



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

**MEETING AGENDA**

Jessie Ball DuPont Center  
Room 201,40 E Adams Street, Jacksonville, FL  
Zoom Conference Call  
Meeting ID: 857 1559 2404  
Call in # +1 786-635-1003 or +1 651-372-8299

Thursday, February 27, 2025, at 2:00 p.m.

1. Welcome, Call to Order – Chair Amaro
2. Presentation – NEFRC (pg. 2-8)
3. Service Overview - JTA
4. Public Comment
5. Additional Discussion
6. Adjournment – Chair Amaro

Jessie Ball DuPont Center  
Room 201, 40 E Adams Street, Jacksonville, FL

# The Duval County Transportation Disadvantaged Program

*Prepared by the  
Northeast Florida  
Regional Council*



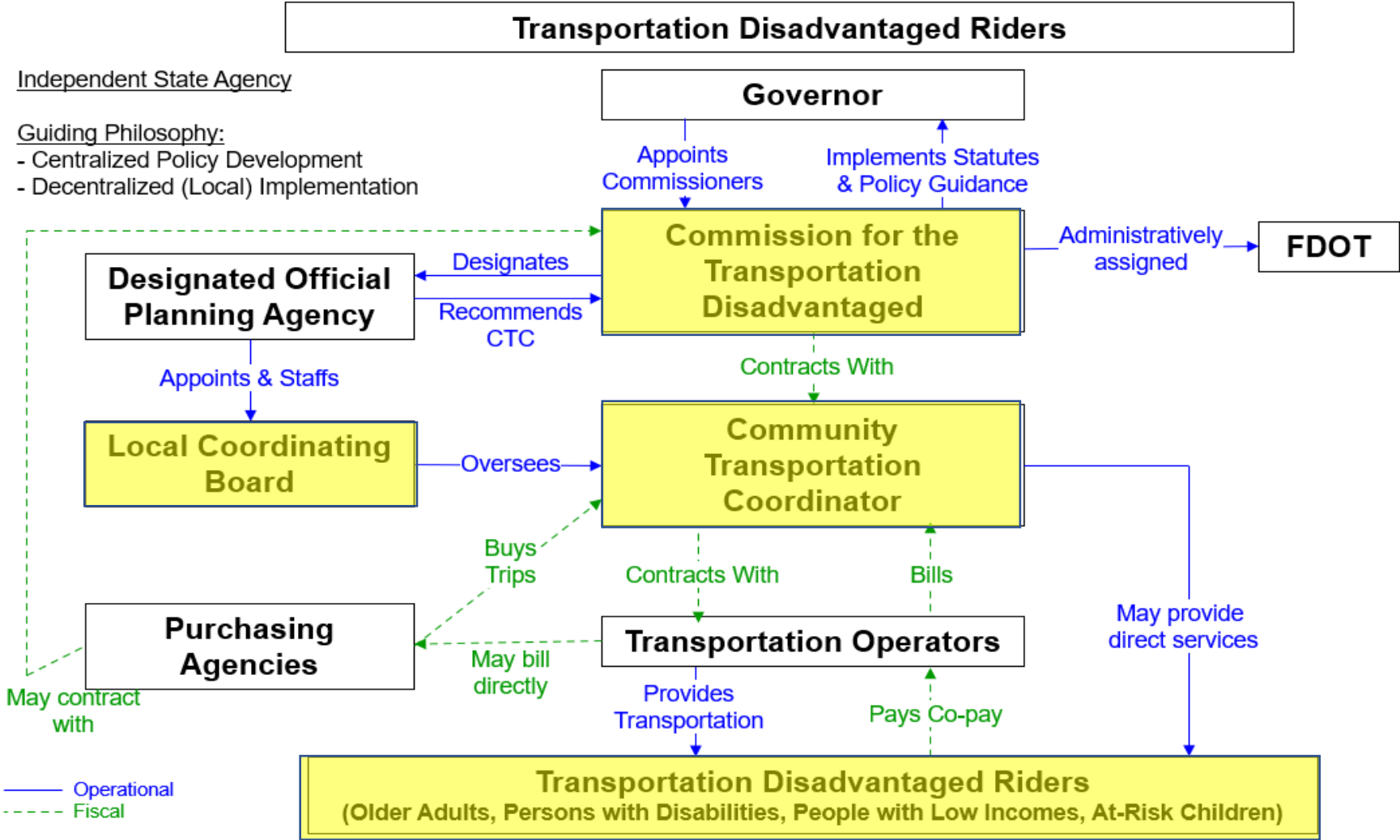
# Key Definitions & Governing Statues of Program

