



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

MEETING AGENDA

WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL

Zoom Conference Call

Meeting ID: 857 1559 2404

(Audio Only): Call in # +1 786-635-1003 or +1 651-372-8299

Thursday, November 2, 2023, at 2:00 p.m.

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Amaro
2. Announcements
3. Additions, Deletions, Changes to the Agenda – Chair Amaro
4. Approval of September 7, 2023, Meeting Minutes* – Chair Amaro
5. LCB Membership
6. Northeast Florida Regional Council Update – Ms. Jones
7. Community Transportation Coordinator (CTC) System Update – Mr. Mark Poirier
 - a. CTC Quarterly Update
 - b. Annual Operation Report*
 - c. Grants Update* (Approval if required)
8. Grievance Procedure Review*
9. Old Business
10. New Business
11. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
12. Member and Department Report
13. Adjournment – Chair Amaro

Next LCB Meeting: February 22, 2024 at 2:00 p.m.
WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL



Duval County Transportation Disadvantaged Local Coordinating Board Public Hearing

Thursday, September 7, 2023

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

City of Jacksonville
Hon. Ken Amaro, Chair

Florida Transportation
Disadvantaged Commission
Dr. Phillip Stevens, 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 Zoom on Thursday, September 7, 2023. New LCB Chairperson Amaro called the meeting to order at 2:00 p.m. with the following members present:

Chairperson

Department of Elder Affairs

Rider Advocate Non-User

City of Jacksonville Disabled Services

Florida Agency for Health Care Administration

Florida Department of Transportation

Florida Department of Education Vocational Rehabilitation

Public Education

Citizen Advocate User

Ken Amaro (In-Person)

Janet Dickinson (In-Person)

Carla Jenkins (In-Person)

Kara Tucker (In-Person)

Pamela Hagley (In-Person)

Geanelly Reveron (Via Zoom)

Rochelle Price (Via Zoom)

Alexis Read (Via Zoom)

Sharon Dykes (Via Zoom)

Members Not Present

Northeast Florida Community Action Agency

Florida Department of Children and Family Services

CareerSource Northeast Florida

Christine Raysor

Christina Gillis

Lou Anne Hasty

Community Transportation Coordinator Staff Present

Mark Poirier, Chris Macklin, Tanya Damanti, Ms. Franklin, and Theodis Perry (All In-Person)

Planning Agency Staff Present

Noel Comeaux, Eric Anderson (All In-Person)

Guests

Cheri Undheim (In-Person), Terres DeVries (In-Person)

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

2. Additions, Deletions, and Changes to the Agenda

The Transportation Disadvantaged Coordinator discussed adding new materials to the current agenda packet, which were not reflected in the agenda packet posted online or sent to the LCB before the meeting. The addition includes an updated rate model that will be discussed later in the agenda.

3. Approval of May 4, 2023, Meeting Minutes*

Pamala Hagley (AHCA) motioned for the approval of the meeting minutes. Carla Jenkins (Rider Advocate Non-User) seconded the motion. The May 4, 2023, meeting minutes were approved unanimously.

4. LCB Membership

- a. Introduction of New Members - Chairperson Ken Amaro introduced himself to the LCB members and guests. He provided a brief overview of his background and talked about his commitment to serving the community following his career in television broadcasting. He thanked the members of the LCB for their commitment to serve.
- b. Current Membership Vacancies – the LCB currently has six vacancies. They are Veterans Services, Elderly, Persons with Disabilities, Children at Risk, Private for Profit Transportation, and Local Medical Community.

5. Northeast Florida Regional Council (NEFRC) Update

- a. FL CTD AOR – Data Study (June 30, 2023) – Staff provided an overview of the Commission for the Transportation Disadvantaged (CTD) Annual Operating Report (AOR), focusing on three objectives: improving accuracy, analysis, and data reporting. There was a general discussion on the use of data and how there could be a potential for exposing rider-specific data through a general information request.
- b. TD meetings: Addition of Virtual Options – The NEFRC has started implementing a virtual option for LCB members and the public to attend the quarterly Local Coordinating Board (LCB) meetings. Virtual meeting links are provided on the agenda packet.
- c. The NEFRC is seeking a new TD Coordinator – Matamron Bacon has left his position as the TD Coordinator to take a position with Miami-Dade College in South Florida. As a result, the NEFRC has posted an advertisement to fill the open position. Interviews for potential candidates will occur soon.

