



DUVAL COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD PUBLIC HEARING

MEETING AGENDA

Jessie Ball DuPont Center
Room 202, 40 E Adams Street, Jacksonville, FL
Teams Meeting ID: 297 173 634 737 4
Passcode: 62dz2Xm9

Thursday, November 6, 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 202, 40 E Adams Street, Jacksonville, FL

The Duval County Transportation Disadvantaged Program

*Prepared by the
Northeast Florida
Regional Council*



Key Definitions & Governing Statutes of Program

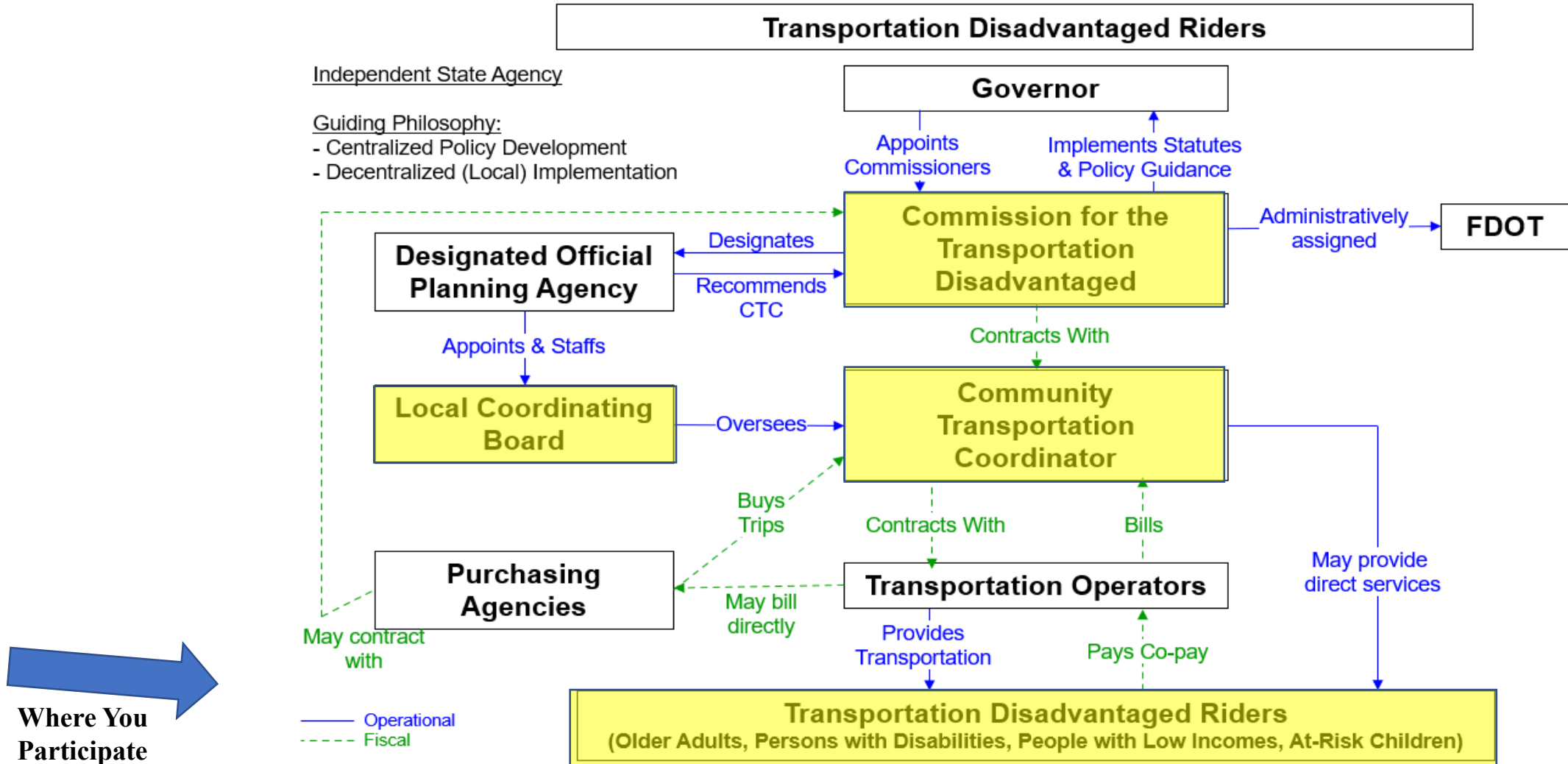
Florida State Legislature created the Transportation Disadvantaged Commission (CTD) and Transportation Disadvantaged (TD) Trust Fund in 1989.