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

## What is Transportation Disadvantaged?

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

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



**Where You Participate**

# Commission for the Transportation Disadvantaged (CTD)

*The Commission for the Transportation Disadvantaged (CTD) oversees the coordination of TD services across Florida's 67 counties. The CTD is made up of a 7-member governor-appointed board, with 8 ex-officio members, representing purchasing agencies. The CTD also includes Florida Department of Transportation staff that monitors TD 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 Commission for the Transportation Disadvantaged (CTD) designated official planning agency (DOPA) for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the DOPA 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 stakeholders from varied communities to form Local Coordinating Board (LCB) voting membership. These representatives collectively advocate the needs of their communities at LCB meetings to create a locally coordinated system.*

## 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 Disadvantaged Program.*

## 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.







Florida Commission for the  
**CTD**  
Transportation  
Disadvantaged

Florida Commission for the  
**CTD**  
Transportation  
Disadvantaged

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

**MEETING AGENDA**

Jessie Ball DuPont Center

Room 201,40 E Adams Street, Jacksonville, FL

Zoom Conference Call

Meeting ID: 857 1559 2404

Call in # +1 786-635-1003 or +1 651-372-8299

Thursday, February 27, 2025, 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 November 7, 2024, Meeting Minutes\* – Chair Amaro (pg. 11-16)
4. Regional Mobility Group Presentation – Eric Houston/Liz Peak (pg. 17-20)
5. Election of Vice-Chair\*
6. Grievance Committee Appointments\*
7. Evaluation Committee Appointments\*
8. LCB Membership – Review/Approval\* (pg.21)
9. Northeast Florida Regional Council Update – Ms. Jones
  - a. Annual CTC Evaluation – Discussion of date/time for ride-along
10. Community Transportation Coordinator (CTC) System Update – JTA
  - a. CTC Quarterly Update (pg. 22-26)
  - b. Grants Update\* (Approval if required)
11. Old Business
12. New Business
13. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
14. Member and Department Report
15. Adjournment – Chair Amaro

Next LCB Meeting: May 1, 2025, at 2:00 p.m.  
Jessie Ball DuPont Center  
Room 201,40 E Adams Street, Jacksonville, FL



**Duval County Transportation Disadvantaged  
Local Coordinating Board Meeting**

**Thursday, November 7, 2024**

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 Zoom on Thursday, November 7, 2024. Chair Amaro called the meeting to order at 2:00 p.m. with the following members present:

<b>Representing:</b>	<b>Voting Member:</b>
Elected Official/Chairperson	Ken Amaro (In-person)
FDOT	Doreen Joyner-Howard (Virtual)
Dept. of Children and Families	Donna Johnson (Virtual)
Department of Education (Voc. Rehab)	Rochelle Price (Virtual)
Citizen Advocate/User	Sharon Hoffmeyer Dykes (Virtual)
Citizen Advocate/Non-user	Carla Jenkins (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Agency for Persons w/ Disabilities	Kara Tucker (In-person)
Regional Workforce Dev. Board	Lou Anne Hasty (In-person)

Members Not Present

<b>Representing:</b>	<b>Voting Member:</b>
Public Education	Daniel O'Connor
Community Action (Econ. Disadvantaged)	Christine Raysor
Person w/Disabilities	Russ Davis
Dept. of Health Care Admin.	Pamela Hagley

Community Transportation Coordinator Staff Present

Donovan Calicker (In-person)

Planning Agency Staff Present

Summer Jones, Eric Anderson (In-Person)

## Guests

Cheri Undheim (In-person)

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

## 2. Additions, Deletions, and Changes to the Agenda

There were no additions, deletions, or changes to the agenda.

## 3. Approval of the September 5, 2024, Meeting Minutes\*

Kara Tucker motioned for the approval of the meeting minutes. Carla Jenkins seconded the motion. The September 5, 2024, Meeting minutes were approved unanimously.

## 4. LCB Membership

Ms. Jones went over the LCB Membership and the vacancies. Currently, there are five (5) vacancies which include: Veterans Services, Elderly, Children at Risk, Private-for-Profit Transportation, and Local Medical Community.

