



**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: 222 786 270 828 537
Passcode: qg7F5wR9

Thursday, May 7, 2026, at 2:00 p.m.

*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 February 26, 2026, Meeting Minutes* – Chair Amaro (Page 2 - 7)
4. Northeast Florida Regional Council Update
 - a. Annual CTC Evaluation* – Ride Along Assessment (Pages 8-68)
 - b. MOA Review* *Signature Required* (Pages 69-77)
 - c. LCB Membership* (Page 78)
5. Community Transportation Coordinator (CTC) System Update - JTA
 - a. CTC Quarterly Update (Pages 79 - 82)
 - b. Grants Update* (Approval if required)
6. Old Business
7. New Business
8. Public Comment – *LIMITED TO 3 MINUTES PER SPEAKER*
9. Member and Department Report
10. Adjournment – Chair Amaro

Next LCB Meeting: September 3, 2026 at 2:00 p.m.
Jessie Ball DuPont Center, 40 East Adams Street, Room 202, Jacksonville, FL



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

Thursday, February 26, 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, February 26, 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	Geanelly Reveron (Virtual)
Vice Chair	Donna Johnson (Virtual)
Veterans Services	Robert Hernandez (In-person)
Citizen Advocate/Non-user	Carla Jenkins (In-person)
Dept. of Elderly Affairs	Cassandra Jackson (Virtual)
Agency for Persons w/Disabilities	Kara Tucker (Virtual)
Regional Workforce Dev. Board	Rhonda Bryant (In-Person)

Members Not Present

Representing:	Voting Member:
Public Education	Daniel O'Connor
Dept. Education Voc. Rehab	Jessica Walker
Persons with Disabilities	Russ Davis
Citizen Advocate/User	Sharon Hoffmeyer Dykes
Department of Health Care Adm.	Pamela Hagley

Community Transportation Coordinator Staff Present

No CTC members present.

Planning Agency Staff Present

Tyler Nolen, Beth Payne, Jenni Bryla, Annette Bardge

Guests

No guests were present

2. Additions, Deletions, and Changes to the Agenda

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

3. Approval of November 6, 2025, Meeting Minutes*

Carla Jenkins motioned for approval of the November 6, 2025, meeting minutes. Robert Hernandez seconded the motion. November 6, 2025, meeting minutes were approved unanimously.

4. Northeast Florida Regional Council Update

Mr. Nolen, informed the committee about the urgency of scheduling the annual Ride Along evaluation prior to the next meeting.

a) Annual CTC Evaluation

Mr. Hernandez and Ms. Jenkins informed the Members that the Ride Along will take place on Tuesday, March 24, 2026.

b.) LCB Membership*

Ms. Annette Bardge was introduced as the new TD Coordinator, following Summer Jones's departure. Ms. Jennifer Bryla was also introduced as the new Community Development Manager.

There was a motion to approve the membership roster by Mr. Hernandez and seconded by Ms. Jenkins. The membership roster was unanimously approved.

c) CTC Continuation Recommendation*

Mr. Nolen explained that in the City of Jacksonville, Duval County, the TD service is provided by JTA and they would like to continue the services.

There was a motion to approve the CTC Continuation Recommendation by Mr. Hernandez and seconded by Ms. Jenkins. The CTC Continuation Recommendation was unanimously approved.

d) Annual Reviews of the Bylaws*

Mr. Nolen informed the committee that the Annual Reviews of the Bylaws are found inside of the packet.

There are no changes in the Bylaws.

There was a motion to approve Annual Reviews of the Bylaws by Mr. Hernandez and seconded by Ms. Jenkins. The Annual Reviews of the Bylaws was unanimously approved.

e) TDSP Annual Review*

Mr. Nolen explained that this is an opportunity to conduct an annual review of the five-year TDSP. There were no changes other than population changes.

A Resolution was introduced and the TDSP was approved.