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 Statute 427.011-427.017*](#)
- [*Florida State Administrative Code 41-2*](#)

Florida's Coordinated Transportation System

Organizational Structure... At A Glance



Commission for the Transportation Disadvantaged (CTD)

The Commission for the Transportation Disadvantaged (CTD) oversees the coordination of TD services across Florida's 67 counties. The CTD is made up of a 7-member governor-appointed board, with 8 ex-officio members, representing purchasing agencies. 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
<i>*serves as chair of LCB</i> | 9. Disabled Community |
| 2. Florida Department of Transportation | 10. Citizen Advocates (2)
<i>*at least one is a TD rider</i> |
| 3. Florida Department of Children and Family Services | 11. Children at Risk |
| 4. Public Education Community | 12. Mass Transit Representative
<i>*except in cases where a CTC exists</i> |
| 5. Vocational Rehabilitation/Blind Services
<i>*in areas where they exist</i> | 13. Florida Department of Elder Affairs |
| 6. Veterans Services | 14. Private for-profit-transportation |
| 7. Florida Association for Community Action
<i>*representing the economically disadvantaged</i> | 15. Florida Agency for Healthcare Administration |
| 8. Elderly Community | 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.



**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: 297 173 634 737 4
Passcode: 62dz2Xm9

Thursday, November 6, 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 September 25, 2025, Meeting Minutes* – Chair Amaro (pg.11-16)
4. LCB Membership (pg.17-18)
5. Election of LCB Vice-Chair*
6. Annual Grievance Procedure Review* (pg.19-23)
7. Election of Grievance Committee*
8. Election of CTC Evaluation Committee*
9. Northeast Florida Regional Council Update – Ms. Jones
 - a. TD 101 (pg.24-28)
10. Community Transportation Coordinator (CTC) System Update – Ms. Johnson
 - a. Annual Operation Report*
 - b. CTC Quarterly Update (pg.29-32)
 - c. 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: February 26, 2026, at 2:00p.m.
Jessie Ball DuPont Center, 40 East Adams Street, Jacksonville, FL



Duval County Transportation Disadvantaged Local Coordinating Board Meeting

Thursday, September 25, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

City of Jacksonville
Hon. Ken Amaro, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

Meeting Minutes

*Denotes Required Action Item

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

A quarterly meeting of the Duval County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Microsoft Teams on Thursday, September 25, 2025. Chair Amaro called the meeting to order at 2:02 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Ken Amaro (In-person)
FDOT	Faith Powell (Virtual)
Disabled	Russ Davis (Virtual)
Citizen Advocate/User	Sharon Hoffmeyer Dykes (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Pamela Hagley (In-person)
Agency for Persons w/ Disabilities	Kara Tucker (In-person)
Regional Workforce Dev. Board	Lou Anne Hasty (In-person)

Members Not Present

Representing:	Voting Member:
Dept. of Children and Families	Donna Johnson
Public Education	Daniel O'Connor
Dept. of Voc. Rehab	Rochelle Price
Citizen Advocate/Non-user	Carla Jenkins

Community Transportation Coordinator Staff Present

Angela Brown (In-person)
Joyce Payad (In-person)

Planning Agency Staff Present

Summer Jones and Tyler Nolen (In-Person)

Guests

Cheryl 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 May 1, 2025, Meeting Minutes*

Kara Tucker motioned for the approval of the meeting minutes. Lou Anne Hasty seconded the motion. The May 1, 2025, meeting minutes were approved unanimously.

4. LCB Membership

Ms. Jones went over membership. There was a brief discussion regarding the different ways to find members to fill the vacancies. Russ Davis suggested leveraging local media to raise awareness about these vacancies, emphasizing the need for community engagement in filling these roles. Pamela Hagley proposed distributing flyers on buses to directly reach service users, while Sharon Dykes raised concerns about accessibility for individuals with low vision regarding QR codes. Janet Dickinson offered to share recruitment information on social media, and Summer committed to creating a flyer for broader distribution. The group recognized the importance of educating the community about the board's role and encouraging participation from diverse sectors.