Ms. Jones stated that she plans on researching local meetings to attend in person to make an effort to fill the vacancies. Ms. Tucker gave some contacts Ms. Jones could reach out to.

## 5. Northeast Florida Regional Council Update

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

- On Wednesday, November 13<sup>th</sup>, there is a CTD Business Meeting. Ms. Jones plans on attending the meeting virtually.
- On Thursday, January 9, 2025, the Northeast Florida Regional Council will be hosting the 21<sup>st</sup> Annual Elected Officials and Regional Awards Luncheon. This event celebrates the outstanding contributions of our region's elected officials and recognizes initiatives that have positively impacted Northeast Florida. Ms. Jones will be sending out information/invites when more information becomes available.

## 6. Grievance Procedure Review\*

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

Ms. Jones stated she made a change to the mailing address to reflect the NEFRC's new address. The LCB members unanimously approved the suggested changes with a motion from Ms. Hasty and a second from Ms. Tucker.

## 7. Community Transportation Coordinator (CTC) System Update

### a. Annual Operation Report\*

- The Annual Operation Report was reviewed by Ms. Jones. The total trips for 2024 were 251,658, up from 222,894 from the previous year. There were 0 road calls (breakdowns) for 2024. Total revenue for 2024 is \$25,011,683. This is an increase from 2023. The total revenue in 2023 was \$20,403,639. The increase in revenue was due to an increase in funds from the Commission for the Transportation Disadvantaged (CTD). There was also an increase in other cash.

There was a motion from Ms. Tucker to approve the Annual Operation Report. There was a second from Ms. Jenkins. The Annual Operation Report was approved unanimously.

### b. CTC Quarterly Update

- Mr. Calicker gave a quarterly update. For the months of July, August, September, and October there was a total of 82,005 completed trips. Mr. Calicker also stated that the average hold time is 8 minutes due to the new phone system, but they are working to meet their target goal of 3 minutes.

### c. Grants Update\*

- There are currently no grants updates.

## 8. Old Business

There was no old business.

## 9. New Business

There was no new business.

## 10. Public Comment

There was no public comment.

## 11. Member and Department Reports

Kara Tucker

- They are working with Small Emerging Business on an Entrepreneurship program for Persons with Disabilities.
- October 15<sup>th</sup> was White Cane Awareness Day, a day to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and tool of independence, the white cane. They did an event where they did a walk down Art Museum Drive with the Center of Independent Living. Jacksonville Transit Authority was a partner of this event.
- There was a joint meeting between the Jacksonville Transit Advisory Committee and the Mayor's Disability Council recently. It was very well attended, but they are seeking more public involvement.

Carla Jenkins

- She has recently joined the advisory board of Project VERTICAL. Project VERTICAL is a career readiness training program that offers adult students with intellectual disabilities the opportunity to earn credentials. They are currently looking for more participants for the next year. Each year they

take up to 10 participants. They are also looking for community partners. The ideal community partner(s) would allow participants internships, partner(s) that would offer mental health services. During the last advisory meeting, there were talks about needing transportation due to the grant not allowing them to purchase vehicles. They are allowed to use the campus vans, but sometimes they are booked leaving them with no means to transport the participants.

Lou Anne Hasty

- Ms. Hasty stated there are two Workforce Development Groups (CareerSource) that have volunteered to assist in other counties to help those who have been affected by the hurricane.
- Because it is Veterans Month, CareerSource is hosting numerous job fairs dedicated to Veterans.
- There is job fairs posted to the website, typically every Wednesday.

#### 12. Adjournment

There being no further discussion, Chair Amaro adjourned the meeting at 2:30 p.m. The next LCB meeting will occur on February 27, 2025, at 2 p.m. at the Jessie Ball DuPont Center, 40 East Adams Street, Jacksonville, FL.