6. Community Transportation Coordinator (CTC) System Update

- a. CTC Quarterly Update/Hurricane Idalia Impacts – Mr. Poirier gave a quarterly update on the following areas.
 - Ridership Numbers – April = 20,861 riders, May = 22,011 riders, June = 20,981 riders
 - On-time performance has increased for pickup times (90+%), appointment times (93+%). The CTC is very happy with the increases due to new staff and resources dedicated to the program. While the driver positions are not full, they have filled 109 of 120 driver positions.
- b. 2023-2024 Rate Model* - Mr. Poirier presented the new rate model, which represents slight

increases from the previous year due to higher operating costs. The new rates are:

- Ambulatory - \$34.56/trip
- Wheelchair - \$59.24/trip

Carla Jenkins (Rider Advocate Non-User) motioned to approve the new rate model. Kara Tucker (City of Jacksonville Disabled Services) seconded the motion. The new rates were approved unanimously.

- c. Grants Update* (Approval if Required) – no grants at this time.
- d. Hurricane Idalia Impacts – There was one day of impact, and about 15 shelter evacuation trips were completed. While this didn't stress the system, testing their capabilities was a good exercise.

7. Old Business

There was no old business.

8. New Business

- a. New LCB Meeting Frequency and Dates – Staff discussed potential new dates and meeting frequencies, with multiple options provided. The group's consensus was to maintain the current schedule without changes to dates or meeting frequency.

9. Public Comment

There was no public comment.

10. Member and Department Reports

- Geanelly Reveron, FDOT – a reminder that FDOT has distributed a “Save the Date” flyer for an upcoming annual grant workshop on Tuesday, October 24th, from 10 a.m. to 12 p.m. It will be a virtual meeting due to better participation rates.
- Kara Tucker, City of Jacksonville Disabled Services – Mayor's Disability Council meets the 1st Tuesday of each month from 3 p.m. to 5 p.m. at City Hall.
- Pamala Hagley (AHCA) - Open enrollment for Medicaid recipients will open on October 1st. Medicare enrollment will open in mid-October as well.
- Other updates – the Jacksonville Transportation Advisory Committee meets every 2nd Monday of each month at 3:30 p.m. at the JRTC Boardroom.

11. Adjournment

There being no further discussion, Chairperson Amaro adjourned the meeting at 2:43 p.m. The next LCB meeting will occur on November 2, 2023, at 2 p.m. at the NEFRC Office, WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL.

ATTENDANCE RECORD
DUVAL COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/3/22	2/23/23	5/4/23	9/7/23
1. Chairperson	Ken Amaro as of 9-7-23 / Joe Carlucci	a	-	-	P
2. Dept. of Transportation	Geanelly Reveron / Janell Damato / Doreen Joyner-Howard / Chris Nalsen / Angela Gregory	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / Jaclyn Brown	a	P	a	a
4. Public Education	Daniel O'Connor / Alexis Read	P	P	P	P
5. Vocational Rehab. (Dept. Ed.)	Jeff Aboumrad / Rochelle Price	-	-	P	P
6. Veteran Services	Vacant	-	-	-	-
7. Community Action (Econ. Disadv)	Ronald Howell / Christine Raysor	a	a	a	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Sharon Dykes (Hoffmeyer)	a	P	P	P
11. Citizen Advocate/Non-User	Vacant /Carla Jenkins	-	-	P	P
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Janet Dickinson	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	P	P	P	P
16. Agency for Persons w/Disabilities	Kara Tucker / Lois Smokes	P	P	P	P
17. Regional Workforce Dev. Brd	Lou Anne Hasty	P	a	P	a
18. Local Medical Community	Vacant	-	-	-	-

VACANCIES

Veteran Services

Elderly

Persons w/Disabilities

Children at Risk

Private for Profit Transportation

Local Medical Community

PLEASE SIGN IN!



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

WJCT, 100 Festival Park Avenue, Board Room, Jacksonville, FL

Date: September 7, 2023
Time: 2:00 p.m.