5. Annual Review of Bylaws*

Ms. Jones conducted an Annual Review of the Bylaws. Janet Dickinson raised a question regarding the quorum requirements for the group, asking if they typically meet the 40% threshold. Summer Jones confirmed that they usually meet quorum. It was suggested by multiple LCB members that keeping the quorum at 40% would facilitate decision-making. As membership increases, the members agreed to re-visit quorum at that time. After a discussion, Ms. Tucker moved to approve the bylaws, which were seconded by Ms. Dickinson and passed unanimously.

6. Northeast Florida Regional Council Update*

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

a) TDSP Annual Review (Roll Call Vote)*

Summer Jones discussed the updated demographic information in the TDSP, which was requested by members during the previous meeting. Janet Dickinson mentioned that more recent data from the Department of Elder Affairs is available and can be shared with the group. Following this, a roll call vote was held, resulting in unanimous approval of the updated Transportation Disadvantaged Service Plan.

b) TD 101

Summer Jones provided an overview of the Transportation Disadvantaged program, highlighting the groups that fall under this category, such as older adults and individuals with disabilities. She discussed the establishment of the Commission for the Transportation Disadvantaged in 1979 and its role in coordinating services statewide. Additionally, she mentioned the criteria for non-sponsored eligibility for transportation services.

c) United Way 211

Ms. Jones discussed United Way's Ride United Program. The conversation included information about the United Way 211 service, which offers Lyft rides for eligible individuals, emphasizing the need for advance scheduling.

d) 5-year Designation – Ends June 30, 2026

Ms. Jones stated June 30, 2026, will conclude JTA's 5-year contract as Duval's CTC. Ms. Jones stated JTA will need to submit a letter of continuation as the provider. The letter will need to be approved by the LCB members. After being approved, it will then be an item on the Northeast Florida Regional Council's Board agenda. Following, it will go to the Commission for the Transportation Disadvantaged for approval.

Following the update on JTA's contract renewal, Summer Jones provided an overview of the Navi autonomous vehicle, highlighting its command center and passenger map features. There were some concerns regarding passengers who need physical assistance. Ms. Joyce Payad confirmed that attendants will remain on board to assist wheelchair users, adhering to ADA regulations. Janet Dickinson shared her experience using a scooter on the vehicle, noting challenges with maneuverability and safety protocols.

Summer Jones mentioned that she would be sending out an email to coordinate a tour with JTA for interested parties. Russ elaborated on JTA's upcoming tour, which will include a visit to the automated innovation center and a ride on the vehicles. He expressed enthusiasm for sharing insights from the experience, particularly regarding accessibility challenges.

7. Community Transportation Coordinator (CTC) System Update

a. Annual Operation Report*

The Annual Operation Report has been submitted but not approved by the CTD. It will be brought to the November LCB meeting for approval.

b. 2025-2026 Rate Model*

Ms. Jones reviewed the rate model. The 2024-2025 rate for ambulatory was \$29.90 and for wheelchair it was \$51.25. For 2025-2026 the rate for ambulatory is \$37.56 and for wheelchair it is \$64.39. Some of the LCB members were inquiring about the rate increase. Ms. Jones stated she would follow up with JTA after the meeting and would give the LCB members an update at the November LCB meeting. Kara Tucker motioned to approve the 2025-2026 Rate Model with a second from Ms. Janet Dickinson. The 2025-2026 Rate Model was approved unanimously.

c. CTC Quarterly Update

- Ridership Numbers – April = 26,035 riders, May = 22,905 riders, June = 21,652 riders
- Completed trips – April = 23,679 completed trips, May = 22,860 completed trips, June = 20,341 completed trips

d. Grants update – There are no grant updates currently.

8. Old Business

There was no old business.

9. New Business

Ms. Lou Anne Hasty discussed the transportation difficulties encountered by SNAP TANF participants who must attend required meetings. She noted that current language may not allow for these trips to be classified as eligible for transportation services. It was suggested that a travel planner from JTA could provide guidance on making reservations to address these issues. Ms. Joyce Payad stated that there could be some confusion between Duval and Nassau Counties, as Nassau County has limited trip service.