5. Community Transportation Coordinator (CTC) System Update

a) Annual Operation Report*

JTA Community Transportation System Update:

Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	2,261,859	2,478,820	2,665,013
Deviated FR	0	0	0	Roadcalls	74	0	0
Complementary ADA	203,325	222,349	211,243	Accidents	0	0	79
Paratransit	19,569	29,309	38,359	Vehicles	100	100	100
TNC	0	0	0	Drivers	111	110	135
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	222,894	251,658	249,602				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	49,747	53,111	44,147	Expenses	\$20,403,639	\$25,011,683	\$27,752,489
Employment	57,990	62,835	61,592	Revenues	\$20,403,639	\$25,011,683	\$27,752,489
Ed/Train/DayCare	20,151	21,559	24,493	Commendations	278	47	212
Nutritional	4,101	10,924	0	Complaints	328	217	936
Life-Sustaining/Other	90,905	103,229	119,370	Passenger No-Shows	8,211	11,116	1,821
TOTAL TRIPS	222,894	251,658	249,602	Unmet Trip Requests	0	0	0
Passenger Trips By Revenue Source				Performance Measures			
CTD	19,569	33,186	30,000	Accidents per 100,000 Miles	0	0	2.96
AHCA	0	0	0	Miles between Roadcalls	30,566	0	0
APD	0	0	0	Avg. Trips per Passenger	72.77	77.01	73.35
DOEA	0	0	0	Cost per Trip	\$91.54	\$99.39	\$111.19
DOE	0	0	0	Cost per Paratransit Trip	\$91.54	\$99.39	\$111.19
Other	203,325	218,472	219,602	Cost per Total Mile	\$9.02	\$10.09	\$10.41
TOTAL TRIPS	222,894	251,658	249,602	Cost per Paratransit Mile	\$9.02	\$10.09	\$10.41
Trips by Provider Type							
CTC	0	0	0				
Transportation Operator	222,894	251,658	249,602				
Coordination Contractor	0	0	0				
TOTAL TRIPS	222,894	251,658	249,602				

There was a motion to approve the Annual Operations Report by Mr. Hernandez and seconded by Ms. Jenkins. The Annual Operations Report was unanimously approved.

b) CTC Quarterly Update

Mr. Nolen reviewed the quarterly report.

c) Grant Funding*

No grant updates.

6. Old Business

There was no old business.

7. New Business

Ms. Jenkins shared concerns regarding the change in fares for JTA Connexion Plus system for disadvantaged riders. JTA representative stated meetings are currently ongoing to discuss this issue.

8. Public Comment

There was no public comment.

9. Member and Department Report

Ms. Faith Powell shared with the members that the FDOT Grant application will be submitted on March 4, 2026.

10. Adjournment

Chair Amaro adjourned the meeting at 2:31 pm.

The next LCB meeting will take place on May 7, 2026, at 2 p.m.

DRAFT



PLEASE SIGN IN!

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: February 26, 2026
Time: 2:00 p.m.

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

Name	Address	Phone	E-Mail
Athena Gillespie	Career Source	904-213-3800 x2240	agillespie@careersource.net
Carla Jenkins		(904) 402-5097	enitry@gmail.com
Robert Hernandez	Veteran Services		
Ken Amador	City of JAX		
Annette Barber	NEFRC		anbarber@nefrc.org
Jennifer Baker	NEFRC		
Tilpa Dolar	NEFRC		
Beth Payne	NEFRC		

/ATTENDANCE RECORD
/DUVAL COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	2/26/26	9/25/25	5/1/25	2/27/25
1. Chairperson	Ken Amaro as of 9-7-23 / Joe Carlucci	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	a	P	P
4. Public Education	Daniel O'Connor / Alexis Read	a	a	P	a
5. Vocational Rehab. (Dept. Ed.)	Jessica Walker	a	a	P	P
6. Veteran Services	Robert Hernandez	P	-	-	-
7. Community Action (Econ. Disadv)	Christine Rysor / Vacant	-	-	-	-
8. Elderly	Vacant	-	-	-	-
9. Person with Disabilities	Russ Davis	a	P	P	P
10. Citizen Advocate/User	Sharon Dykes (Hoffmeyer)	a	P	a	a
11. Citizen Advocate/Non-User	Carla Jenkins	P	a	P	a
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Cassandra Jackson	P	P	a	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	a	P	P	P
16. Agency for Persons w/Disabilities	Kara Tucker / Tereese Goodloe	P	P	P	P
17. Regional Workforce Dev. Brd	Rhonda Bryant/Altheia Gillespie 	P	P	a	a
18. Local Medical Community	Vacant	-	-	-	-

VACANCIES

Community Action (Econ. Disadv)
Elderly
Children at Risk
Private for Profit Transportation
Local Medical Community

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

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

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

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

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- Measuring Tape
- Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

