JTA

a) 2026-2027 Rate Model*

JTA provided an overview of the recommended rate model. The full rate model spreadsheets were provided in the meeting packet that served as the basis of the discussion.

The rates were reviewed with a specific highlight regarding the program-wide rates listed below.



			Ambul		Wheel Chair	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	33,515	=	27,006	+	6,509	+
Rate per Passenger Trip =			$39.51		$67.74	

Robert Hernandez moved to approve the rate model. Kara Tucker seconded the motion. The FY 26-27 Rate Model was approved.

b) CTC Quarterly Update– Thomas Caulder from JTA provided an overview of the following ridership numbers for the quarter.

- 4th Quarter Trip Count = 100,827
- Pickup on-time percentage = 91.6%
- Appointment on-time percentage = 95.2%
- Cancellation Rate = 18% of trips
- Missed Trip Count = 0.6%
- Complaints = 170

The group discussed what qualifies each metric.

c) Grant Funding*
No Grant Updates at this time.

6. Old Business

a) LCB Recruitment Flyer
Based on comments from the last meeting, staff developed an LCB recruitment flyer to encourage the public to fill vacant positions on the LCB. This form will be used moving forward to collect information from prospective board members and will be included in future agenda packets when a new member is brought in before the LCB for consideration.

7. Public Comment

There was no public comment.

8. Member and Department Report

Agency for Healthcare Administration (AHCA) Update - This is open enrollment season for Medicaid recipients in Region 4, which includes Duval County. People will start receiving letters about the opportunity to either change plans or keep their plan. We encourage Medicaid recipients to open the letters and act on them, because they often miss the deadline because they haven't opened the letter and acted on it. And there are numerous ways. They can text, call, or go online to make changes to the managed care plan they are currently enrolled in.

9. Adjournment

Chair Amaro adjourned the meeting at 2:50 pm.

DRAFT

Next LCB Meeting & Public Hearing: November 5, 2026, at 2:00 p.m.
Jessie Ball DuPont Center, 40 East Adams Street, Jacksonville, FL

ATTENDANCE RECORD

DUVAL COUNTY

LOCAL COORDINATING BOARD

Position	Name/Alt.	9/3/26	5/7/26	2/26/26	11/6/25
1. Chairperson	Ken Amaro	**P**	**P**	**P**	**P**
2. Dept. of Transportation	Geanelly Reveron /Janell Damato /Chris Nalsen / Faith Powell	**P**	**P**	**P**	**P**
3. Dept. Of Children and Families	Donna Johnson	**P**	**P**	**P**	**a**
4. Public Education	Daniel O'Connor / Alexis Read	**a**	**P**	**a**	**P**
5. Vocational Rehab. (Dept. Ed.)	Jessica Walker	**P**	**P**	**a**	**P**
6. Veteran Services	Robert Hernandez	**P**	**P**	**P**	**P**
7. Community Action (Econ. Disadv)	Vacant	**-**	**-**	**-**	**-**
8. Elderly	Dannette Hernandez	**P**	**-**	**-**	**-**
9. Disabled	Russ Davis	**a**	**P**	**a**	**a**
10. Citizen Advocate/User	Sharon Dykes (Hoffmeyer)	**P**	**P**	**a**	**a**
11. Citizen Advocate/Non-User	Carla Jenkins	**P**	**a**	**P**	**P**
12. Children at Risk	Richard Cuff / Vacant	**a**	**-**	**-**	**-**
13. Dept. Of Elder Affairs	Cassandra Jackson / Abrianna Schmidt / Danielle Thomas	**P**	**a**	**P**	**P**
14. Private For Profit Transportation	Vacant	**-**	**-**	**-**	**-**
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	**P**	**P**	**a**	**P**
16. Agency for Persons w/Disabilities	Kara Tucker	**P**	**P**	**P**	**P**
17. Regional Workforce Dev. Brd	Rhonda Bryant / Atheia Gillespie	**P**	**a**	**P**	**P**
18. Local Medical Community	Vacant	**-**	**-**	**-**	**-**

VACANCIES

Community Action Agency (Economically Disadvantaged)
Private for Profit Transportation
Local Medical Community

PLEASE SIGN IN!

Florida Commission for the Transportation Disadvantaged

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: September 3, 2026
Time: 2:00 p.m.