10. Public Comment

There was no public comment.

11. Member and Department Reports

There were no members and department reports.

12. Adjournment

There being no further discussion, Chairperson Amaro adjourned the meeting at 3:08 p.m. The next LCB meeting will occur on November 6, 2025, at 2 p.m. at the Jessie Ball DuPont Center, Room 202, 40 E Adams Street, Jacksonville, FL.

/ATTENDANCE RECORD
/DUVAL COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	9/25/25	5/1/25	2/27/25	11/7/24
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	a	P	P	P
4. Public Education	Daniel O'Connor / Alexis Read	a	P	a	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	P	P	P
6. Veteran Services	Vacant	-	-	-	-
7. Community Action (Econ. Disadv)	Christine Rayser / Vacant	-	-	-	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Russ Davis	P	P	P	a
10. Citizen Advocate/User	Sharon Dykes (Hoffmeyer)	P	a	a	P
11. Citizen Advocate/Non-User	Carla Jenkins	a	P	a	P
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Janet Dickinson	P	a	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	P	P	P	a
16. Agency for Persons w/Disabilities	Kara Tucker / Tereese Goodloe	P	P	P	P
17. Regional Workforce Dev. Brd	Lou Anne Hasty	P	a	a	P
18. Local Medical Community	Vacant	-	-	-	-

VACANCIES

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



PLEASE SIGN IN!

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: September 25, 2025
Time: 2:00 p.m.

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

Name	Address	Phone	E-Mail
Summer Jones	NEFRC		sjones@nefrc.org
Tyler Nolen	NEFRC		
Ken Amaro	City Council		
Angela Brown	JTA		abrown@jtafla.com
Joyce Payad	JTA		jpayad@jtafla.com
Cheri Undheim	FSCJ: Vision Ed + Rehabilitation Center	904-403-5071	Cheryl.Undheim@fscj.edu
Lea Anne Hastig	CareerSource		LHastig@CareerSourceNEFL.com
Pamela Hagley	AHCA	904 798 4291	Pamela
KARA W TUCKER	COJ Disabled Services	904 626-5442	KARAT@COJ.net

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.	Janelle	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		Feb-26	
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			
Mr.	Robert	Hernandez	Disabled American Veterans Chapter 1	Veterans Services	Voting			
VACANT				Community Action (Econ. Disadv.)	VACANT			
VACANT				Elderly	VACANT			
Mr.	Russ	Davis		Disabled	Voting		Feb-26	
Ms.	Sharon	Hoffmeyer Dykes		Citizen Advocate/User	Voting	Feb-26		
Ms.	Carla	Jenkins		Citizen Advocate/Non-User	Voting			
VACANT				Children at Risk	VACANT			
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Dept. of Elder Affairs	Voting			Vice Chair
VACANT				Private for Profit Transportation	VACANT			
Ms.	Pamela	Hagley	Florida Agency for Health Care Administration - AHCA	Dept. of Health Care Admin.	Voting			
Ms.	Reeda	Harris	Florida Agency for Health Care Administration - AHCA	Dept. of Health Care Admin.	Alternate			
Ms.	Kara	Tucker	City of Jacksonville - Disabled Services	Agency for Persons w/Disabilities	Voting	Feb-26	Feb-26	
Ms.	Lou Anne	Hasty	CareerSource NE FL	Regional Workforce Dev. Board	Voting			
VACANT				Local Medical Community	VACANT			
Ms.	Angela	Brown	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			
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
Mr.	Matt	Fall			Interested Party			
Ms.	Laurie	Santana	City of Jacksonville - Transportation Planning Division		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	17 assistant to Ken Amaro				



DUVAL TD LOCAL COORDINATING BOARD

Have a passion for improving transportation access in Duval County for individuals who face challenges accessing transportation due to age, income, or disability barriers?

Join our Board!

Why join?

- Influence transportation policies and services in Duval County
- Connect with community leaders, agencies & service providers
- Serve the public interest by helping ensure access for all

Current Vacancies

- Elderly
- Children-at-Risk
- Community Action (Economically Disadvantaged)
- Private For-Profit Transportation
- Local Medical Community

Contact us to apply or learn more!