ATTENDANCE RECORD  
DUVAL COUNTY  
LOCAL COORDINATING BOARD

Position	Name/Alt.	2/22/24	6/13/24	9/5/24	11/7/24
1. Chairperson	Ken Amaro as of 9-7-23 / Joe Carlucci	<b>P</b>	<b>P</b>	<b>a</b>	<b>P</b>
2. Dept. of Transportation	Geanelly Reveron / Janell Damato / Doreen Joyner-Howard / Chris Nalsen / Angela Gregory	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
3. Dept. Of Children and Families	Donna Johnson/Christina Gillis	<b>a</b>	<b>P</b>	<b>a</b>	<b>P</b>
4. Public Education	Daniel O'Connor / Alexis Read	<b>a</b>	<b>P</b>	<b>P</b>	<b>a</b>
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	<b>a</b>	<b>P</b>	<b>a</b>	<b>P</b>
6. Veteran Services	Vacant	-	-	-	-
7. Community Action (Econ. Disadv)	Christine Raysor	<b>a</b>	<b>a</b>	<b>a</b>	<b>a</b>
8. Elderly	Vacant	-	-	-	-
9. Disabled	Russ Davis	-	<b>P</b>	<b>P</b>	<b>a</b>
10. Citizen Advocate/User	Sharon Dykes (Hoffmeyer)	<b>a</b>	<b>P</b>	<b>P</b>	<b>P</b>
11. Citizen Advocate/Non-User	Carla Jenkins	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Janet Dickinson	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	<b>P</b>	<b>P</b>	<b>P</b>	<b>a</b>
16. Agency for Persons w/Disabilities	Kara Tucker / Lois Smokes	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
17. Regional Workforce Dev. Brd	Lou Anne Hasty	<b>P</b>	<b>a</b>	<b>a</b>	<b>P</b>
18. Local Medical Community	Vacant	-	-	-	-

**VACANCIES**

Veteran Services  
Elderly  
Children at Risk  
Private for Profit Transportation  
Local Medical Community



# PLEASE SIGN IN!

COMMISSION FOR THE  
TRANSPORTATION DISADVANTAGED

Date: November 7, 2024  
Time: 2:00 p.m.

Jessie Ball DuPont Center, 40 E. Adams St. Ste 201, Jacksonville, FL

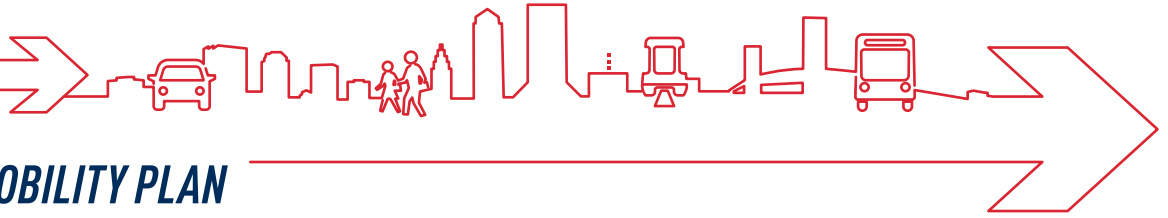
Name	Address	Phone	E-Mail
Summer Jones	NEFRC		
Carla Jenkins		(904) 422-5097	enitraj@gmail.com
Loufinne Hasty	Workforce Development CareerSource	904 213 3888 x2152	lhasty@careerSource.net
Kara W. Tucker	COJ Disabled services	(904) 255-5472	KARATTOCOJ.net
Ken Amaro	117 W Duval St	255-5201	KAMARO @ CQT.net
Cheri Lindheim	VERC	904-463-5071	Cheryl.Lindheim@fscj.edu
Domoran Calicker	JTA	904-515-8170	Dcalicker@jtafla.com
Eric Anderson	NEFRC		



**2024**

Northeast Florida

**COORDINATED MOBILITY PLAN**



## **EXECUTIVE SUMMARY**

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

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

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

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

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

Table 1: 2024 Coordinated Mobility Plan Goals and Strategies

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

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

## Regional Support

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

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

## Regional Implementation

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

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

## Summary Conclusion

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

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



*Photo 1: Transit vehicles lined up at UF Health*

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

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

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

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

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

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

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

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

**NOW, THEREFORE BE IT RESOLVED**, the 2024 Northeast Florida Coordinated Mobility Plan is hereby adopted by the Duval County Local Coordinating Board.