Name	Address	Phone	E-Mail
Chris Macklin	JTA	904-352-9614	clmoreking@jtafla.com
Mark Pointer	JTA	904 265 8937	
At Ken Owens	CE		
Carla Jenkins		(904) 422-5097	enitraj@gmail.com
James Owens	Eldersburg	904 391 660	
Theddis "Three" Perry	JTA	904-360-3129	tlperry@jtafla.com
Breela Hagley	Atta	804. 798. 4291	
Cheri Undheim	FSCJ: VERO	904-403-5071	Cheryl.Undheim@fscj.edu
Tereses DeVries	FSCJ: VERO	912- 532- 2039	Teresas.DeVries@fscj.edu
Tanya Damanti	JTA	904-9424 904-632-52	tdamanti@fscj.edu
Kara W. Tucker	COS	904-255-5472	Kara.Tucker@fscj.edu

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.	Doreen	Joyner-Howard	FDOT, District 2	Department of Transportation	Alternate			
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Alternate			
Ms.	Chris	Nalsen	FDOT, District 2	Department of Transportation	Alternate			
Ms.	Christina	Gillis	FL Dept. of Children & Families	Department of Children and Families	Voting			
Ms.	Jaclyn	Brown	FL Dept. of Children & Families	Department of Children and Families	Alternate			
Mr.	Daniel	O'Connor	FL Dept. of Education	Public Education	Voting		Feb-24	
Ms.	Alexis	Read	FL Dept. of Education	Public Education	Alternate			
Ms.	Rochelle	Price	FL Dept. of Vocational Rehab/Dept of Ed.	Dept. of Education (Voc. Rehab.)	Voting			
VACANT				Veterans Services	VACANT			
Ms.	Christine	Raysor	NE FL Community Action Agency	Community Action (Econ. Disadv.)	Voting			
VACANT				Elderly	VACANT			
VACANT				Disabled	VACANT			
Ms.	Sharon	Hoffmeyer Dykes		Citizen Advocate/User	Voting	Feb-24		
Ms.	Carla	Jenkins		Citizen Advocate/Non-User	Voting			
VACANT				Children at Risk	VACANT			
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Dept. of Elder Affairs	Voting			Vice Chair
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	Feb-24	Feb-24	
Ms.	Lois	Smokes	City of Jacksonville - Disabled Services	Agency for Persons w/Disabilities	Alternate			
Ms.	Lou Anne	Hasty	CareerSource NE FL	Regional Workforce Dev. Board	Voting			
VACANT				Local Medical Community	VACANT			
Mr.	Mike	Landrum	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Eligibility Supervisor
Mr.	Chris	Macklin	Jacksonville Transportation Authority	CTC / JTA				Assistant CTC Manager
Mr.	Mark	Poirier	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			CTC Manager
Mr.	Peter	McArdle	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Accounting Manager
Ms.	Eron	Thompson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Grant Manger
Mr.	Theodis	Perry	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Senior Grants Analyst
Ms.	Farisha	Hamid	Office of Senator Audrey Gibson		Interested Party			
Mr.	Matt	Fall			Interested Party			
Ms.	Laurie	Santana	City of Jacksonville - Transportation Planning Division		Interested Party			
Ms.	Tanya	Damanti			Interested Party			
Mr.	Joe	Johnson	COJ - City Council	assistant to Ken Amaro				7

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
July 1, 2021- June 30, 2022