Jessie Ball DuPont Center, 40 E. Adams St. Ste 202, Jacksonville, FL

Name	Address	Phone	E-Mail
Danette Hernandez	3294 Lake Effie CT N Jacksonville FL 32277	904-553-0455	danihernandez3294@outlook.com
Robert Hernandez	3294 Lake Effie CT N Jacksonville FL 32277	904-524-2714	rhernandez3294@outlook.com
Thomas Cawlder	100 N myrtle Ave Jax 32204	904-457-1222	TCawlder@JTAFLA.com
Ken Amaro	117 W Adams	904-255-5201	
Tyler Nolen	40 East Adams Jacksonville, FL 32202	904-715-0423	TNolen@nefrc.org
jenni bryla	11 V		jbryla@nefrc.org
Angela Brown	100 N. Myrtle Ave. Jax.	904-271-0241	abrown@JTAFLA.com
Eric Anderson	40 E Adams St JAX, FL 32202	904 505 3428	eanderson@nefrc.org

Salutation	First Name	Last Name	Organization	Representing	Voting /Non-Voting	Grievance Committee	Evaluation Committee	Comments
DUVAL COUNTY								
Hon.	Ken	Amaro	COJ - City Council	City of Jacksonville	Voting			Chair
Ms.	Geanelly	Reveron	FDOT, District 2	Department of Transportation	Voting			
Ms.	*Janell*	*Damato*	*FDOT, District 2*	*Department of Transportation*	*Alternate*			
Ms.	*Faith*	*Powell*	*FDOT, District 2*	*Department of Transportation*	*Alternate*			
Ms.	*Chris*	*Nalsen*	*FDOT, District 2*	*Department of Transportation*	*Alternate*			
Ms.	Donna	Johnson	FL Dept. of Children & Families	Department of Children and Families	Voting			
Mr.	Daniel	O'Connor	FL Dept. of Education	Public Education	Voting			
Ms.	*Alexis*	*Read*	*FL Dept. of Education*	*Public Education*	*Alternate*			
Ms.	Jessica	Walker	FL Dept. of Vocational Rehab/Dept of Ed.	Dept. of Education (Voc. Rehab.)	Voting		Nov-26	
Mr.	Robert	Hernandez	Disabled American Veterans Chapter 1	Veterans Services	Voting		Nov-26	
VACANT				Community Action (Econ. Disadv.)	**VACANT**			
Ms.	Danette	Hernandez		Elderly	Voting			
Mr.	Russ	Davis		Disabled	Voting			
Ms.	Sharon	Hoffmeyer Dykes		Citizen Advocate/User	Voting	Nov-26		
Ms.	Carla	Jenkins		Citizen Advocate/Non-User	Voting			
Mr.	Richard	Cuff		Children at Risk	Voting			
Ms.	Cassandra	Jackson	NE Florida Area Agency on Aging	Dept. of Elder Affairs	Voting			
Ms.	*Abrianna*	*Schmidt*	*NE Florida Area Agency on Aging*	*Dept. of Elder Affairs*	*Alternate*			
Ms.	*Danielle*	*Thomas*	*NE Florida Area Agency on Aging*	*Dept. of Elder Affairs*	*Alternate*			
VACANT				Private for Profit Transportation	**VACANT**			
Ms.	Pamela	Hagley	Florida Agency for Health Care Administration - AHCA	Dept. of Health Care Admin.	Voting			
Ms.	*Reeda*	*Harris*	*Florida Agency for Health Care Administration - AHCA*	*Dept. of Health Care Admin.*	*Alternate*			
Ms.	Kara	Tucker	City of Jacksonville - Disabled Services	Agency for Persons w/Disabilities	Voting	Nov-26		Vice Chair
Ms.	Rhonda	Bryant	CareerSource NE FL	Regional Workforce Dev. Board	Voting			
Ms.	*Atheia*	*Gillespie*	*CareerSource NE FL*	*Regional Workforce Dev. Board*	*Alternate*			
VACANT				Local Medical Community	**VACANT**			
Ms.	Angela	Brown	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			
Mr.	Thomas	Caulder	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Connexion Manager
Mr.	Mike	Landrum	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Eligibility Supervisor
Ms.	Eron	Thompson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Grant Manager
Mr.	Matt	Fall			Interested Party			
Ms.	Joyce	Payad			Interested Party			
Ms.	Melissa	Justice			Interested Party			
Ms.	Cheryl	Undheim	FSCJ		Interested Party			
Ms.	Sally	Newton	FSCJ					
Mr.	Joe	Johnson	COJ - City Council	assistant to Ken Amaro				