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

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Local Coordinating Board Chair or designee

Salutation	First Name	Last Name	Organization	Representing	Voting /Non-Voting	Grievance Committee	Evaluation Committee	Comments
<b>DUVAL COUNTY</b>								
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.	Donna	Johnson	FL Dept. of Children & Families	Department of Children and Families	Voting			
Ms.	Christina	Gillis	FL Dept. of Children & Families	Department of Children and Families	Alternate			
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			
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			
Mr.	Russ	Davis		Disabled	Voting			
Ms.	Sharon	Hoffmeyer Dykes		Citizen Advocate/User	Voting	Feb-25		
Ms.	Carla	Jenkins		Citizen Advocate/Non-User	Voting		Feb-25	
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-25	Feb-25	
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			
Ms.	Mia	Johnson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Connexion Manager
Mr.	Mike	Landrum	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Eligibility Supervisor
Mr.	Peter	McArdle	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Accounting Manager
Ms.	Eron	Thompson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Grant Manger
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			
Ms.	Melissa	Justice			Interested Party			
Mr.	Joe	Johnson	COJ - City Council	assistant to Ken Amaro				

**Table 9 Annual/Monthly Statistical Summary**  
*Evaluation of the Community Transportation Coordinator*  
 July 1, 2024- June 30, 2025

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FYTD Total	Average
<b>Total Service</b>														
Unduplicated Passengers	1,657	1,635	1,634	2,865	1,654	2,743	2,809	0	0	0	0	0		2,142.4
Total Para Passenger Transported	22,989	21,846	21,591	22,934	22,092	21,533	22,658						155,643	22,234.7
Vehicles in Service (max)	71	77	80	81	80	84	82							79.3
Revenue Hours	14,305	15,427	15,028	16,395	15,365	15,716	16,085						108,321	15,474.4
Total Vehicle Hours	16,349	17,631	17,473	19,114	17,878	18,416	18,783						125,643	17,949.1
Revenue Miles	220,787	243,527	240,769	267,342	249,912	253,322	259,767						1,735,424.8	247,917.8
Total Vehicle Miles	258,467	284,882	283,750	312,664	292,780	298,941	307,740						2,039,224.7	291,317.8
<b>Trip Status Detail</b>														
Trips Requested (Trips booked)	28,976	28,012	28,209	30,255	27,442	26,361	28,719	0	0	0	0	0	197,974	28,282.0
Advanced Cancels (Advanced CA, User Error CE, Site Closure CC)	3,822	4,002	3,956	4,867	4,230	5,437	4,697	0	0	0	0	0	31,011	4,430.1
Scheduled Trips (Trips booked less advanced cancels)	25,154	24,010	24,253	25,388	23,212	20,924	24,022	0	0	0	0	0	166,963	23,851.9
No-Shows (No shows, cancelled @ door)	1,125	1,249	1,337	1,460	1,442	623	548	0	0	0	0	0	7,784	1,112.0
Late Cancel	470	389	437	468	407	425	449	0	0	0	0	0	3,045	435.0
Net No Shows	1,595	1,638	1,774	1,928	1,849	1,048	997	0	0	0	0	0	10,829	1,547.0
Not Transported - Error (NE, CP, NP)	7	45	527	531	492	478	41	0	0	0	0	0	2,121	303.0
Missed Trips (No-shows outside the window)	255	220	147	171	160	161	132	0	0	0	0	0	1,246	178.0
Same Day Cancels	2,120	1,939	1,937	1,966	1,883	2,182	2,185	0	0	0	0	0	14,212	2,030.3
Completed Trips	21,177	20,168	19,868	20,792	18,828	17,055	20,667	0	0	0	0	0	138,555	19,793.6
No-show % of Scheduled	6.3%	6.8%	7.3%	7.6%	8.0%	5.0%	4.2%						6.5%	0.1
<b>CTC Call Center Information</b>														
Calls Offered	19,413	35,140	33,281	34,006	31,345	28,400	28,016	0	0	0	0	0	209,601	29,943.0
Calls Answered	15,223	15,800	16,898	17,358	16,596	15,636	16,456	0	0	0	0	0	113,967	16,281.0
Calls (long) Abandoned	3,581	6,289	8,361	4,530	3,829	4,847	3,802	0	0	0	0	0	35,239	5,034.1
Hang-Ups (short abandon)	609	536	849	1,049	813	5	3	0	0	0	0	0	3,864	552.0
Average Hold Time (Secs)	360	448	208	305	330	418	317	0	0	0	0	0	2,386	340.9