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

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

GENERAL QUESTIONS

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

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

IS THIS PROCESS IN WRITTEN FORM? Yes No
(Make a copy and include in folder)
Is the process being used? Yes No
 3. DOES THE CTC HAVE A COMPLAINT FORM? Yes No
(Make a copy and include in folder)
 4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
 Yes No
 5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
 Yes No
- Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**
6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
 Yes No
 7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
 Yes No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

Yes No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

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

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

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report Yes No

Any issues that need clarification? Yes No

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

List:

b. Memorandum of Agreement Yes No

c. Transportation Disadvantaged Service Plan Yes No

d. Grant Applications to TD Trust Fund Yes No

e. All other grant application (____%) Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

Is a written report issued to the operator? Yes No

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

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

Is a written report issued? Yes No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

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

N/A

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

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

Yes No

If Yes, describe the application review process.

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).
“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”**

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

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

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

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

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

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

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

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

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

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

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

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

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

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

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

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

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

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

GARY M.
#698

Name of Provider: JTA-Duval

Vehicle Number (either VIN or provider fleet number): 10698

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

Person Conducting Review:

Date: 3/24/2026

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

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

Have the driver lower the lift to the ground:

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

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

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

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

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

STOP

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

Vehicles over 22 feet must have:

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

Has, nand*

~~A Blind Organization may put Brail on the signs~~

~~NO COMPLAINT SIGNS INSIDE~~

~~Very unorganized *Did not have manifest~~

~~ARRIVED 9:00 AM - departure 1:41 AM who would make copy~~

~~Radio dispatch delayed NO RESPONSE~~

~~NO BUS # INSIDE~~

posted →

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

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

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

Yes No

ADA COMPLIANCE

Findings:

Recommendations:

FY _____ / _____ GRANT QUESTIONS

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

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

Yes No

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

Yes No

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

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 3/24/20

Please list any special guests that were present: Hernandez, Jenkins

Location: Duval 100 S Myrtle Ave

Number of Passengers picked up/dropped off: 4

Ambulatory 4

Non-Ambulatory 0

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order?
 Yes No

The driver called but no one answered

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 29 MAR 2026

Please list any special guests that were present: MARYLEE (SERVICE DOG)

Location: Duval

Number of Passengers picked up/dropped off: 1111 4

Ambulatory 1111 4

Non-Ambulatory 0

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary
ESCORTED THE PASSENGER TO & FROM BUS & WAITED FOR THEM TO ENTER BUILDING.

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? NEW BUS Yes No
OUTSIDE OF BUS. ADVISE MOST RIDERS WILL NOT READ # ON THE OUTSIDE BUT ONCE THEY SIT DOWN & LOOK UP FRONT.
Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? EMERGENCY Yes No
PLAN B. CELL PHONE

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If No, please explain:

N/A

CTC: _____ County: DUVAL

Date of Ride: 24 MARCH 2025

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	3	4		
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

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

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary (3 clients regular)

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? Yes No *N/A*

Operator Manifest

Driver: Mercer, Gary

Date: 2026-03-24

Route: 9902

Vehicle: 698

Run Begin: 9:41 AM

Run End :

Ending Mileage:

Beginning Mileage:

Total Daily Mileage:

Sch /Appt. Time	Est Time	Arr/Time Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobids	Fare Type	Fare Amount	Pass Type	Space Type
09:30	09:21 Start	09:21	349.0	100 N MYRTLE AVE, JACKSONVILLE, 32204 JTA Admin	CHAMPION, JESSICA 9045394963 M		ADA	\$ 2.00	CLI	AM
10:00	10:00 Pickup		0.0	757 W UNION ST, JACKSONVILLE, 32202 DCI MIDTOWN DO NOT DROP OFF BEFORE 5:15 A.M. LOCATION IS ON THE LEFT OF PEARL ST/ WOODEN BOARD BY FRONT DOOR	CHAMPION, JESSICA 9042280309 M					
11:07	10:14 Dropoff		0.0	3006 JONES ST, JACKSONVILLE, 32206 HOUSE LOCATION IS ON THE LEFT OF PEARL ST/ WOODEN BOARD BY FRONT DOOR	CARTER, BRITTNEY 9046162129 M		FREE ADA	\$ 0.00 \$ 2.00	PCA CLI	AM AM
11:30	11:16 Dropoff		0.0	1214 LABELLE ST, #APT 4, JACKSONVILLE, 32205 RESERVATION CODE 0924 TO BE USED WHEN BOOKING	CARTER, BRITTNEY 9046162129 M					
11:30	11:30 End		0.0	VALENCIA WAY APTS / CL LIVES IN BLDG #1 RESERVATION CODE 0924 TO BE USED WHEN BOOKING						
				100 N MYRTLE AVE, JACKSONVILLE, 32204 JTA Admin						
				43 E 18th St	Latonya Wilcher					
				2145 W. 12th St	Latonya Wilcher					

