



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

Nassau County Board of County Commissioners' Conference Room
96135 Nassau Place, Yulee, FL 32097
Teams Meeting ID: 297 203 787 713 892
Password: Bn3sP2kF

Thursday, September 17, 2026, at 1:00 p.m.
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Gray
2. Additions, Deletions, and Changes to the Agenda – Chair Gray
3. Approval of May 21, 2026, Meeting Minutes – Chair Gray* (pg.2-7)
4. New Business
 - a. Planning Review (pg. 8)
 - b. Proposed LCB Meeting Schedule & Annual Public Hearing * (pg. 9)

1:00 p.m. on the 3rd Thursday of each quarter:

 - 9/17/26,
 - 11/19/26 (Annual Public Hearing),
 - 2/18/27,
 - 5/20/27,
 - 09/16/27
 - c. Transportation Disadvantaged Service Plan Update* (pg. 10-59)
 - d. LCB Membership* (if required) (pg. 60)
5. Community Transportation Coordinator (CTC) System Update
 - a. 2026-2027 Rate Model* (pg.64-75)
 - b. CTC Quarterly Update (pg.76)
 - c. Grants Update* (Approval if required)
6. Old Business (if required)
7. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
8. Member and Department Reports
9. Adjournment – Chair Gray

Next LCB Meeting: November 19, 2026, at 1:00 p.m.
Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL 32097



Nassau County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Thursday, May 21, 2026

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Nassau County Commission
Hon. Jeff Gray, Chair

State of 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 Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Microsoft Teams on Thursday, May 21, 2026. Chair Jeff Gray called the meeting to order at 1:00 pm with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Jeff Gray (In-Person)
DCF/Vice-Chairperson	Donna Johnson (In-Person)
Citizen Advocate /Non-User	Jennifer Paulk (In-Person)
Dept. of Healthcare Admin.	Reeda Harris (Virtual)
Agency for Persons with Disabilities	Casey Polmueller (Virtual)
FDOT, District 2	Faith Powell (Virtual)
Regional Workforce Development Board	Atheia Gillespie (Virtual)

Quorum confirmed.

Members Not Present

Representing:	Voting Member:
Public Education/Nassau County School District	Brad Underhill
Veteran Services	Bob Sullivan
Dept. of Elder Affairs	Cassandra Jackson
Dept. of Education Voc. Rehab	Davina Brown
Children at Risk/Nassau County School Board	Patricia Langford
Elderly	Van Dyke Walker
Medical Community	Cara Gluck

Staff Community Transportation Coordinator Present

Mark Poirier (In-Person)

Planning Agency Staff Present

Annette Bardge, Andrew Prokopiak, Robert Jordan (In-Person)

Guests

Marjolein Bibi Wolke, Jos Wolke (In-Person)

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of February 19, 2026, Meeting Minutes*

Ms. Jennifer Paulk moved to approve the February 19, 2026, meeting minutes, seconded by Ms. Donna Johnson. The February 19, 2026 meeting minutes were approved unanimously.

4. Northeast Florida Regional Council Update

a) LCB Membership*

The LCB members reviewed and discussed the primary and alternate members on the current roster. There are currently four (4) vacancies for the following positions, and staff will work to fill them in collaboration with LCB members and the Board of County Commissioners.

They are:

- Community Action (Econ Disadvantaged)
- Disabled
- Citizen Advocate/User
- Private-for-Profit Transportation

Upon review, Ms. Jennifer said that she may have a qualified person named Elizabeth Bond to represent the disabled board membership position. Staff will reach out to Ms. Paulk to collect the contact information.

No action was taken since there were no nominations for new members.

b) Annual CTC Evaluation Ride Along Assessment* – Annette Bardge

Ms. Bardge provided an overview and an update on the Ride Along Assessment conducted on March 30, 2026. NEFRC staff highlighted the purpose of the ride-along, the evaluation committee members who participated, and the aspects evaluated, including the Bus and Van Specification Checklist, Onsite Observation of the System, and Rider Beneficiary Survey. Following that description, Ms. Bardge provided the evaluation committee's findings.

Nassau County Ride Along Assessment Results

Findings

The Nassau County TD Ride Along assessment was conducted on March 30, 2026.

All areas of the TD Evaluation were found in compliance with the LCB guidelines.

Chairperson Gray thanked the members of the evaluation committee who participated in the ride-along. There was a motion to approve the Ride Along Assessment, made by Ms. Donna Johnson and seconded by Ms. Jennifer Paulk. The Ride Along Assessment was unanimously approved.

5. Community Transportation Coordinator (CTC) System Update

a) CTC Quarterly Update

JTA staff provided the quarterly operational update, referring to the data in the table below.

Nassau County Transportation Disadvantage Operational Report

October 2025 - September 2026

	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Trips	2011	1524	1766	1435	1549	1724						
Passengers	2137	1581	1800	1483	1594	1774						
Service Days	23	20	23	21	20	22						
On-time Performance (OTP)	93%	95%	95%	95%	97%	98%						
OTP (Appointment)	97%	99%	99%	99%	97%	99%						
OTP (Medical)	89%	98%	94%	96%	97%	97%						
Passenger Per Hour	1.58	1.93	1.79	1.29	1.35	1.30						
Average Daily Vehicle Use	6	6	5	6	6	7						

Averages	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Trips	1767			1569								
Passengers	1839			1617								
Service Days	22			21								
On-time Performance (OTP)	94%			97%								
OTP (Appointment)	98%			98%								
OTP (Medical)	94%			97%								
Passenger Per Hour	1.77			1.31								
Average Daily Vehicle Use	6			6								

b) Grants Update*(if needed)

There are no grant updates at this time. There was discussion about the upcoming 3510 grants that could support the replacement of two or three vehicles in the next 18 months or so. JTA was asked to provide information on upcoming grants and longer-term grants at the next meeting.