Bylaws

Duval County Transportation Disadvantaged Coordinating Board

Table of Contents

ARTICLE 1: PREAMBLE 3

ARTICLE II: NAME AND PURPOSE 3

SECTION 1: NAME 3
SECTION 2: PURPOSE 3

ARTICLE III: MEMBERSHIP APPOINTMENT, TERM OF NOTICE AND TERMINATING MEMBERSHIP 3

SECTION 1: VOTING MEMBERS 3
SECTION 2: TECHNICAL ADVISORS 4
SECTION 3: ALTERNATE MEMBERS 4
SECTION 4: TERMS OF APPOINTMENT 5
SECTION 5: TERMINATION OF MEMBERSHIP 5

ARTICLE IV: OFFICERS AND DUTIES 5

SECTION 1: NUMBER 5
SECTION 2: CHAIRPERSON 5
SECTION 3: VICE-CHAIRPERSON 5

ARTICLE V: BOARD MEETINGS 5

SECTION 1: REGULAR MEETINGS 5
SECTION 2: SPECIAL MEETINGS 5
SECTION 3: NOTICE OF MEETINGS 6
SECTION 4: QUORUM 6
SECTION 5: VOTING 6
SECTION 6: PARLIAMENTARY PROCEDURES 6

ARTICLE VI: STAFF 6

SECTION 1: GENERAL 6

ARTICLE VII: BOARD DUTIES 6

SECTION 1: BOARD DUTIES 6

ARTICLE VIII: COMMITTEES AND SUBCOMMITTEES 8

SECTION 1: COMMITTEES AND SUBCOMMITTEES 8
SECTION 3: GRIEVANCE COMMITTEE 8

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES 8

SECTION 1: GENERAL 8

ARTICLE X: CERTIFICATION 8

Bylaws of the Duval County Transportation Disadvantaged Coordinating Board

Article I: PREAMBLE

The following sets forth the Bylaws which will guide the Duval County Transportation Disadvantaged Coordinating Board in its oversight of the community transportation coordinator hereinafter referred to as the CTC. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes,* and subsequent laws setting forth requirements for the coordination of transportation services for the transportation disadvantaged.

Article II: NAME AND PURPOSE

Section 1: Name

The name of the coordinating board shall be the **Duval County Transportation Disadvantaged Coordinating Board**, hereinafter referred to as the Board.

Section 2: Purpose

The primary purpose of the Board is:

1. To assist the Northeast Florida Regional Council in identifying local service needs; and

2. To provide information, advice and direction to the community transportation coordinator (CTC) to coordinate services to the transportation disadvantaged in Duval County pursuant to Section 427.0157, *Florida Statutes*.

Article III: MEMBERSHIP APPOINTMENT, TERM OF NOTICE AND TERMINATING MEMBERSHIP

Section 1: Voting Members

In accordance with Section 427.0157, *Florida Statutes*, all voting members of the Board shall be appointed by the Northeast Florida Regional Council hereinafter also referred to as the DOPA.

A representative from the following agencies or groups shall be a voting board member:

1. A County-wide elected official to serve as Chairperson;

2. The Florida Department of Transportation;

3. The Florida Department of Children and Families;

4. The Public Education Community;

5. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;

6. The Florida Agency for Health Care Administration (MEDICAID);

7. A person recommended by the local Veterans Service Office representing the veterans of the county;

8. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged;

9. A person over sixty years of age representing the elderly in Duval County;

10. A person with disabilities representing Duval County residents with disabilities;

11. Two citizen advocates one of whom must be a user of the Duval County coordinated transportation system;

12. A local representative for children at risk;

13. The Chairperson or designee of the Jacksonville Transportation Authority, the local provider of public transit;

14. The Florida Department of Elder Affairs; and

15. An experienced representative of the local private for profit transportation industry. If such a representative is not available, a local private non-profit representative will be acceptable, except where said representative is also the community transportation coordinator.

16. A representative of the Regional Workforce Development Board;

17. 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, local health department or other home and community based services, etc.).