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	FYTD Total	Average
Total Service														
Unduplicated Passengers	1,500	1,447	1,555										65,703	1,500.7
Total Para Passenger Transported	19,981	22,638	23,084										65,703	21,901.0
Vehicles in Service (max)	61	61	65											62.3
Revenue Hours	12,621	13,289	13,524										39,434	13,144.8
Total Vehicle Hours	14,592	15,273	15,534										45,399	15,132.9
Revenue Miles	208,753.8	220,917.7	227,044.1										656,715.6	218,905.2
Total Vehicle Miles	236,683.3	249,397.5	256,206.3										742,287.1	247,429.0
Trip Status Detail														
Trips Requested (Trips booked)	24,909	29,004	28,324	-	-	-	-	-	-	-	-	-	82,237	27,412.3
Advanced Cancels (Advanced CA, User Error CE, Site Closure CC)	3,029	4,555	3,362										10,946	3,648.7
Scheduled Trips (Trips booked less advanced cancels)	21,880	24,449	24,962	-	-	-	-	-	-	-	-	-		23,763.7
No-Shows (No shows, cancelled @ door)	690	910	852											817.3
Late Cancel	530	594	667											597.0
Net No Shows	1,220	1,504	1,519	-	-	-	-	-	-	-	-	-		1,414.3
Not Transported - Error (NE, CP, NP)	28	8	17											17.7
Missed Trips (No-shows outside the window)	95	75	104											91.3
Same Day Cancels	2,206	2,250	2,077											2,177.7
Completed Trips	18,331	20,612	21,245	-	-	-	-	-	-	-	-	-	60,188	20,062.7
No-show % of Scheduled	5.6%	6.2%	6.1%											0.1
CTC Call Center Information														
Calls Offered	15,112	16,828	16,186										48,126	16,042.0
Calls Answered	14,186	15,488	15,160										44,834	14,944.7
Calls (long) Abandoned	649	1,033	737										2,419	806.3
Hang-Ups (short abandon)	277	307	289										873	291.0
Average Hold Time (Secs)	65	95	65										225	75.0

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	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	FYTD Total	Average
Complaints / Commendations														
Policy	1	3	1										5	1.7
Service	7	13	15										35	11.7
Vehicle	1	1	-										2	1.0
Other	1	-	1										2	1.0
Total Valid Complaints Received	10	17	17	-	-	-	-	-	-	-	-	-	44	14.7
Commendations by CTC	1	1	-										2	1.0
Commendations by Transportation Providers	1	11	3										15	5.0
Total Commendations	2	12	3	-	-	-	-	-	-	-	-	-	17	5.7
Complaints per 10,000 Trips	5.0	8.2	8.0										7.3	7.1
Service Reliability														
Total Completed Trips														
MV	11,912	12,553	10,917											11,794
CRC	4,050	4,088	5,358											4,499
PRK			848											
UZURV	2,369	3,971	4,122											3,487
Total Trips	18,331	20,612	21,245	-	-	-	-	-	-	-	-	-	60,188	20,063
Percent On-Time Trips P/U														
MV	89.6%	90.3%	88.0%											89.3%
CRC	90.9%	89.3%	87.6%											89.3%
PRK			80.2%											
UZURV	98.0%	98.3%	98.1%											98.1%
Total On-Time P/U	91.0%	91.6%	89.5%										90.7%	90.7%
Percent On-Time Trips APP														
MV	94.8%	93.8%	91.7%											93.5%
CRC	94.8%	93.7%	90.6%											93.0%
PRK			88.6%											
UZURV	99.8%	98.9%	99.1%											99.3%
Total On-Time APP	95.5%	94.7%	92.8%										94.2%	94.3%
Total Trips -P/U Includes No-Shows, Cancel Door and Missed Trips														
MV	12,481	13,224	11,559											12,421
CRC	4,234	4,304	5,622											4,720
PRK			916											
UZURV	2,436	4,100	4,241											3,592
TOTAL	19,151	21,628	22,338	0	0	0	0	0	0	0	0	0	63,117	21,039
Total Trips - APP Includes no-shows, Cancel Door and Missed Trips														
MV	5,510	6,194	5,320											5,675
CRC	2,019	1,958	2,552											2,176
PRK			343											
UZURV	1,110	1,746	1,965											1,607
TOTAL	8,639	9,898	10,180	0	0	0	0	0	0	0	0	0	28,717	9,572
Late Pick-Ups														
MV	1,292	1,277	1,389											1,319

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	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	FYTD Total	Average
CRC	386	459	696											514
PRK			181											
UZURV	49	70	79											66
TOTAL	1,727	1,806	2,345	0	0	0	0	0	0	0	0	0	5,878	1,959
Late APP														
MV	284	382	442											369
CRC	104	124	240											156
PRK			39											
UZURV	2	19	17											13
TOTAL	390	525	738	0	0	0	0	0	0	0	0	0	1,653	551
Complaints (Valid only)														
MV	8	14	11											11
CRC	1	2	6											3
PRK			0											
JTA	1	1	0											1
TOTAL	10	17	17	0	0	0	0	0	0	0	0	0	0	15
Accidents - Person Only (Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK														
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Person Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK														
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a