Apply today and make a difference!

**40 E Adams Street. Ste
202
Jacksonville, FL 32202**

CONTACT:

Summer Jones
sjones@nefrc.org
904-884-6326

www.nefrc.org

12. Local Complaint and Grievances Procedure / Process

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

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

Section 1: Definition of a Complaint

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

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

Section 2: Complaint Procedures

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

Filing a Complaint

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

Appeal to the Grievance Committee

The CTC shall advise and provide direction to all persons, agencies or entities from which a complaint has been received of their right to file a formal written grievance to the Northeast Florida Regional Council for review by the Grievance Committee. The CTC will provide the Grievance Committee with a report on each issue or item brought before the Committee and shall conduct additional investigation as required by the Grievance Committee.

Recording of Complaints

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

Written responses to complaints forwarded by any agency will be copied to the agency.

Section 3: Definition of a Grievance

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

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

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

Section 4: Grievance Procedures

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

A. Filing a Grievance

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

1. The name and address of the grieving party; and A statement of the grounds

for the grievance and supporting documentation.

Facts concerning the grievance should be stated in clear and concise language. Grievances can be mailed to the Northeast Florida at the following address:

Northeast Florida Regional Council
40 E Adams Street, Suite 320
Jacksonville, Florida 32202
Attn: Summer Jones

Grievances can also be e-mailed at SJones@nefrc.org

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

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

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

B. Grievance Committee Hearing

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

C. Appeal to the Florida Commission for the Transportation Disadvantaged

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

D. Appeal to the Judicial Court System

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

Section 5: Grievance Committee Procedures

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

Schedule Meetings

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

Notification

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

Written Minutes

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

- A statement that a meeting has held in which the involved parties, their representative, and witnesses were given an opportunity to present their position.
- A statement that clearly defines the issues discussed.
- An opinion and reasons for the grievance based on the information provided; and
- A recommendation by the Grievance Committee based on their investigation and findings.

Communication with other Agencies

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

b. TD 101

Planning Agency

- ▶ Can be a Metropolitan/Transportation Planning Organization
- ▶ Regional Planning Council
- ▶ Local Planning Organization