**Table 9 Annual/Monthly Statistical Summary**  
*Evaluation of the Community Transportation Coordinator*  
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	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FYTD Total	Average
<b>Complaints / Commendations</b>														
Policy	2	3	15	22	11	9	7	0	0	0	0	0	69	9.9
Service	10	8	50	49	61	50	44	0	0	0	0	0	272	38.9
Vehicle	1	1	1	1	0	21	8	0	0	0	0	0	33	5.5
Other	1	8	14	42	11	4	5	0	0	0	0	0	85	12.1
<b>Total Valid Complaints Received</b>	14	20	80	114	83	84	64	-	-	-	-	-	459	65.6
Commendations by CTC	0	0	10	10	2	12	9	0	0	0	0	0	43	8.6
Commendations by Transportation Providers	0	0	0	0	0	2	6	0	0	0	0	0	8	4.0
<b>Total Commendations</b>	-	-	10	10	2	14	15	-	-	-	-	-	51	10.2
<b>Complaints per 10,000 Trips</b>	6.1	9.9	40.3	54.8	44.1	49.3	31.0						33.1	33.6
<b>Service Reliability</b>														
<b>Total Completed Trips</b>														
MV	7,171	6,431	5,841	6,540	5,878	5,647	5,499	0	0	0	0	0	43,007	6,144
CRC	4,433	4,154	3,676	4,160	4,110	3,966	4,274	0	0	0	0	0	28,773	4,110
PRK	5,196	5,703	5,338	4,659	4,036	3,828	4,303	0	0	0	0	0	33,063	4,723
SR	692	2,318	3,376	3,624	3,134	1,566	4,584	0	0	0	0	0	19,294	2,756
UZURV	3,685	1,562	1,637	1,809	1,670	2,048	2,007	0	0	0	0	0	14,418	2,060
<b>Total Trips</b>	21,177	20,168	19,868	20,792	18,828	17,055	20,667	-	-	-	-	-	138,555	19,794
<b>Percent On-Time Trips P/U</b>														
MV	86.7%	85.4%	87.6%	90.3%	89.6%	86.6%	90.6%							88.1%
CRC	85.8%	81.0%	87.1%	86.8%	90.2%	90.0%	89.7%							87.2%
PRK	83.9%	99.7%	85.3%	88.7%	88.6%	89.3%	87.7%							89.0%
SR	87.9%	79.3%	85.3%	87.8%	84.9%	87.2%	88.0%							85.8%
UZURV	94.9%	86.2%	85.3%	85.9%	90.5%	88.5%	89.7%							88.7%
<b>Total On-Time P/U</b>	87.2%	87.9%	86.3%	88.4%	88.8%	88.3%	89.2%						88.0%	88.0%
<b>Percent On-Time Trips APP</b>														
MV	93.7%	92.2%	89.9%	94.1%	94.5%	92.9%	94.9%							93.2%
CRC	94.3%	92.1%	91.2%	91.0%	93.3%	94.5%	94.1%							92.9%
PRK	91.6%	90.8%	91.6%	94.0%	93.9%	95.2%	93.0%							92.9%
SR	96.3%	96.0%	95.5%	95.5%	95.0%	96.0%	95.9%							95.7%
UZURV	98.9%	94.3%	94.8%	94.4%	96.3%	95.1%	96.2%							95.7%
<b>Total On-Time APP</b>	94.0%	92.3%	91.9%	93.7%	94.3%	94.7%	94.6%						93.6%	93.6%
<b>Total Trips -P/U Includes No-Shows, Cancel Door and Missed Trips</b>														
MV	7,676	6,945	6,361	7,122	6,782	4,193	5,997	0	0	0	0	0	45,076	6,439
CRC	4,752	4,473	3,937	4,466	4,696	4,373	4,594	0	0	0	0	0	31,291	4,470
PRK	5,562	6,165	5,792	5,387	4,631	4,193	4,669	0	0	0	0	0	36,399	5,200
SR	744	2,492	3,671	3,926	3,596	4,892	4,963	0	0	0	0	0	24,284	3,469
UZURV	3,851	1,672	1,740	1,927	2,042	1,681	2,154	0	0	0	0	0	15,067	2,152
<b>TOTAL</b>	22,585	21,747	21,501	22,828	21,747	19,332	22,377	0	0	0	0	0	152,117	21,731
<b>Total Trips - APP Includes no-shows, Cancel Door and Missed Trips</b>														
MV	3,616	3,299	2,759	3,325	3,214	1,797	2,919	0	0	0	0	0	20,929	2,990

**Table 9 Annual/Monthly Statistical Summary**  
*Evaluation of the Community Transportation Coordinator*  
 July 1, 2024- June 30, 2025