- c) CTC staff provided an overview of the rate model review process. The CTC has provided information to the state to support the development of the rate model calculation for FY26-27. Following that submission, the Regional Council has received an email guiding staff to have the LCB review and take action at their next meeting. As such, staff provided information from the rate model workbook for review.

Ms. Jennifer Paulk moved to approve the FY26-27 Rate Model; Ms. Donna Johnson seconded the motion. The Rate Model for FY 26-27 was approved unanimously.

6. Old Business

There was no old business.

7. New Business

Ms. Paulk brought to the board's attention that she received a few calls from people with questions about eligibility and hours for scheduling rides that may not appear to be correct. JTA staff said that they would provide some outreach literature regarding the service and hours.

Members asked if they could see some of the JTA marketing at the next meeting.

It was also mentioned that a few people have been denied service because of wording on one of the eligibility criteria in the Transportation Disadvantaged Service Plan. There is a section where the word “and” should be “or” that has changed the interpretation. It will need to be updated at the next meeting.

8. Public Comment

There were no public comments.

9. Member and Department Reports

There were no members and department reports.

10. Adjournment – Chairperson Gray

There being no further discussion, Chairperson Gray adjourned the meeting at 1:35 p.m. The next LCB meeting will take place on September 17, 2026, at 1:00 p.m. in the Nassau County Board of County Commissioners Meeting Room.

ATTENDANCE RECORD
NASSAU COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	5/21/2026	2/19/2026	11/20/25	9/18/25
1. Chairperson	Jeff Gray	P	P	P	P
2. Dept. of Transportation	Janell Damato / ALT	P	P	P	a
3. Dept. Of Children and Families	Donna Johnson/ ALT	P	P	a	a
4. Public Education	Brad Underhill/ ALT	a	P	P	P
5. Vocational Rehab. (Dept. Ed.)	Davina Brown/Rechelle Price	a	a	a	P
6. Veteran Services	Bob Sullivan	a	P	P	P
7. Econo. Disadvan (Comm. Action)	Vacant	-	-	-	-
8. Elderly	Van Dyke Walker	a	a	a	a
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate /Non User	Jennifer Paulk/Vacant	P	P	P	a
12. Children at Risk	Patricia Langford	a	a	a	a
13. Dept. Of Elder Affairs	Cassandra Jackson	a	P	P	P
14. Private For-Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Reeda Harris / ALT	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / Casey Pulmueller	P	a	P	a
17, Regional Workforce Dev. Brd.	Rhonda Bryant/Atheia Gillespie	P	P	P	P
18. Local Medical Community	Barb Baptista/ Cara Gluck	a	P	P	P

VACANCIES

Economically Disadvantaged
Disabled
Citizen Advocate/User
Private For Profit Transportation

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: May 21, 2026
Time: 1:00 p.m.

Nassau County Commission Chambers, 96135 Nassau Place, Yulee FL 32097

Name	Address	Phone	E-Mail
Annette BARDGE	40 E Adams St		abardge@NEFRC.org
Robert Jordan	40 E. Adams St		
Andrew P	40 E. Adams St		
Char-Jeff Ay	96135 Nassau Pl. Yulee FL	904-570-1946	JGRAY@NassauCountyFL.com
JENNIFER PAULK	86051 Hamilton St Yulee	904-225-9355	jenniferpaulk@thearchnassau.org
MARK POIRIER	JTA		mpoirier@JTAFLA.com
Marjolein Bibi Wolke	1520 Atlantic Ave F.B.		bibi.wolke@gmail.com
Jos Wolke	1520 Atlantic Ave F.B.		jos_wolke@yahoo.com
Donna Johnson	5929 Arlington Exwy 32211	904-251-5495	Donna.Johnson@myflfamily.com