18. A local representative of the Agency for Persons with Disabilities.

Section 2: Technical Advisors
Upon a majority vote of the voting membership present, technical advice may be approved to provide the Board with technical expertise as needed.

Section 3: 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 4: Terms of Appointment
Pursuant to Rule 41-2.012(4) FAC, except for the Chairperson, the board members shall be appointed for three (3) year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until replaced by the City of Jacksonville/Duval County Board of County Commissioners and DOPA, as specified in Rule 41-2.012(4) FAC. If a member's term has expired he/she will serve until a replacement is appointed.

Section 5: Termination of Membership
A member may resign at any time by notice in writing to the Chairperson. Unless specified, such resignation shall take effect when the Chairperson receives the letter.

Each member is expected to demonstrate his/her interest in the Board's activities by attending the scheduled meetings. If an absence occurs, the absent member should ensure that his/her alternate is present. The DOPA shall review the appointment of any voting member who fails to attend three (3) consecutive meetings.

Failure of an agency representative or his/her alternate to attend three (3) consecutive meetings may result in a letter to his/her superior requesting nomination of a replacement.

Article IV: OFFICERS AND DUTIES

Section 1: Number
The Board officers shall be a Chairperson and a Vice-Chairperson.

Section 2: Chairperson
The City of Jacksonville/Duval County Board of County Commissioners shall appoint one member who is an elected official to serve as Chairperson. The Chairperson shall preside at all meetings. The duties of the Chairperson include responsibility for meeting agendas, notices and minutes. The DOPA staff will assist the Chairperson in these tasks and will further assist the Chairperson by preparing and duplicating materials to be distributed at meetings. The Chairperson shall serve until replaced by the City of Jacksonville/Duval Board of County Commissioners.

Section 3: Vice-Chairperson
The Board shall hold a meeting each year that includes an action item to elect a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the members present. The Vice-Chairperson shall serve a term of one year starting at the next meeting.

Article V: BOARD MEETINGS

Section 1: Regular Meetings
Pursuant to Section 427.0157, *Florida Statutes*, The Board shall meet at least quarterly.

Section 2: Special Meetings
The Chairperson may convene special Board meetings provided that proper notice is given to all members and other interested parties. Meeting notices must be posted 48 hours in advance and, if time permits, a notice should be published in the *Florida Times-Union* and/or other local newspapers.

Section 3: Notice of Quarterly Meetings

Notices and tentative agendas shall be sent to all Board members and other interested parties within a reasonable amount of time prior to the Board meeting. Such notice shall state the date, time and meeting place. Meeting notices must be posted at least 48 hours in advance and published in the *Florida Times-Union* and/or other local newspapers.

Section 4: Quorum

The presence in person of at least 3 of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall constitute a quorum to transact business. In the absence of a quorum, those present may without notice, other than by the announcement at the meeting, recess the meeting, until a quorum is present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.

Section 5: Voting

At all meetings at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the majority vote of the members 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 Section 427.0157, *Florida Statutes*. These responsibilities include providing staff to manage and oversee the Board operations and assist in scheduling meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the Board within the limits of the resources available.

Article VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2, *Florida Administrative Code*.

1. Maintain official meeting minutes reflecting official actions taken and a meeting roster. A copy of the minutes shall be provided to the Florida Commission for the Transportation Disadvantaged, hereinafter referred to as the Commission.

2. Review and approve the Memorandum of Agreement between the CTC and the Commission including the Transportation Disadvantaged Service Plan.

3. On a continuing basis, evaluate services provided under the Transportation Disadvantaged Service Plan. Annually, the Board shall evaluate the performance of the CTC and provide this evaluation to the Commission. Recommendations relative to performance and the renewal of the CTC's contract shall be included.

4. In cooperation with the CTC, review and provide recommendations to the Commission and the North Florida TPO on all application for local, state or federal funds relating to transportation for the transportation disadvantaged in Duval County. This action ensures that all such expenditures are provided in the most cost effective and efficient manner. The review process shall include at least:

    a. The review of applications to ensure that they are consistent with the Transportation Disadvantaged Service Plan. This review shall consider:

        (1) The need for the requested funds or services;

        (2) Consistency with local government's comprehensive plans and

        (3) Coordination with the Jacksonville Transportation Authority and the CTC.

    b. Notifying the Commission of any unresolved funding requests without delaying the application process.