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FYTD Total	Average
<b>CRC</b>	2,285	2,192	1,883	2,168	2,183	2,128	2,187	0	0	0	0	0	15,026	2,147
<b>PRK</b>	2,688	2,699	2,557	2,328	2,025	1,797	2,159	0	0	0	0	0	16,253	2,322
<b>SR</b>	326	1,095	1,594	1,695	1,542	2,062	2,214	0	0	0	0	0	10,528	1,504
<b>UZURV</b>	1,300	560	582	464	486	367	504	0	0	0	0	0	4,263	609
<b>TOTAL</b>	10,215	9,845	9,375	9,980	9,450	8,151	9,983	0	0	0	0	0	66,999	9,571
<b>Late Pick-Ups</b>														
<b>MV</b>	1,018	1,017	791	692	708	563	566	0	0	0	0	0	5,355	765
<b>CRC</b>	676	850	508	590	460	437	471	0	0	0	0	0	3,992	570
<b>PRK</b>	898	18	850	610	529	449	572	0	0	0	0	0	3,926	561
<b>SR</b>	90	517	541	478	543	625	595	0	0	0	0	0	3,389	484
<b>UZURV</b>	198	231	256	272	195	194	221	0	0	0	0	0	1,567	224
<b>TOTAL</b>	2,880	2,633	2,946	2,642	2,435	2,268	2,425	0	0	0	0	0	18,229	2,604
<b>Late APP</b>														
<b>MV</b>	228	258	279	197	177	127	150	0	0	0	0	0	1,416	202
<b>CRC</b>	131	174	166	195	147	116	128	0	0	0	0	0	1,057	151
<b>PRK</b>	225	248	214	139	124	87	152	0	0	0	0	0	1,189	170
<b>SR</b>	12	44	72	76	77	82	91	0	0	0	0	0	454	65
<b>UZURV</b>	14	32	30	26	18	18	19	0	0	0	0	0	157	22
<b>TOTAL</b>	610	756	761	633	543	430	540	0	0	0	0	0	4,273	610
<b>Complaints (Valid only)</b>														
<b>MV</b>	6	8	30	36	14	12	10	0	0	0	0	0	116	17
<b>CRC</b>	4	1	5	3	11	8	6	0	0	0	0	0	38	5
<b>PRK</b>	0	3	12	9	5	8	3	0	0	0	0	0	40	7
<b>SR</b>	0	0	2	10	12	10	8	0	0	0	0	0	42	8
<b>UZURV</b>	3	0	3	4	3	8	7	0	0	0	0	0	28	5
<b>JTA</b>	1	8	1	6	24	36	30	0	0	0	0	0	106	15
<b>TOTAL</b>	14	20	53	68	69	82	64	0	0	0	0	0	370	53
<b>Accidents - Person Only (Chargeable)</b>														
<b>MV</b>	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>CRC</b>	0	0	0	0	1	0	0	0	0	0	0	0	1	1.0
<b>PRK</b>	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>SR</b>	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>UZURV</b>	3	0	0	0	0	0	0	0	0	0	0	0	3	3.0
<b>TOTAL</b>	-	-	-	-	1	-	-	-	-	-	-	-	1	1.0
<b>Accidents - Person Only (Non-Chargeable)</b>														
<b>MV</b>	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>CRC</b>	0	0	0	0	2	0	0	0	0	0	0	0	2	2.0
<b>PRK</b>	0	0	0	0	1	0	0	0	0	0	0	0	1	1.0
<b>SR</b>	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>UZURV</b>	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	-	-	-	-	3	-	-	-	-	-	-	-	3	3.0



**Table 9 Annual/Monthly Statistical Summary**  
*Evaluation of the Community Transportation Coordinator*  
 July 1, 2024- June 30, 2025