Planning Review for FY 26-27

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

NORTHEAST FLORIDA TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS 2026/2027 SCHEDULE						
Baker County <i>3rd Thursday</i>	Clay County <i>3rd Monday, 2nd Monday in February</i>	Duval County <i>1st Thursday, 4th Thursday in February</i>	Flagler County <i>2nd Wednesday</i>	Nassau County <i>3rd Thursday</i>	Putnam County <i>3rd Monday, 2nd Monday in February</i>	St. Johns County <i>2nd Tuesday</i>
9/17/26 Board Mtg. 10:00 a.m.	9/21/26 Board Mtg. 2:00 p.m.	9/03/26 Board Mtg. 2:00 p.m.	9/09/26 Board Mtg. 10:00 a.m.	9/17/26 Board Mtg. 1:00 p.m.	9/21/26 Board Mtg. 10:30 a.m.	9/08/26 Board Mtg. 1:30 p.m.
11/19/26 Board Mtg. 10:00 a.m. (Annual PH)	11/16/26 Board Mtg. 2:00 p.m. (Annual PH)	11/05/26 Board Mtg. 2:00 p.m. (Annual PH)	11/11/26 Board Mtg. 10:00 a.m. (Annual PH)	11/19/26 Board Mtg. 1:00 p.m. (Annual PH)	11/16/26 Board Mtg. 10:30 a.m. (Annual PH)	11/10/26 Board Mtg. 1:30 p.m. (Annual PH)
2/18/27 Board Mtg. 10:00 a.m.	2/08/27 Board Mtg. 2:00 p.m.	2/25/27 Board Mtg. 2:00 p.m.	2/10/27 Board Mtg. 10:00 a.m.	2/18/27 Board Mtg. 1:00 p.m.	2/08/27 Board Mtg. 10:30 a.m.	2/09/27 Board Mtg. 1:30 p.m.
5/20/27 Board Mtg. 10:00 a.m.	5/17/27 Board Mtg. 2:00 p.m.	5/06/27 Board Mtg. 2:00 p.m.	5/12/27 Board Mtg. 10:00 a.m.	5/20/27 Board Mtg. 1:00 p.m.	5/17/27 Board Mtg. 10:30 a.m.	5/11/27 Board Mtg. 1:30 p.m.
9/16/27 Board Mtg. 10:00 a.m.	9/20/27 Board Mtg. 2:00 p.m.	9/02/27 Board Mtg. 2:00 p.m.	9/08/27 Board Mtg. 10:00 a.m.	9/16/27 Board Mtg. 1:00 p.m.	9/20/27 Board Mtg. 10:30 a.m.	9/14/27 Board Mtg. 1:30 p.m.

Please note that this is a **tentative** meeting schedule and all dates and times are subject to change.

PH = Public Hearing

Baker County Council on Aging Transit Building, 9264 Buck Starling Road, Macclenny, FL

Clay County BCC Mtg Rm, 4th Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL

Duval County Jessie Ball duPont Center, 40 E Adams Street, Jacksonville, FL (Room 202)

Flagler County Gov. Service Building Budget & Finance Mtg. Rm, 3rd floor, 1769 East Moody Blvd, Building 2, Bunnell, FL

Nassau County Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL

Putnam County Planning & Development Conf. Rm, Ste 300, 2509 Crill Avenue, Palatka, FL (Administration Conference Room, Suite 200 not available)

St. Johns County Council on Aging Senior Center Board Room, 179 Marine Street, St. Augustine, FL

The item highlighted in blue is a holiday. Needs to be rescheduled.

2024-2029 Nassau County Transportation Disadvantaged Service Plan

Approved by the

Nassau County
Transportation Disadvantaged Coordinating Board

1367 South 18th Street
Fernandina Beach, Florida 32063
(904) 261-0700

Hon. Jeff Gray, Chair

with Assistance from



Northeast Florida Regional Council
40 E. Adams Street, Ste 320
Jacksonville, FL 32202
www.nefrc.org
(904) 279-0880

September 2026

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APPENDICES – Posted at www.nefrc.org.

SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, quality transportation services for transportation-disadvantaged persons. People served by the program include those 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 Section 411.202, Florida Statutes.

Florida's transportation disadvantaged program is governed by Part 1 of Chapter 427, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Rule 41-2, and is implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged (CTD)
- Local Coordinating Board (LCB)
- Designated Official Planning Agency (DOPA)
- Community Transportation Coordinator (CTC)
- Purchasers of Transportation Services
- Transportation Operators

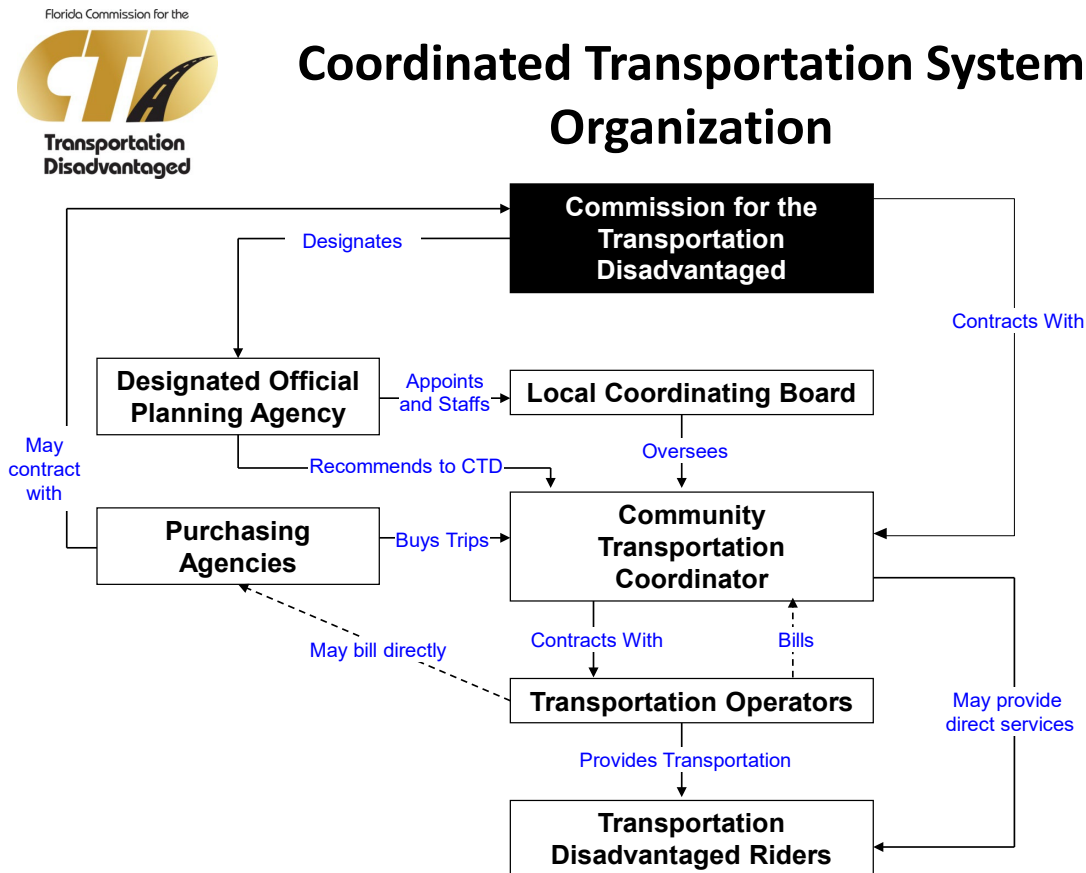
Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of LCBs and CTCs. Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation disadvantaged", and supplemented or modified the responsibilities of the CTD, the LCBs, the Designated Official Planning Agencies (DOPAs), and the CTCs.