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	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	FYTD Total	Average
Accidents - Vehicle Only (Chargeable)														
MV	3	1	0	0	0	0	3						7	2.3
CRC	0	1	0	0	0	0	0						1	1.0
PRK							0							
TOTAL	3	2	-	-	-	-	3	-	-	-	-	-	8	2.7
Accidents - Vehicle Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	3	3	3.0
CRC	0	0	0	0	0	0	0	0	0	0	0	4	4	4.0
PRK														
TOTAL	-	-	-	-	-	-	-	-	-	-	-	7	7	7.0
Accidents - Person & Vehicle (Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK														
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Person & Vehicle (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK														
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Chargeable	3	2	-	-	-	-	3	-	-	-	-	-	8	2.7
Total Non-Chargeable	-	-	-	-	-	-	-	-	-	-	-	7	7	7.0
Total Accidents	3	2	-	-	-	-	3	-	-	-	-	7	15	3.8
Accidents per 100,000 Miles	1.4	0.9	0.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.3	#DIV/0!
Total Roadcalls (Major)													-	n/a

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
July 1, 2021- June 30, 2022

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	FYTD Total	Average
Service Utilization														
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	
Trip Purpose														
Employment	4,766	5,218	5,673										15,647	5,215.7
<i>Percent of Total Trips</i>	26%	25%	27%											26%
Medical	3,885	4,697	4,304										12,886	4,295.3
<i>Percent of Total Trips</i>	21%	23%	20%											21%
Dialysis	3,283	3,550	3,532										10,365	3,455.0
<i>Percent of Total Trips</i>	18%	17%	17%											17%
Education	1,007	1,488	2,108										4,603	1,534.3
<i>Percent of Total Trips</i>	5%	7%	10%											8%
Shopping	884	923	979										2,786	928.7
<i>Percent of Total Trips</i>	5%	4%	5%											5%
Other	4,516	4,736	4,649										13,901	4,633.7
<i>Percent of Total Trips</i>	25%	23%	22%											23%
TOTAL	18,331	20,612	21,245	-	-	-	-	-	-	-	-	-	60,188	20,063
Service Utilization														
Population Served/Passengers														
Ambulatory	15,746	17,953	18,391										52,090	17,363.3
Wheelchair	3,042	3,376	3,349										9,767	3,255.7
Scooter	1,193	1,309	1,344										3,846	1,282.0
Total	19,981	22,638	23,084	-	-	-	-	-	-	-	-	-	65,703	21,901.0
Population Served/Trips														
Ambulatory	14,147	16,000	16,637										46,784	15,594.7
Wheelchair	3,001	3,319	3,286										9,606	3,202.0
Scooter	1,183	1,293	1,322										3,798	1,266.0
Total	18,331	20,612	21,245	-	-	-	-	-	-	-	-	-	60,188	20,062.7
Trips by Funding														
ADA	16,600	18,439	19,057										54,096	18,032.0
NON	1,666	2,066	2,097										5,829	1,943.0
Other	65	107	91										263	87.7



CTC Organization

County: Duval

Fiscal Year: 7/1/2022 - 6/30/2023

CTC Status: Complete

CTD Status: Complete

Date Initiated: 7/28/2023

CTC Organization Name: Jacksonville Transportation Authority

Address: 100 LaVilla Center Dr

City: Jacksonville

State: FL

Zip Code: 322041111

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 2

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Randy DeFoor

CTC Contact: Mark Poirier

CTC Contact Title: Manager, Service Delivery Connexion

CTC Contact Email: mpoirier@jtafla.com

Phone: (904) 265-8939

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

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

LCB Chairperson (signature): _____



CTC Trips

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	203,325	N/A	203,325	181,664	N/A	181,664
Paratransit						
Ambulatory	15,209	0	15,209	12,948	0	12,948
Non-Ambulatory	4,360	0	4,360	3,914	0	3,914
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	222,894	0	222,894	198,526	0	198,526
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	222,894	N/A	222,894	198,526	N/A	198,526
Total - Contracted Transportation Operator Trips	222,894	0	222,894	198,526	0	198,526
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	19,569	N/A	19,569	16,862	N/A	16,862
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	203,325	0	203,325	181,664	0	181,664
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	222,894	0	222,894	198,526	0	198,526



CTC Trips (cont'd)