5. Review coordination strategies for service provision to the transportation disadvantaged in Duval County to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service to increase ridership and to service a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation with adjacent counties when it is appropriate and cost effective.

    a. Support inter- and intra-county agreements to improve coordination to reduce costs for service delivery, maintenance, insurance or other identified strategies.

    b. Seek the involvement of the private and public sectors, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.

6. Appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users and potential users of the coordinated transportation system. The Committee shall meet as often as necessary to resolve grievances in a timely manner.

7. In coordination with the CTC, develop application for funds that may become available.

8. Consolidate annual budget estimates for local agencies or programs receiving direct federal funding to provide transportation to the transportation disadvantaged.

9. Assist the North Florida TPO in preparing of the Transportation Disadvantaged Element of the annually updated Transportation Improvement Program.

10. As part of the annual evaluation process, review the CTCs contracts with local transportation providers to determine if these contracts are cost-effective and provide efficient service.

Article VIII: COMMITTEES

Section 1: Committees

Committees may be designated by the Chairperson 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. All committee chairs shall be designated by action of the Board. All committee members shall serve a one-year term.

Section 2: Grievance Committee

The Grievance Committee will serve as a mediator to process and investigate grievances from agencies, users, and potential users of the coordinated transportation system and the CTC in the designated 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

Section 1: General

The DOPA 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, *Florida Administrative Code.*

Article X: CERTIFICATION

The undersigned hereby certifies that they are the Vice Chair of the Duval County 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 Duval County Transportation Disadvantaged Coordinating Board on the **26th day of February 2026.**



Ken Amaro
Chair
Duval County Transportation Disadvantaged Coordinating Board



FTA Pass Through Federal Transit Grants

FDOT Oversight

- Grants Management
- Compliancy
- Safety and Security
- Required Reporting
- Vehicle purchasing assistance
- Invoice processing

Section 5311 Program Highlights

Rural Transportation Assistance

- Available exclusively to **Community Transportation Coordinators (CTCs)**
- Supports **public transportation operations in rural areas**
- Services must be **open to the public without trip prioritization**
- **Formula based allocation**
- **50% local match required**
- **Separate applications for each county served**

Section 5310 Program Highlights

Enhanced Mobility of Seniors and Individuals with Disabilities Program

- **Capital & Operating Assistance**
- Federal Share: **50% Operating | 80% Capital/ 10% local 10% State match.**
- Vehicle Requests: **Replacement (R) or Expansion (E)**
- Evaluation Based on: Need, Performance, **Extent of Service to Elderly Persons and Persons with Disabilities**, Service Impact & Agency Capacity
- **Annual Performance Measures Reporting Required**
- Vehicle Purchases **Must Be Procured Through CUTR using the FDOT approved Vendors**



Section 5339 Program Highlights



- Available exclusively to **Community Transportation Coordinators (CTCs)**
- Provides **capital funding for vehicles and equipment**
- Vehicles must support **ongoing public transportation service in rural areas**
- **100% federal funding** available for vehicles (**no local match required**)
- Vehicle purchases **must be procured through CUTR**

Question 2 — Public Workshop, What Is Working, What Is Challenging?

Framing Statement – The Public Workshop should be more than holding a meeting and checking a box. The challenge is creating opportunities that help us understand the transportation needs of the community including the voices of people we may not normally hear from.

Conversation Starters

What insights are we seeking to obtain through public involvement?
Should public workshops be conducted?
What activities or objectives should be included in a public workshop?
How should community feedback influence LCB discussions and local priorities?
What outreach approaches have been most effective in getting meaningful input from the community?
Where have you seen strong engagement, and what contributed to that success?
What new engagement strategies or tools could help us hear from voices we're currently missing?