Community Transportation Coordinator Designation Date and History

In December of 1982, the Nassau County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Nassau County, recommending the Nassau County Council on Aging, Inc. to serve as the Coordinated Community Transportation Provider. In 1983, the Nassau County Council on Aging amended the Articles of Incorporation to create Caravan as an agency function. The first Memorandum of Agreement was developed and approved in 1983. Beginning in 1984, the Nassau County Council on Aging began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients. The Nassau County COA has served as the CTC for Nassau County through September 30, 2024. The Northeast Florida Regional Council (NEFRC) is appointed by the Florida Commission for the Transportation Disadvantaged as the "Designated Official Planning Agency," to assist them in accomplishing the coordination of transportation services to those who are transportation disadvantaged at the local level. NEFRC conducted a thorough

Request for Proposals (RFP) process and selected Jacksonville Transportation Authority (JTA) as the provider and CTC for Nassau County. JTA began serving in this capacity on October 1, 2024.

Organizational Chart



Consistency Review of Other Plans

This TDSP has been developed to be consistent with the various plans compiled by the North Florida Transportation Planning Organization, including the Unified Planning Work Program, the Transportation Improvement Program, and the Long Range Transportation Program. In addition, the following plans have been reviewed, and the TDSP is also consistent with them:

Local Government Comprehensive Plan

The Transportation Disadvantaged program in Nassau County is addressed in the required Transportation Element of the Nassau County Comprehensive Plan by Objective T.08 and related policies T.08.01, 02, 03, and 04.

Strategic Regional Policy Plan

The Transportation Disadvantaged Service Plan (TDSP) is consistent with “The Northeast Florida Strategic Regional Policy Plan,” which was adopted by the NEFRC by Rule 29D-7 in 2026. The regional transportation element supports mobility, transportation-disadvantaged populations, and transit in policies two (2) and three (3).

Commission for the Transportation Disadvantaged 2005 5-year / 20-year Plan

The TDSP is consistent with the themes of the Commission's 2005 plan, although much of the plan is outdated.