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	0	0	0	0	0	0
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	222,894	0	222,894	198,526	0	198,526
Low Income	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total - Passenger Type	222,894	0	222,894	198,526	0	198,526
Trip Purpose - One Way						
Medical	49,747	0	49,747	42,974	0	42,974
Employment	57,990	0	57,990	48,052	0	48,052
Education/Training/Daycare	20,151	0	20,151	11,748	0	11,748
Nutritional	4,101	0	4,101	8,634	0	8,634
Life-Sustaining/Other	90,905	0	90,905	87,118	0	87,118
Total - Trip Purpose	222,894	0	222,894	198,526	0	198,526
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	3,063	0	3,063	3,248	0	3,248
Total - UDPHC	3,063	0	3,063	3,248	0	3,248
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	8,211	N/A	8,211	11,598	N/A	11,598
Customer Feedback						
Complaints	328	N/A	328	495	N/A	495
Commendations	278	N/A	278	329	N/A	329



CTC Vehicles & Drivers

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	1,999,495	N/A	1,999,495	2,133,531	N/A	2,133,531
Paratransit Miles	262,364	0	262,364	221,626	0	221,626
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	2,261,859	0	2,261,859	2,355,157	0	2,355,157
Roadcalls & Accidents						
Roadcalls	74	0	74	83	0	83
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	100	0	100	93	0	93
Number of Wheelchair Accessible Vehicles	0	0	0	0	0	0
Drivers						
Number of Full Time & Part Time Drivers	111	0	111	100	0	100
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 721,132	N/A	\$ 721,132	\$ 749,029	N/A	\$ 749,029
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 398,021	N/A	\$ 398,021
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 18,760	\$ 0	\$ 18,760	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 1,680,535	\$ 0	\$ 1,680,535	\$ 1,712,360	\$ 0	\$ 1,712,360
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 17,365,827	\$ 0	\$ 17,365,827	\$ 13,827,000	\$ 0	\$ 13,827,000
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 617,385	\$ 0	\$ 617,385	\$ 559,378	\$ 0	\$ 559,378
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 20,403,639	\$ 0	\$ 20,403,639	\$ 17,245,788	\$ 0	\$ 17,245,788



CTC Expense Sources

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,426,142	\$ 0	\$ 1,426,142	\$ 1,296,801	\$ 0	\$ 1,296,801
Fringe Benefits	\$ 716,590	\$ 0	\$ 716,590	\$ 694,495	\$ 0	\$ 694,495
Services	\$ 459,391	\$ 0	\$ 459,391	\$ 473,145	\$ 0	\$ 473,145
Materials & Supplies Consumed	\$ 1,668,776	\$ 0	\$ 1,668,776	\$ 1,579,687	\$ 0	\$ 1,579,687
Utilities	\$ 16,323	\$ 0	\$ 16,323	\$ 13,204	\$ 0	\$ 13,204
Casualty & Liability	\$ 2,687	\$ 0	\$ 2,687	\$ 4,683	\$ 0	\$ 4,683
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 21,010	\$ 0	\$ 21,010	\$ 9,286	\$ 0	\$ 9,286
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 398,021	\$ 0	\$ 398,021
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 7,202,022	\$ 0	\$ 7,202,022	\$ 6,213,483	\$ 0	\$ 6,213,483
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 8,890,698	N/A	\$ 8,890,698	\$ 6,562,983	N/A	\$ 6,562,983
Total - Expense Sources	\$ 20,403,639	\$ 0	\$ 20,403,639	\$ 17,245,788	\$ 0	\$ 17,245,788

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Mark Poirier
 100 LaVilla Center Dr
 Jacksonville, FL 322041111
 904-265-8939
 Email: mpoirier@jtafla.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	3,063



Trips By Type of Service	2021	2022	2023
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	188,559	181,664	203,325
Paratransit	16,972	16,862	19,569
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	205,531	198,526	222,894

Passenger Trips By Trip Purpose			
Medical	45,159	42,974	49,747
Employment	44,022	48,052	57,990
Ed/Train/DayCare	11,437	11,748	20,151
Nutritional	8,611	8,634	4,101
Life-Sustaining/Other	96,302	87,118	90,905
TOTAL TRIPS	205,531	198,526	222,894