①

②

Contractor Survey

_____ County

Contractor name (optional)

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

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

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

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

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

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

- Yes
- No If no, skip to question 7

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

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] _____

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

- Yes
- No If no, why? _____



**Transportation
Disadvantaged**

CTC Expense Sources

County: Flagler

CTC Status: Complete

CTC Organization: Flagler County Public Transportation

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

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,182,489	\$ 0	\$ 1,182,489	\$ 875,683	\$ 0	\$ 875,683
Fringe Benefits	\$ 576,877	\$ 0	\$ 576,877	\$ 423,726	\$ 0	\$ 423,726
Services	\$ 39,584	\$ 0	\$ 39,584	\$ 89,148	\$ 0	\$ 89,148
Materials & Supplies Consumed	\$ 151,369	\$ 0	\$ 151,369	\$ 208,584	\$ 0	\$ 208,584
Utilities	\$ 19,324	\$ 0	\$ 19,324	\$ 26,820	\$ 0	\$ 26,820
Casualty & Liability	\$ 23,950	\$ 0	\$ 23,950	\$ 22,754	\$ 0	\$ 22,754
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 10,867	\$ 0	\$ 10,867	\$ 19,275	\$ 0	\$ 19,275
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 2,004,460	\$ 0	\$ 2,004,460	\$ 1,665,990	\$ 0	\$ 1,665,990

<h2 style="margin: 0;">Level of Competition</h2> <h3 style="margin: 0;">Worksheet 2</h3>
--

1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____
Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)
Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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



April 9, 2026

Ron DeSantis
Governor

Monica Russell
Chairperson

Melissa Smith
Vice Chairperson

Karen Somerset
Interim Executive Director

Ms. Angela Brown
Jacksonville Transportation Authority (JTA).
100 N. Myrtle Avenue
Post Office Drawer "O"
Jacksonville, Florida 32203

RE: Duval County Community Transportation Coordinator Designation –
Memorandum of Agreement # TD-2672

Dear Ms. Brown:

At the April 8, 2026, Business Meeting of the Florida Commission for the Transportation Disadvantaged, the Commission approved JTA to continue to serve as the Community Transportation Coordinator for Duval County. This designation is effective July 1, 2026, through June 30, 2031.

Please find enclosed a copy of the Memorandum of Agreement for coordination with your local area boards. The Transportation Disadvantaged Service Plan is due within the 120 days of the effective date of this MOA.

The Commission for the Transportation Disadvantaged appreciates your continued support and participation in the coordinated transportation system of Duval County. If you have any questions, please contact me at (850) 410-5704.

Sincerely,



Daniel Zeruto
Area 3 Project Manager

Enclosure: Executed Memorandum of Agreement

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Jacksonville Transportation Authority, 100 N. Myrtle Avenue, Post Office Drawer "O", Jacksonville, Florida, 32203, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Duval County(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
 - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
 - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
 - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
 - D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450.** The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Superintendent of Transportation Connexion, 100 N. Myrtle Avenue, Post Office Drawer "O", Jacksonville, Florida, 32203.

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on _____.

Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.


COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Jacksonville Transportation Authority
Agency Name

Karen Somerset
Typed Name of Authorized Individual

Nathaniel P. Ford, Sr.
Typed Name of Authorized Individual

Signature: 

Signature: 

Title: Executive Director

Title: Chief Executive Officer

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	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			
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	
Ms.	Danette	Hernandez	Veterans Council of Duval County	Veterans Services	Alternate			
VACANT				Community Action (Econ. Disadv.)	VACANT			
VACANT				Elderly	VACANT			
Mr.	Russ	Davis		Disabled	Voting			
Ms.	Sharon	Hoffmeyer Dykes		Citizen Advocate/User	Voting	Nov-26		
Ms.	Carla	Jenkins		Citizen Advocate/Non-User	Voting			
VACANT				Children at Risk	VACANT			
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			
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
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.	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				