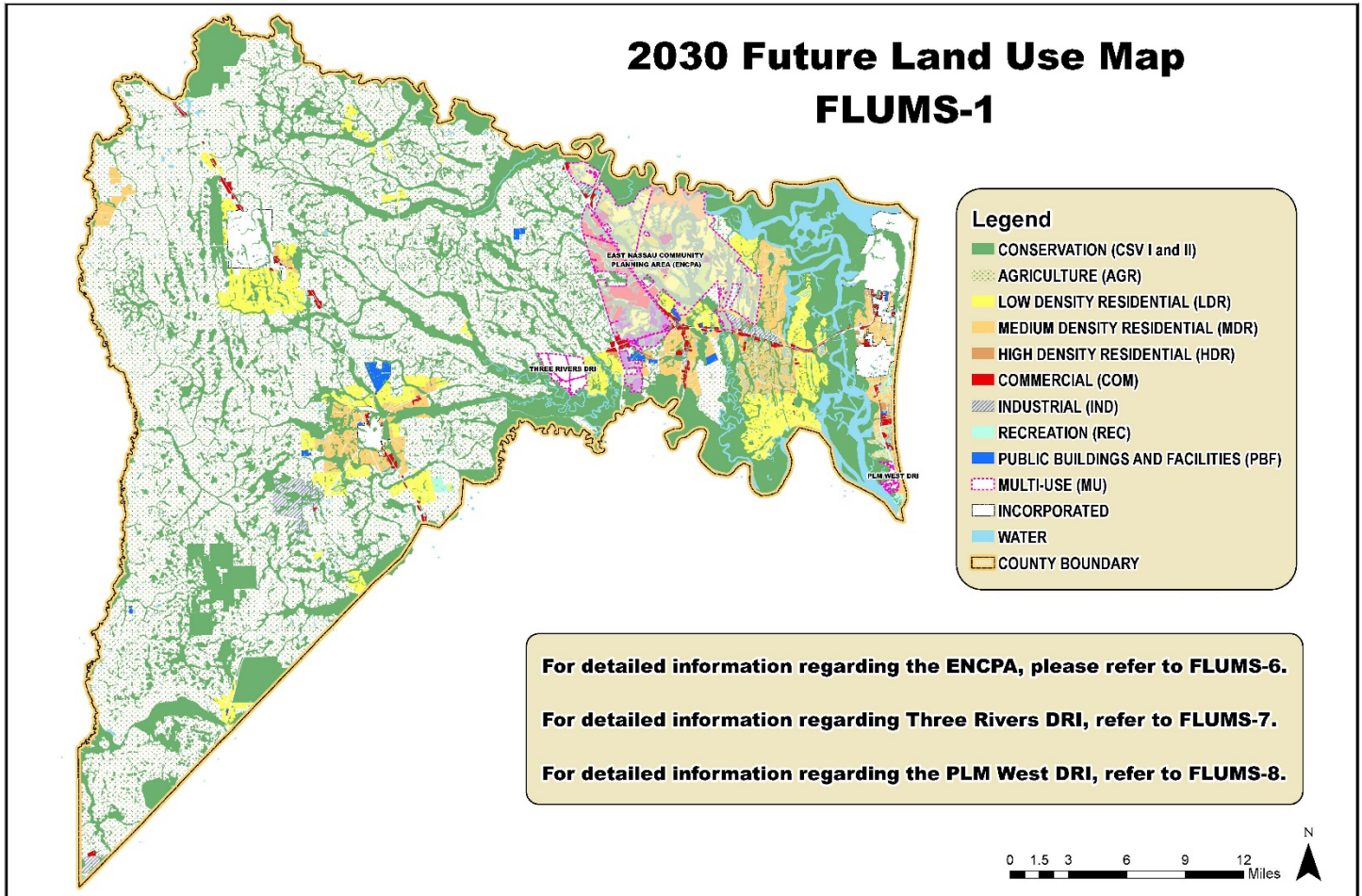
Public Participation

Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies and review the Service Plan at least annually. They are all invited to participate with the development and update of the TDSP.

- a. Transportation - Staff for the Northeast Florida Regional Council actively participates with the development of the TDSP and coordinates the efforts to ensure that the policies in the plan are followed fully.
- b. Passengers and Advocates – The CTC has close contact with its riders and get input on a continuing basis.
- c. Human Service Partners - The CTC staff has a close relationship with many local churches, health care facilities, independent living centers, and job training and job placement agencies, and receive input on a continuing basis.
- d. Others - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

SERVICE AREA PROFILE/DEMOGRAPHICS

Land Use



Population/Composition

Nassau County BEBR Population Estimates & Percent Change					
ESTIMATES	Jurisdiction	Population	Population Change (2020-2025)	Percent Change (2020-2025)	
4/1/2025	Nassau County	107,053	16,701	15.6%	
	Callahan	1,752	226	12.9%	
	Fernandina Beach	13,958	906	6.5%	
	Hilliard	3,127	160	5.1%	
	UNINCORPORATED	88,216	15,409	17.5%	
	AGE GROUP		Population		
	0-4	4,940			
	5-9	5,539			
	10-14	6,664			
	15-19	6,056			
	20-24	5,049			
	25-29	4,640			
	30-34	4,945			
	35-39	6,349			
	40-44	6,094			
	45-49	5,796			
	50-54	6,419			
	55-59	7,152			
	60-64	8,619			
	65-69	8,903			
	70-74	7,887			
	75-79	6,106			
	80-84	3,495			
	85+	2,400			
		Total	107,053		

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies. <https://www.bibr.ufl.edu/population>

Nassau County BEBR Population Projections					
PROJECTIONS	2030	2035	2040	2045	2050
Low	109,600	112,400	113,200	112,600	111,200
Medium	119,300	128,600	136,100	142,100	147,400
High	129,000	144,700	158,900	171,600	183,600
AGE GROUP	2030	2035	2040	2045	2050
0-4	5,355	5,680	5,920	6,066	6,185
5-9	5,983	6,331	6,631	6,842	6,975
10-14	6,787	7,122	7,417	7,672	7,866
15-19	6,918	6,822	7,123	7,352	7,577
20-24	5,581	6,253	6,117	6,314	6,493
25-29	5,506	6,006	6,679	6,525	6,682
30-34	5,267	6,132	6,630	7,319	7,120
35-39	5,908	6,126	7,026	7,527	8,261
40-44	7,149	6,495	6,650	7,541	8,040
45-49	6,833	7,844	7,039	7,134	8,051
50-54	6,470	7,461	8,462	7,528	7,589
55-59	7,322	7,209	8,196	9,198	8,147
60-64	8,249	8,235	8,009	9,006	10,063
65-69	9,856	40,885	9,056	8,733	9,783
70-74	9,439	10,224	9,434	9,242	8,924
75-79	7,589	8,981	9,700	8,941	8,785
80-84	5,350	6,653	7,905	8,582	7,966
85+	3,738	5,840	8,107	10,577	12,893
Total	119,300	160,299	136,101	142,099	147,400

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies. <https://www.bibr.ufl.edu/population>

Nassau County Veterans Population Projections					
PROJECTIONS	2030	2035	2040	2045	2050
as of 9/30/2023	8,309	7,716	7,199	6,799	6,511

Source: Veterans Administration Website: https://www.va.gov/vetdata/Veteran_Population.asp