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FYTD Total	Average
<b>Accidents - Vehicle Only (Chargeable)</b>														
MV	0	0	0	0	2	0	0	0	0	0	0	0	2	2.0
CRC	0	0	0	0	1	0	0	0	0	0	0	0	1	1.0
PRK	0	0	0	0	2	0	0	0	0	0	0	0	2	2.0
SR	0	0	0	0	1	0	0	0	0	0	0	0	1	1.0
UZURV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	-	-	-	-	5	-	-	-	-	-	-	-	5	5.0
<b>Accidents - Vehicle Only (Non-Chargeable)</b>														
MV	0	0	0	0	2	0	0	0	0	0	0	0	2	2.0
CRC	0	0	0	0	2	0	0	0	0	0	0	0	2	2.0
PRK	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
SR	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
UZURV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	-	-	-	-	4	-	-	-	-	-	-	-	4	4.0
<b>Accidents - Person &amp; Vehicle (Chargeable)</b>														
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	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
SR	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
UZURV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
<b>Accidents - Person &amp; Vehicle (Non-Chargeable)</b>														
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	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
SR	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
UZURV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
<b>Total Chargeable</b>	-	-	-	-	6	-	-	-	-	-	-	-	6	6.0
<b>Total Non-Chargeable</b>	-	-	-	-	7	-	-	-	-	-	-	-	7	7.0
<b>Total Accidents</b>	-	-	-	-	13	-	-	-	-	-	-	-	13	13.0
<b>Accidents per 100,000 Miles</b>	0.0	0.0	0.0	0.0	5.2	0.0	0.0	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	0.7	#VALUE!
<b>Total Roadcalls (Major)</b>														n/a

**Table 9 Annual/Monthly Statistical Summary**  
*Evaluation of the Community Transportation Coordinator*  
 July 1, 2024- June 30, 2025

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FYTD Total	Average
<b>Service Utilization</b>														
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Trip Purpose</b>														
<b>Employment</b>	5,078	4,892	4,759	5,250	5,171	4,849	5,105	-	-	-	-	-	35,104	5,014.9
<i>Percent of Total Trips</i>	24%	26%	26%	25%	25%	26%	27%							26%
<b>Medical</b>	4,369	3,472	3,236	3,776	3,592	3,314	3,367	-	-	-	-	-	25,126	3,589.4
<i>Percent of Total Trips</i>	21%	18%	18%	18%	17%	18%	18%							18%
<b>Dialysis</b>	4,334	3,787	3,499	3,727	3,754	3,591	3,750	-	-	-	-	-	26,442	3,777.4
<i>Percent of Total Trips</i>	20%	20%	19%	18%	18%	20%	20%							19%
<b>Education</b>	1,170	1,786	2,165	2,427	2,156	1,851	2,351	-	-	-	-	-	13,906	1,986.6
<i>Percent of Total Trips</i>	6%	9%	12%	12%	10%	10%	12%							10%
<b>Shopping</b>	987	856	661	747	831	758	636	-	-	-	-	-	5,476	782.3
<i>Percent of Total Trips</i>	5%	4%	4%	4%	4%	4%	3%							4%
<b>Other</b>	5,239	4,323	3,958	4,865	5,331	4,012	3,834	-	-	-	-	-	31,562	4,508.9
<i>Percent of Total Trips</i>	25%	23%	22%	23%	26%	22%	20%							23%
<b>TOTAL</b>	21,177	19,116	18,278	20,792	20,835	18,375	19,043	-	-	-	-	-	137,616	19,659
<b>Service Utilization</b>														
<b>Population Served/Passengers</b>														
Ambulatory	18,067	16,960	17,382	18,343	17,564	16,880	17,821	0	0	0	0	0	123,017	17,573.9
Wheelchair	3,719	3,691	3,154	3,552	3,371	3,506	3,495	0	0	0	0	0	24,488	3,498.3
Scooter	1,203	1,195	1,055	1,039	1,135	1,147	1,342	0	0	0	0	0	8,116	1,159.4
<b>Total</b>	22,989	21,846	21,591	22,934	22,070	21,533	22,658	-	-	-	-	-	155,621	22,231.6
<b>Population Served/Trips</b>														
Ambulatory	16,312	15,551	15,093	16,523	15,563	14,852	15,903	0	0	0	0	0	109,797	15,685.3
Wheelchair	3,685	2,731	2,396	3,226	3,334	3,453	3,442	0	0	0	0	0	22,267	3,181.0
Scooter	1,180	834	789	1,043	1,114	1,131	1,322	0	0	0	0	0	7,413	1,059.0
<b>Total</b>	21,177	19,116	18,278	20,792	20,011	19,436	20,667	-	-	-	-	-	139,477	19,925.3
<b>Trips by Funding</b>														
ADA	18,184	17,216	16,781	17,653	16,838	16,426	17,186	0	0	0	0	0	120,284	10,023.7
NON	2,909	2,851	2,951	3,270	3,073	2,939	3,370	0	0	0	0	0	21,363	1,780.3
Other	84	90	113	119	100	71	111	0	0	0	0	0	688	57.3