	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
Total Service														
Unduplicated Passengers	1,678	1,776	1,790	1,757	1,738									1,747.8
Total Para Passenger Transported	24,158	25,511	26,870	27,530	23,399								127,468	25,493.6
Vehicles in Service (max)	87	86	95	90	97									91.0
Revenue Hours	17,743	17,245	19,040	19,878	18,501								92,408	18,481.5
Total Vehicle Hours	21,011	20,241	22,606	23,504	22,031								109,392	21,878.5
Revenue Miles	277,289	277,148	302,232	319,475	293,137								1,469,281.2	293,856.2
Total Vehicle Miles	327,294	323,410	355,750	376,182	346,292								1,728,928.4	345,785.7
Trip Status Detail														
Trips Requested (Trips booked)	28,021	30,326	33,190	35,800	29,607								156,944	31,388.8
Advanced Cancels (Advanced CA, User Error CE, Site Closure CC)	3,889	4,625	4,220	4,129	4,926								21,789	4,357.8
Scheduled Trips (Trips booked less advanced cancels)	24,132	25,701	28,970	31,671	24,681								135,155	27,031.0
No-Shows (No shows, cancelled @ door)	827	837	1,486	1,496	1,624								6,270	1,254.0
Late Cancel	445	519	498	617	567								2,646	529.2
Net No Shows	1,272	1,356	1,984	2,113	2,191	0	0	0	0	0	0	0	8,916	1,783.2
Not Transported - Error (NE, CP, NP)	29	12	21	84	24								170	34.0
Missed Trips (No-shows outside the window)	172	252	158	175	126								883	176.6
Same Day Cancels	2,095	2,377	2,185	2,273	2,368								11,298	2,259.6
Completed Trips	20,564	21,704	24,622	27,026	19,972	0	0	0	0	0	0	0	113,888	22,777.6
No-show % of Scheduled	5.3%	5.3%	6.8%	6.7%	8.9%								6.6%	0.1
CTC Call Center Information														
Calls Offered	34,733	33,659	33,216	45,668	23,886								171,162	34,232.4
Calls Answered	17,877	18,933	18,264	20,673	9,490								85,237	17,047.4
Calls (long) Abandoned	5,638	4,914	4,447	6,585	5,178								26,762	5,352.4
Hang-Ups (short abandon)													-	
Average Hold Time (Secs)	949	651	644	671	290								3,205	641.0
Complaints / Commendations														
Policy	15	17	19	12	11								74	14.8
Service	68	61	59	49	49								286	57.2
Vehicle	15	1	9	4	1								30	6.0
Other	1	1	2	1	5								10	2.0
Total Valid Complaints Received	99	80	89	66	66	-	-	-	-	-	-	-	400	80.0
Commendations by CTC	21	11	41	9	17								99	19.8
Commendations by Transportation Providers	1	13	2	5	7								28	5.6
Total Commendations	22	24	43	14	24	-	-	-	-	-	-	-	127	25.4
Complaints per 10,000 Trips	41.0	36.9	36.1	24.4	33.0								35.1	34.3
Service Reliability														
Total Completed Trips														
MV	3,894	3,929	6,196	6,776	5,623								26,418	5,284
CRC	3,455	2,918	3,207	3,486	2,563								15,629	3,126
PRK	5,165	5,330	5,467	5,207	3,803								24,972	4,994
SR	6,514	7,145	7,040	7,181	5,576								33,456	6,691
UZURV	1,536	2,382	2,712	4,376	2,407								13,413	2,683
Total Trips	20,564	21,704	24,622	27,026	19,972	-	-	-	-	-	-	-	113,888	22,778
Percent On-Time Trips P/U														
MV	89.5%	82.1%	87.8%	88.0%	89.1%									87.3%
CRC	86.9%	79.2%	86.5%	86.8%	89.1%									85.7%
PRK	88.2%	80.5%	86.8%	87.7%	89.7%									86.6%
SR	93.0%	89.8%	93.2%	92.5%	94.2%									92.5%
UZURV	91.6%	92.8%	92.8%	97.1%	94.5%									93.8%
Total On-Time P/U	90.0%	84.9%	89.5%	90.4%	91.3%								89.3%	89.2%