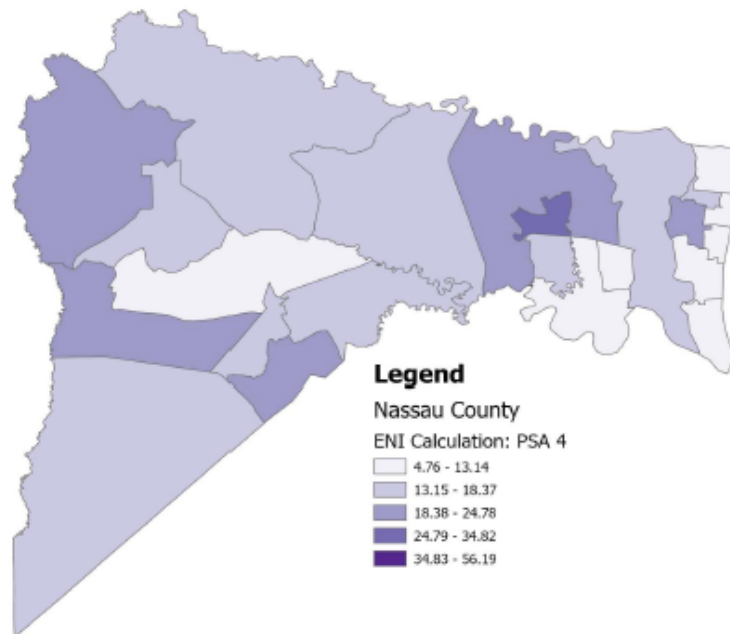
Statistics Related to County Population Age 60+

2025 Profile of Older Floridians

Nassau County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doea/eni_home.php

The index outpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

Useful Websites

Bureau of Economic and Business Research (BEBR)
U.S. Census Bureau, American Community Survey (ACS)
U.S. Census Bureau, Quick Facts
Florida Agency for Health Care Administration (AHCA)
Florida Department of Elder Affairs (DOEA)
How to Become an Age Friendly Community

Florida Division of Emergency Management (Shelters)
Florida Housing Data Clearinghouse
County Chronic Disease Profile
Aging Integrated Database (AGID)
Florida DOEA ENI Maps

2025 Profile of Older Floridians

Nassau County Demographic Profile

The demographics section presents the population characteristics of those age 60 and older and examines traits about older Floridians, such as the number of veterans, voters, and drivers.

Age Category	Value	Percent
All Ages	100,763	100%
Under 18	19,324	19%
Under 60	67,879	67%
18-59	48,555	48%
60+	32,884	33%
65+	24,836	25%
70+	17,230	17%
75+	10,785	11%
80+	5,753	6%
85+	2,616	3%

Source: BEBR, 2024

Gender	Value	Percent
Male	15,668	48%
Female	17,216	52%

Source: BEBR, 2024

Living Alone (65+)	Value	Percent
Male Living Alone	1,756	5%
Female Living Alone	2,430	7%

Source: U.S. Census Bureau, 2019-2023 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	2,345	9%
High School Diploma	4,700	19%
Some College, No Degree	3,530	14%
Associates Degree or Higher	9,135	37%

Source: AGID 2017-21 ACS

Marital Status	Male	Female
Never Married	625	355
Percentage Never Married	5%	3%
Married	9,245	8,035
Percentage Married	73%	59%
Widowed	1,175	3,415
Percentage Widowed	9%	25%
Divorced	1,595	1,890
Percentage Divorced	13%	14%

Source: AGID 2017-21 ACS

Note: The American Community Survey (ACS) requires a minimum of 50 cases in a geographic area and therefore a value of 0 may denote fewer than 50 seniors in a region.

Race and Ethnicity	Value	Percent
White	30,444	93%
Black	2,011	6%
Other Race	429	1%
Total Hispanic	651	2%
White Hispanic	577	2%
Non-White Hispanic	74	0%
Total Non-Hispanic	32,233	98%
Total Minority	3,017	9%

The minority population includes black, other, and Hispanic.

Source: BEBR, 2024

Driver License Holders	Value	Percent
Drivers	34,786	39%

Source: Florida Department of Highway Safety and Motor Vehicles, 2024

Registered Voters	Value	Percent
Registered Voters	35,297	41%

Source: Florida Department of State, 2024

Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	3,028	42%
Age 65-84	3,473	49%
Age 85+	636	9%

Source: U.S. Department of Veterans Affairs, 2023

Grandparents	Value	Percent
Living With Grandchildren	1,170	4%
Grandparent Responsible for Grandchildren	165	1%
Grandparent Not Responsible for Grandchildren	1,010	3%
Not Living With Grandchildren	24,760	75%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