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- Assist with the development of the TD Service Plan.
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<i>*at least one is a TD rider</i> |
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	Jul-25	Aug-25	Sep-25	Oct-25	FYTD Total	Average
Total Service						
Unduplicated Passengers	1,678	1,776	1,790	1,757		1,750.3
Total Para Passenger Transported	24,158	25,511	26,870	29,460	105,999	26,499.8
Vehicles in Service (max)	87	86	95	90		89.5
Revenue Hours	17,743	17,245	19,040	19,878	73,906	18,476.6
Total Vehicle Hours	21,011	20,241	22,606	23,504	87,362	21,840.4
Revenue Miles	277,289	277,148	302,232	319,475	1,176,144.1	294,036.0
Total Vehicle Miles	327,294	323,410	355,750	376,182	1,382,636.6	345,659.2
Trip Status Detail						
Trips Requested (Trips booked)	28,021	30,326	33,190	35,800	127,337	31,834.3
Advanced Cancels (Advanced CA, User Error CE, Site Closure CC)	3,889	4,625	4,220	4,129	16,863	4,215.8
Scheduled Trips (Trips booked less advanced cancels)	24,132	25,701	28,970	31,671	110,474	27,618.5
No-Shows (No shows, cancelled @ door)	827	837	1,486	1,496	4,646	1,161.5
Late Cancel	445	519	498	617	2,079	519.8
Net No Shows	1,272	1,356	1,984	2,113	6,725	1,681.3
Not Transported - Error (NE, CP, NP)	29	12	21	84	146	36.5
Missed Trips (No-shows outside the window)	172	252	158	175	757	189.3
Same Day Cancels	2,095	2,377	2,185	2,273	8,930	2,232.5
Completed Trips	20,564	21,704	24,622	27,026	93,916	23,479.0
No-show % of Scheduled	5.3%	5.3%	6.8%	6.7%	6.1%	0.1
CTC Call Center Information						
Calls Offered	34,733	33,659	33,216		101,608	33,869.3
Calls Answered	17,877	18,933	18,264		55,074	18,358.0
Calls (long) Abandoned	5,638	4,914	4,447		14,999	4,999.7
Hang-Ups (short abandon)					-	
Average Hold Time (Secs)	949	651	644		2,244	748.0
Complaints / Commendations						
Policy	15	17	19		51	17.0
Service	68	61	59		188	62.7
Vehicle	15	1	9		25	8.3
Other	1	1	2		4	1.3
Total Valid Complaints Received	99	80	89	-	268	89.3
Commendations by CTC	21	11	41		73	24.3
Commendations by Transportation Providers	1	13	2		16	5.3
Total Commendations	22	24	43	-	89	29.7
Complaints per 10,000 Trips	41.0	36.9	36.1	0.0	28.5	38.0
Service Reliability						
Total Completed Trips						
MV	3,894	3,929	6,196	6,776	20,795	5,199
CRC	3,455	2,918	3,207	3,486	13,066	3,267
PRK	5,165	5,330	5,467	5,207	21,169	5,292
SR	6,514	7,145	7,040	7,181	27,880	6,970
UZURV	1,536	2,382	2,712	4,376	11,006	2,752
Total Trips	20,564	21,704	24,622	27,026	93,916	23,479
Percent On-Time Trips P/U						
MV	89.5%	82.1%	87.8%	88.0%		86.8%
CRC	86.9%	79.2%	86.5%	86.8%		84.9%
PRK	88.2%	80.5%	86.8%	87.7%		85.8%
SR	93.0%	89.8%	93.2%	92.5%		92.1%
UZURV	91.6%	92.8%	92.8%	97.1%		93.6%
Total On-Time P/U	90.0%	84.9%	89.5%	90.4%	88.8%	88.7%
Percent On-Time Trips APP						
MV	94.3%	85.6%	89.0%	88.0%		89.3%
CRC	92.6%	83.2%	86.9%	86.7%		87.4%

	PRK	94.1%	86.5%	88.4%	86.5%		88.9%
	SR	98.0%	96.4%	96.8%	96.5%		96.9%
	UZURV	97.8%	98.2%	97.5%	98.7%		98.1%
	Total On-Time APP	95.2%	89.9%	91.4%	91.1%	91.8%	91.9%
Total Trips -P/U Includes No-Shows, Cancel Door and Missed Trips							
	MV	4,583	4,448	6,696	7,374	23,101	5,775
	CRC	3,992	3,500	3,449	3,772	14,713	3,678
	PRK	5,995	6,300	5,883	5,638	23,816	5,954
	SR	7,526	8,113	7,651	7,857	31,147	7,787
	UZURV	1,686	2,585	2,887	4,482	11,640	2,910
	TOTAL	23,782	24,946	26,566	29,123	104,417	26,104
Total Trips - APP Includes no-shows, Cancel Door and Missed Trips							
	MV	2,423	2,324	3,050	3,417	11,214	2,804
	CRC	1,736	1,531	1,546	1,673	6,486	1,622
	PRK	2,457	2,552	2,551	2,498	10,058	2,515
	SR	2,830	3,097	2,777	2,830	11,534	2,884
	UZURV	634	1,073	1,120	1,853	4,680	1,170
	TOTAL	10,080	10,577	11,044	12,271	43,972	10,993
Late Pick-Ups							
	MV	482	798	816	888	2,984	746
	CRC	521	729	465	499	2,214	554
	PRK	705	1,229	776	692	3,402	851
	SR	529	828	517	590	2,464	616
	UZURV	141	186	208	128	663	166
	TOTAL	2,378	3,770	2,782	2,797	11,727	2,932
Late APP							
	MV	137	334	335	409	1,215	304
	CRC	129	257	202	222	810	203
	PRK	146	345	295	336	1,122	281
	SR	57	110	88	100	355	89
	UZURV	14	19	28	24	85	21
	TOTAL	483	1,065	948	1,091	3,587	897
Complaints (Valid only)							
	MV	30	13	28		71	24
	CRC	6	11	8		25	8
	PRK	16	20	18		54	18
	SR	12	11	22		45	15
	UZURV	9	3	13		25	8
	JTA	26	22			48	24
	TOTAL	99	80	89	0	268	89
Accidents - Person Only (Chargeable)							
	MV					-	n/a
	CRC					-	n/a
	PRK					-	n/a
	SR					-	n/a
	UZURV					-	n/a
	TOTAL	-	-	-	-	-	n/a
Accidents - Person Only (Non-Chargeable)							
	MV					-	n/a
	CRC					-	n/a
	PRK					-	n/a
	SR					-	n/a
	UZURV					-	n/a
	TOTAL	-	-	-	-	-	n/a
Accidents - Vehicle Only (Chargeable)							
	MV					-	n/a