FY26-27	Jul-26	Aug-26	Sep-26	FYTD Total	Average
Total Service					
Unduplicated Passengers	1,993	2,024	2,040		2,019.0
Total Passenger Transported	34,884	35,237	35,076	105,197	35,065.7
Connexion Passengers	34,692	35,123	35,032	104,847	34,949.0
ReadiRide Passengers on Connexion Runs	192	114	44	350	116.7
Vehicles in Service (max)	95	92	94		93.7
Revenue Hours	19,879	19,495	20,031	59,404	19,801.4
Total Vehicle Hours	23,295	22,772	23,526	69,593	23,197.5
Revenue Miles	320,967	321,049	333,742	975,757.4	325,252.5
Total Vehicle Miles	373,181	371,735	388,985	1,133,900.1	377,966.7
Trip Status Detail					
Trips Requested (Trips booked)	41,752	42,054	42,117	125,923	41,974.3
Advanced Cancels (Advanced CA, User Error CE, Site Closure CC)	5,487	5,176	4,791	15,454	5,151.3
Scheduled Trips (Trips booked less advanced cancels)	36,265	36,878	37,326		36,823.0
No-Shows (No shows, cancelled @ door)	1,210	1,181	1,209		1,200.0
Late Cancel	697	612	770		693.0
Net No Shows	1,907	1,793	1,979		1,893.0
Not Transported - Error (NE, CP, NP)	25	5	4		11.3
Missed Trips (No-shows outside the window)	220	256	218		231.3
Same Day Cancels	3,006	3,029	2,818		2,951.0
Completed Trips	31,107	31,795	32,307	95,209	31,736.3
No-show % of Scheduled	5.3%	4.9%	5.3%		0.1
CTC Call Center Information					
Calls Offered	30,973	24,026	21,355	76,354	25,451.3
Calls Answered	25,007	15,211	13,114	53,332	17,777.3
Calls (long) Abandoned	5,528	8,264	7,673	21,465	7,155.0
Hang-Ups (short abandon)	438	551	495	1,484	494.7
Average Hold Time (Secs)	210	317	339	866	288.7
Complaints / Commendations					
Policy	11	11	14	36	12.0
Service	55	54	61	170	56.7
Vehicle	3	1	1	5	1.7
Other	1	3	1	5	1.7
Total Valid Complaints Received	70	69	77	216	72.0
Commendations by CTC	-	-	-	-	
Commendations by Transportation Providers	13	32	14	59	19.7
Total Commendations	13	32	14	59	19.7
Complaints per 10,000 Trips	20.1	21.7	23.8	22.7	21.9
Service Reliability					
Total Completed Trips					
MV	7,557	7,408	7,809		7,591
CRC	2,728	2,937	2,970		2,878
PRK	4,042	4,005	3,967		4,005
SR	8,209	7,884	8,153		8,082
UZURV	8,571	9,561	9,408		9,180
Total Trips	31,107	31,795	32,307	95,209	31,736
Percent On-Time Trips P/U					

MV	87.7%	82.4%	82.9%		84.3%
CRC	89.0%	85.6%	83.3%		86.0%
PRK	86.4%	83.0%	81.6%		83.6%
SR	90.4%	87.7%	89.2%		89.1%
UZURV	98.0%	97.4%	97.5%		97.6%
Total On-Time P/U	91.1%	88.4%	88.4%	89.3%	89.3%
Percent On-Time Trips APP					
MV	94.5%	91.5%	89.2%		91.8%
CRC	94.6%	90.5%	85.6%		90.2%
PRK	94.2%	89.8%	87.4%		90.5%
SR	95.9%	93.8%	94.6%		94.8%
UZURV	99.1%	98.3%	97.5%		98.3%
Total On-Time APP	96.3%	94.0%	92.5%	94.2%	94.3%
Total Trips -P/U **Includes No-Shows, Cancel Door and Missed Trips**					
MV	8,141	8,017	8,452		8,203
CRC	2,963	3,169	3,204		3,112
PRK	4,345	4,341	4,251		4,312
SR	8,837	8,460	8,697		8,665
UZURV	8,625	9,612	9,477		9,238
TOTAL	32,911	33,599	34,081	100,591	33,530
Total Trips - APP **Includes no-shows, Cancel Door and Missed Trips**					
MV	2,356	2,529	2,772		2,552
CRC	1,140	1,211	1,241		1,197
PRK	1,680	1,804	1,760		1,748
SR	2,448	2,351	2,429		2,409
UZURV	3,784	4,268	4,213		4,088
TOTAL	11,408	12,163	12,415	35,986	11,995
Late Pick-Ups					
MV	1,002	1,414	1,443		1,286
CRC	325	458	535		439
PRK	590	740	784		705
SR	850	1,041	942		944
UZURV	174	247	239		220
TOTAL	2,941	3,900	3,943	10,784	3,595
Late APP					
MV	129	214	299		214
CRC	62	115	179		119
PRK	97	184	221		167
SR	100	145	131		125
UZURV	35	73	105		71
TOTAL	423	731	935	2,089	696
Complaints (Valid only)					
MV	36	26	25		29
CRC	5	3	5		4
PRK	6	5	11		7
SR	12	12	11		12
UZURV	10	23	24		19