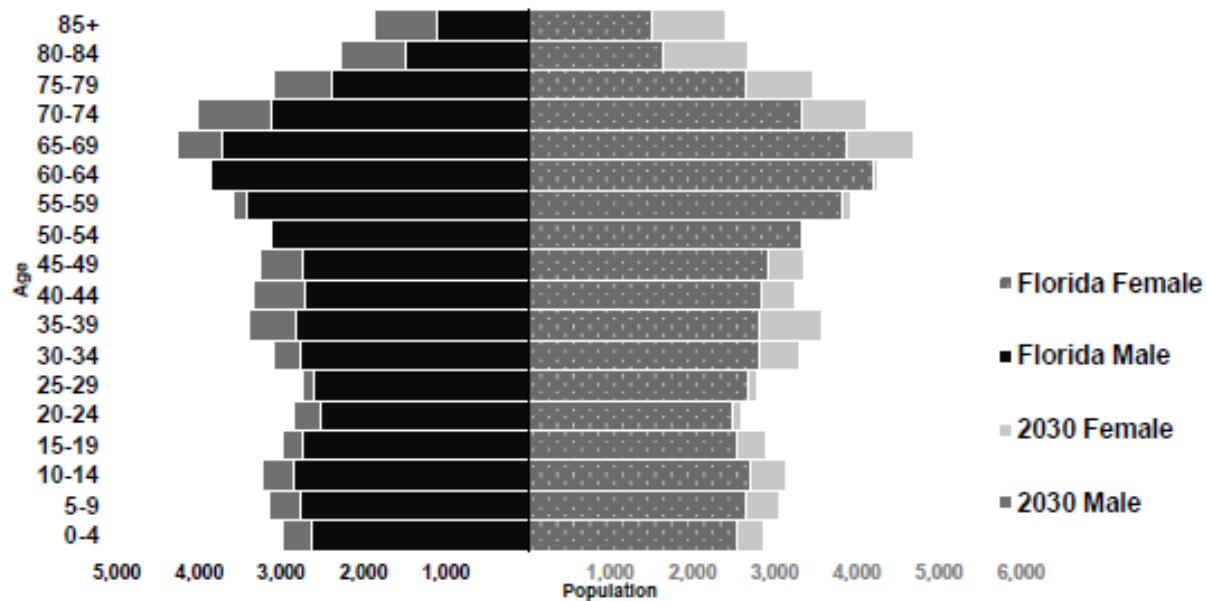
English Proficiency	Value	Percent
With Limited English Proficiency (65+)	68	0%

Source: U.S. Census Bureau, 2019-2023 ACS

2025 Profile of Older Floridians

Nassau County Demographic Profile

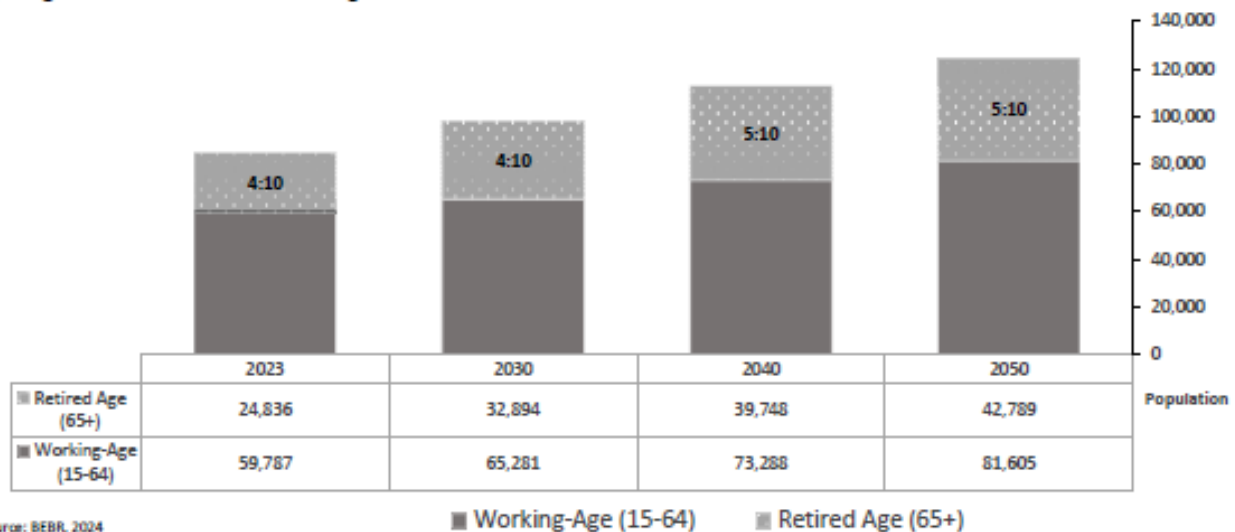
The population pyramid below compares the projected older adult population by gender between 2023 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2024

Older Adult Dependency Ratio

The dependency ratio contrasts the number of working-age (15-64) individuals compared to the number of individuals age 65 and older who are likely retired from the workforce. This ratio reflects the ongoing contributions of taxes and wages to support the health care and retirement systems used by retirees, as well as the availability of younger individuals to serve as caregivers to older loved ones.



Source: BEBR, 2024

2025 Profile of Older Floridians

Nassau County Financial Profile

This section examines financial conditions, poverty rates, and the cost of living for older Floridians. The ratio of income to poverty level graphic below shows the distribution of older adults relative to the poverty level to show the proportion of the senior population who fall below the Federal Poverty Level (FPL). The portrayal of the financial conditions of older adults is detailed in the final graphic, which includes information about income relative to rates of homeownership and partnership status in the consideration of cost of living.