	CRC				-	n/a
	PRK				-	n/a
	SR				-	n/a
	UZURV				-	n/a
	TOTAL	-	-	-	-	n/a
Accidents - Vehicle Only (Non-Chargeable)						
	MV				-	n/a
	CRC				-	n/a
	PRK				-	n/a
	SR				-	n/a
	UZURV				-	n/a
	TOTAL	-	-	-	-	n/a
Accidents - Person & Vehicle (Chargeable)						
	MV				-	n/a
	CRC				-	n/a
	PRK				-	n/a
	SR				-	n/a
	UZURV				-	n/a
	TOTAL	-	-	-	-	n/a
Accidents - Person & Vehicle (Non-Chargeable)						
	MV				-	n/a
	CRC				-	n/a
	PRK				-	n/a
	SR				-	n/a
	UZURV				-	n/a
	TOTAL	-	-	-	-	n/a
Total Chargeable						
		-	-	-	-	n/a
Total Non-Chargeable						
		-	-	-	-	n/a
Total Accidents						
		-	-	-	-	n/a
Accidents per 100,000 Miles						
		0.0	0.0	0.0	0.0	n/a
Total Roadcalls (Major)						
		-	-	-	-	n/a
Service Utilization						
Trips Denied						
		0	0	0	0	0
Trip Purpose						
	Employment	4,989	5,142	5,013	5,462	20,606
	Percent of Total Trips	27%	25%	23%	23%	24%
	Medical	4,488	4,240	4,332	4,586	17,646
	Percent of Total Trips	24%	21%	20%	20%	21%
	Dialysis	3,982	4,194	3,990	4,196	16,362
	Percent of Total Trips	21%	21%	18%	18%	19%
	Education	1,053	1,910	2,619	2,764	8,346
	Percent of Total Trips	6%	9%	12%	12%	10%
	Shopping	869	849	673	770	3,161
	Percent of Total Trips	5%	4%	3%	3%	4%
	Other	3,255	3,846	5,501	5,735	18,337
	Percent of Total Trips	17%	19%	25%	24%	22%
	TOTAL	18,636	20,181	22,128	23,513	84,458
		21,115				
Service Utilization						
Population Served/Passengers						
	Ambulatory	18,630	18,680	21,923	24,047	83,280
	Wheelchair	4,403	4,353	3,932	4,194	16,882
	Scooter	1,125	1,125	1,015	1,219	4,484
	Total	24,158	24,158	26,870	29,460	104,646
		26,161.5				
Population Served/Trips						
	Ambulatory	15,698	15,818	19,735	21,662	72,913
	Wheelchair	3,749	3,636	3,884	4,157	15,426
		3,856.5				

	Scooter	1,117	1,110	1,003	1,207	4,437	1,109.3
	Total	20,564	20,564	24,622	27,026	92,776	23,194.0
Trips by Funding							
	ADA	17,548	17,148	19,973	22,261	76,930	19,232.5
	NON	2,899	3,299	4,532	4,638	15,368	3,842.0
	Other	117	117	117	127	478	119.5
	Total	20,564	20,564	24,622	27,026	92,776	23,194.0
Passengers by Funding							
	ADA	20,481	20,481	22,048	24,373	87,383	21,845.8
	NON	3,548	3,548	4,691	4,936	16,723	4,180.8
	Other	129	129	131	151	540	135.0
	Total	24,158	24,158	26,870	29,460	104,646	8,720.5

Road call, Major Mechanical Failures (RM)

Road call, Minor Mechanical Failures (RO)