Passenger Trips By Revenue Source			
CTD	16,972	16,862	19,569
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	188,559	181,664	203,325
TOTAL TRIPS	205,531	198,526	222,894

Trips by Provider Type			
CTC	0	0	0
Transportation Operator	205,531	198,526	222,894
Coordination Contractor	0	0	0
TOTAL TRIPS	205,531	198,526	222,894

Vehicle Data	2021	2022	2023
Vehicle Miles	2,559,014	2,355,157	2,261,859
Roadcalls	40	83	74
Accidents	0	0	0
Vehicles	98	93	100
Drivers	92	100	111

Financial and General Data			
Expenses	\$13,699,462	\$17,245,788	\$20,403,639
Revenues	\$13,699,462	\$17,245,788	\$20,403,639
Commendations	166	329	278
Complaints	590	495	328
Passenger No-Shows	11,756	11,598	8,211
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	63,975	28,375	30,566
Avg. Trips per Passenger	71.32	61.12	72.77
Cost per Trip	\$66.65	\$86.87	\$91.54
Cost per Paratransit Trip	\$66.65	\$86.87	\$91.54
Cost per Total Mile	\$5.35	\$7.32	\$9.02
Cost per Paratransit Mile	\$5.35	\$7.32	\$9.02

removed from a transit vehicle, the passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or passenger facility for the remainder of the day. When a passenger is in violation of the Code of Conduct and is asked to leave a JTA vehicle, their fare is forfeited. If a suspended passenger is seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be considered trespassed and law enforcement will be contacted.

3. A passenger may be suspended from all use of the JTA transit system for a determined period of time. A suspended passenger is not allowed to use any JTA vehicle or any JTA transit shelter or other passenger facility for the duration of the suspension period. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of non-compliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and / or have all JTA transit privileges permanently terminated.
4. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a safety hazard.

V. Florida Statutes

Please read and become familiar with the following State of Florida laws that can result in felony charges, are created to protect all JTA services and employees:

Florida Statute 784.07 – Assault or battery of law enforcement officers, firefighters, emergency medical care providers, public transit employees or agents, or other specified officers: minimum sentence.

Florida Statute 812.015 – Retail and farm theft; transit fare evasion; mandatory fine; alternative punishment; detention and arrest; exemption from liability for false arrest; resisting arrest; penalties.

VI. Publication

This code of conduct is available on-line at www.JTAFLA.com. Hard copies are available without charge at JTA's office 121 West Forsyth Street, Jacksonville, Florida 32204, and at selected JTA transit hub locations.

12. Local Complaint and Grievances Procedure / Process

All local coordinating boards are required to adopt Complaint and Grievance Procedures. The Duval County Transportation Disadvantaged Coordinating

Board adopted these Complaint and Grievance Procedures. Daily service complaints are routine in nature and are usually resolved immediately within the control center of the CTC. However, if left unresolved, a routine service complaint can develop into a formal grievance.

Section 1: Definition of a Complaint

For the purposes of this Committee a complaint is defined as:

“An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a rider, sponsoring agency, community service provider or the staff of the North Florida Transportation Planning Organization which addresses an issue or several issues concerning transportation services provided by the CTC or subcontractors. Complaints generally relate to the daily operation of the coordinated transportation system and could include late pickups, no-shows, the behavior of drivers, clients or reservationists, denial of service or discomfort.

Section 2: Complaint Procedures

The following procedures are established to provide regular opportunities for complaints to be made to the CTC and if necessary brought before the Grievance Committee as a “grievance.”

Filing a Complaint

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the Riders Guide and distributed to all clients. Riders can file complaints with the CTC by telephone 904-265-8928, fax 904-265-8919, e-mail ConnexionComplaint@JTAFLA.com or by regular mail to 100 Myrtle Avenue, Jacksonville, Florida 32204. All complaints must be submitted immediately after the incident and should include: passenger’s name and address, date and time of incident, and a detailed explanation of the incident. When requested, the CTC will respond in writing to complaints within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

Appeal to the Grievance Committee

The CTC shall advise and provide direction to all persons, agencies or entities from which a complaint has been received of their right to file a formal written grievance to the Northeast Florida Regional Council for review by the Grievance Committee. The CTC will provide the

Grievance Committee with a report on each issue or item brought before the Committee and shall conduct additional investigation as required by the Grievance Committee.