Percent On-Time Trips APP															
	MV	94.3%	85.6%	89.0%	88.0%	91.9%								89.8%	
	CRC	92.6%	83.2%	86.9%	86.7%	90.7%								88.0%	
	PRK	94.1%	86.5%	88.4%	86.5%	91.9%								89.5%	
	SR	98.0%	96.4%	96.8%	96.5%	97.7%								97.1%	
	UZURV	97.8%	98.2%	97.5%	98.7%	97.0%								97.8%	
	Total On-Time APP	95.2%	89.9%	91.4%	91.1%	93.7%							92.2%	92.3%	
Total Trips -P/U Includes No-Shows, Cancel Door and Missed Trips															
	MV	4,583	4,448	6,696	7,374	6,946								30,047	6,009
	CRC	3,992	3,500	3,449	3,772	3,235								17,948	3,590
	PRK	5,995	6,300	5,883	5,638	4,696								28,512	5,702
	SR	7,526	8,113	7,651	7,857	7,304								38,451	7,690
	UZURV	1,686	2,585	2,887	4,482	2,735								14,375	2,875
	TOTAL	23,782	24,946	26,566	29,123	24,916	0	0	0	0	0	0	0	129,333	25,867
Total Trips - APP Includes no-shows, Cancel Door and Missed Trips															
	MV	2,423	2,324	3,050	3,417	3,139								14,353	2,871
	CRC	1,736	1,531	1,546	1,673	1,495								7,981	1,596
	PRK	2,457	2,552	2,551	2,498	2,163								12,221	2,444
	SR	2,830	3,097	2,777	2,830	2,603								14,137	2,827
	UZURV	634	1,073	1,120	1,853	1,205								5,885	1,177
	TOTAL	10,080	10,577	11,044	12,271	10,605	0	0	0	0	0	0	0	54,577	10,915
Late Pick-Ups															
	MV	482	798	816	888	755								3,739	748
	CRC	521	729	465	499	352								2,566	513
	PRK	705	1,229	776	692	485								3,887	777
	SR	529	828	517	590	427								2,891	578
	UZURV	141	186	208	128	150								813	163
	TOTAL	2,378	3,770	2,782	2,797	2,169	0	0	0	0	0	0	0	13,896	2,779
Late APP															
	MV	137	334	335	409	255								1,470	294
	CRC	129	257	202	222	139								949	190
	PRK	146	345	295	336	175								1,297	259
	SR	57	110	88	100	60								415	83
	UZURV	14	19	28	24	36								121	24
	TOTAL	483	1,065	948	1,091	665	0	0	0	0	0	0	0	4,252	850
Complaints (Valid only)															
	MV	30	13	28	27	23								121	24
	CRC	6	11	8	3	6								34	7
	PRK	16	20	18	7	13								74	15
	SR	12	11	22	5	12								62	12
	UZURV	9	3	13	7	10								42	8
	JTA	26	22		17	2								67	17
	TOTAL	99	80	89	66	66	0	0	0	0	0	0	0	400	80
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

Ambulatory	18,630	18,680	21,923	24,047	19,234									102,514	20,502.8
Wheelchair	4,403	4,353	3,932	4,194	3,147									20,029	4,005.8
Scooter	1,125	1,125	1,015	1,219	1,018									5,502	1,100.4
Total	24,158	24,158	26,870	29,460	23,399	-	-	-	-	-	-	-	-	128,045	25,609.0
Population Served/Trips															
Ambulatory	15,698	15,818	19,735	21,662	16,425									89,338	17,867.6
Wheelchair	3,749	3,636	3,884	4,157	2,542									17,968	3,593.6
Scooter	1,117	1,110	1,003	1,207	1,005									5,442	1,088.4
Total	20,564	20,564	24,622	27,026	19,972	-	-	-	-	-	-	-	-	112,748	22,549.6
Trips by Funding															
ADA	17,548	17,148	19,973	22,261	16,274									93,204	18,640.8
NON	2,899	3,299	4,532	4,638	3,628									18,996	3,799.2
Other	117	117	117	127	70									548	109.6
Total	20,564	20,564	24,622	27,026	19,972	-	-	-	-	-	-	-	-	112,748	22,549.6
Passengers by Funding															
ADA	20,481	20,481	22,048	24,373	19,340									106,723	21,344.6
NON	3,548	3,548	4,691	4,936	3,970									20,693	4,138.6
Other	129	129	131	151	89									629	125.8
Total	24,158	24,158	26,870	29,460	23,399	-	-	-	-	-	-	-	-	128,045	10,670.4

Road call, Major Mechanical Failures (RM)

Road call, Minor Mechanical Failures (RO)