JTA	1	-	1		1
TOTAL	70	69	77	0	72
Accidents - Person Only (Chargeable)					
MV				-	n/a
CRC				-	n/a
PRK					n/a
SR					n/a
UZURV					n/a
TOTAL	-	-	-	-	n/a
Accidents - Person Only (Non-Chargeable)					
MV				-	n/a
CRC				-	n/a
PRK					n/a
SR					n/a
UZURV					n/a
TOTAL	-	-	-	-	n/a
Accidents - Vehicle Only (Chargeable)					
MV				-	n/a
CRC				-	n/a
PRK					n/a
SR					n/a
UZURV					n/a
TOTAL	-	-	-	-	n/a
Accidents - Vehicle Only (Non-Chargeable)					
MV				-	n/a
CRC				-	n/a
PRK					n/a
SR					n/a
UZURV					n/a
TOTAL	-	-	-	-	n/a
Accidents - Person & Vehicle (Chargeable)					
MV				-	n/a
CRC				-	n/a
PRK					n/a
SR					n/a
UZURV					n/a
TOTAL	-	-	-	-	n/a
Accidents - Person & Vehicle (Non-Chargeable)					
MV				-	n/a
CRC				-	n/a
PRK					n/a
SR					n/a
UZURV					n/a
TOTAL	-	-	-	-	n/a
Total Chargeable	-	-	-	-	n/a
Total Non-Chargeable	-	-	-	-	n/a
Total Accidents	-	-	-	-	n/a
Accidents per 100,000 Miles	0.0	0.0	0.0	0.0	#DIV/0!
Total Roadcalls (Major)				-	n/a

Service Utilization

Trips Denied				0	
Trip Purpose					
Employment	6,057	5,993	5,835	17,885	5,961.7
Percent of Total Trips	*20%*	*19%*	*19%*		*19%*
Medical	5,761	5,279	4,811	15,851	5,283.7
Percent of Total Trips	*19%*	*17%*	*16%*		*17%*
Dialysis	4,593	4,382	4,262	13,237	4,412.3
Percent of Total Trips	*15%*	*14%*	*14%*		*14%*
Education	1,329	2,275	3,050	6,654	2,218.0
Percent of Total Trips	*4%*	*7%*	*10%*		*7%*
Shopping	790	669	613	2,072	690.7
Percent of Total Trips	*3%*	*2%*	*2%*		*2%*
Other	12,503	12,435	12,462	37,400	12,466.7
Percent of Total Trips	*40%*	*40%*	*40%*		*40%*
TOTAL	31,033	31,033	31,033	93,099	31,033
Service Utilization					
Population Served/Passengers					
Ambulatory	27,898	28,399	28,459	84,756	28,252.0
Wheelchair	5,799	5,672	5,481	16,952	5,650.7
Scooter	1,187	1,166	1,136	3,489	1,163.0
Total	34,884	35,237	35,076	105,197	35,065.7
Population Served/Trips					
Ambulatory	24,198	25,073	25,792	75,063	25,021.0
Wheelchair	5,735	5,568	5,398	16,701	5,567.0
Scooter	1,174	1,154	1,117	3,445	1,148.3
Total	31,107	31,795	32,307	95,209	31,736.3
Trips by Funding					
ADA	25,289	25,833	25,806	76,928	25,642.7
NON	5,363	5,541	6,122	17,026	5,675.3
Other	455	421	379	1,255	418.3
Total	31,107	31,795	32,307	95,209	31,736.3
Road call, Major Mechanical Failures (RM)	-	-	-	-	37830
Passengers by Funding					
ADA	28,709	28,904	28,298	85,911	28,637.0
NON	5,691	5,881	6,368	17,940	5,980.0
Other	484	452	410	1,346	448.7
Total	34,884	35,237	35,076	105,197	35,065.7