Recording of Complaints

The CTC will keep a computerized file of all complaints and generate a monthly report identifying emerging patterns of complaints. At minimum this report should identify the number of complaints by type including on-time performance (late-trips), safety, vehicle condition, and customer service (driver behavior and reservationist behavior for example). Written responses to complaints forwarded by any agency will be copied to the agency.

Section 3: Definition of a Grievance

For the purposes of this Committee a grievance is defined as:

“A circumstance or condition thought to be unjust and grounds for a grievance or resentment not resolved by the Community Transportation Coordinator (CTC) through the complaint procedure.” Grievances could include unresolved service complaints, denial of service, suspension of service and unresolved safety issues.

Issues concerning eligibility determinations are the sole responsibility of the entity/authority determining eligibility and are not subject to these grievance procedures. An exemption to the policy is not allowable under the grievance procedure.

Section 4: Grievance Procedures

The following procedures are established to provide regular opportunities for grievance to be brought before the Grievance Committee. The CTC provides copies of the Grievance Procedures to clients who have a service suspension.

A. Filing a Grievance

If a system user, sponsoring agency, community service provider or entity has a grievance with an action taken by the CTC in response to a complaint will present the grievance to the Northeast Florida Regional Council within thirty (30) days of the written response from the CTC. All grievances must be in writing and shall include the following information:

1. The name and address of the grieving party; and

2. A statement of the grounds for the grievance and supporting documentation.

Facts concerning the grievance should be stated in clear and concise language.

Grievances can be mailed to the Northeast Florida at the following address:

Northeast Florida Regional Council
100 Festival Park Avenue
Jacksonville, Florida 32202
Attn: ~~Matamron Bacon~~ Summer Jones

Grievances can also be e-mailed at ~~Mbacon@nefrc.org~~ Sjones@nefrc.org

The Northeast Florida Regional Council will forward a copy of the grievance letter to the CTC for a written response and will schedule a meeting of the Grievance Committee. Grievances can also be mailed to the Community Transportation Coordinator (JTA Connexion) at this address:

JTA Connexion
100 North Myrtle Avenue
Jacksonville, Florida 32204
Attn: Michael Landrum

Grievances can also be faxed to the JTA Connexion at 904-265-8919. The JTA Connexion will forward all Grievances to the Northeast Florida Regional Council. The aggrieved party and the CTC will be notified of the date, time and location of the meeting at least ten (10) days in advance.

B. Grievance Committee Hearing

Within thirty (30) days of receipt of the grievance of the Grievance Committee will meet and render a recommendation. A written copy of the Committees recommendation will be forwarded to the TD Board Chairperson and all parties involved within ten (10) days of the recommendation. The TD Board authorizes the Grievance Committee to make the final determination. The grieving party will be notified in writing of the Committee's final determination.

C. Appeal to the Florida Commission for the Transportation Disadvantaged

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and the Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged. The appeal should be in writing and submitted within 60 days of the denial date. It should be addressed to the Florida Commission for the Transportation Disadvantaged at 605 Suwannee Street, MS-49, Tallahassee, Florida, 32399-0450.

D. Appeal to the Judicial Court System

Aggrieved parties with proper standing may request an administrative hearing or court hearing as per Chapter 120, Florida Statutes.

Section 5: Grievance Committee Procedures

The Grievance Committee will follow the procedures outline below when a grievance has been filed:

Schedule Meetings

Upon receipt of a grievance the Northeast Florida Regional Council staff will contact the Chairperson and members of the Grievance Committee to schedule a meeting. The Committee will hear grievance prior to the next regularly scheduled Board meeting or at a date, time and location convenient to the Grievance Committee. Grievance meetings will be advertised in a major circulation newspaper.

Notification

Northeast Florida Regional Council staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

Written Minutes

The minutes of the meeting are recorded and if requested will be provided in written format. These minutes shall include the following.

- A statement that a meeting has held in which the involved parties, their representative, and witnesses were given an opportunity to present their position.
- A statement that clearly defines the issues discussed.

- An opinion and reasons for the grievance based on the information provided; and
- A recommendation by the Grievance Committee based on their investigation and findings.

Communication with other Agencies

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, Florida Administrative Code.