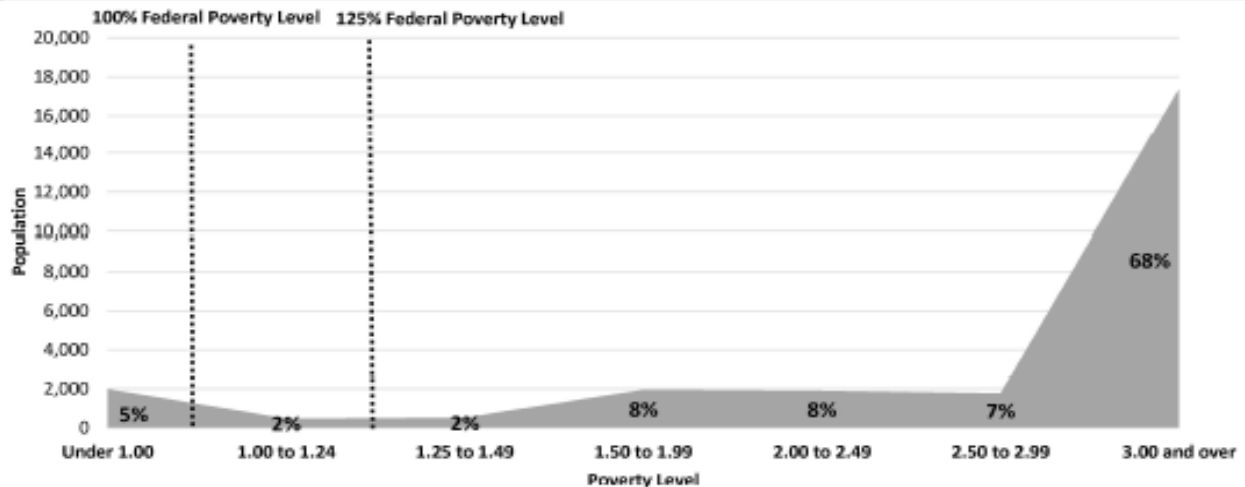
Federal Poverty Level	Value
Single-Person Household	\$15,650
Two-Person Household	\$21,150
125% Single-Person Household	\$19,563
125% Two-Person Household	\$26,438

Source: U.S. Department of Health & Human Services, 2025

Poverty (65+)	Value	Percent
At Poverty Level	1,244	5%
Below 125% of Poverty Level	1,754	7%
Minority At Poverty Level	102	0%
Minority Below 125% of Poverty Level	143	1%

Source: U.S. Census Bureau, 2019-2023 ACS

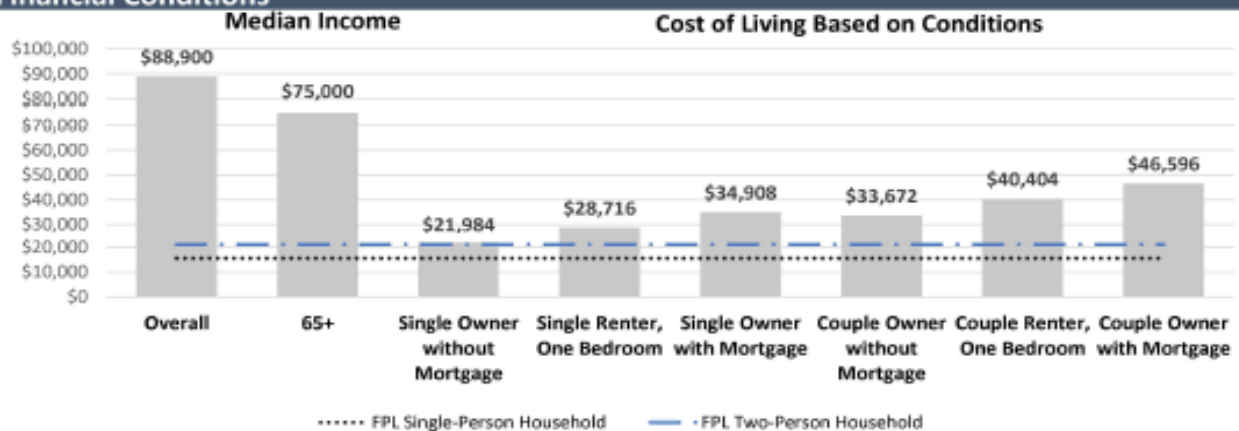
Ratio of Income to Poverty Level



Value is expressed as the percentage of the 65+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2017-21 ACS

Financial Conditions



Cost of living is an index of how much income retired older adults require to meet their basic needs to live in their community without assistance.

Source: U.S. Census Bureau, 2019-2023 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts

2025 Profile of Older Floridians

Nassau County Livability Profile

The livability section presents new elements, such as available affordable housing for older adults. Many essential community elements are also included below, such as sidewalk safety, the safety of roadways, and availability of green spaces. The rates of older Floridians who have access to a vehicle or public transportation, as well as the availability of internet access and various food resources, are also provided. These provide estimates of older adults' ability to access community resources.

Pedestrian Safety	Percent
Sidewalks with Barriers	36%

Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.).

Source: Florida Department of Transportation, 2025

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	18

This figure includes occupants and non-occupants involved in a crash.

Source: Florida Department of Highway Safety and Motor Vehicles, 2024

Internet Access (65+)	Percent
Have Internet Access	93%

Source: U.S. Census Bureau, 2019-2023 ACS

Food Resource Centers	Value
SNAP Access Sites	0
Fresh Access Bucks Outlet	0
Farmer's Market	3
Food Distribution (No Cost)	3
SNAP Retailers	75
Congregate Meal Sites	2

Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.

Source: Feeding Florida, USDA, Food-Banks, DCF, FDACS, 2025;

Public Transportation Options	Value
Bus Operations at least at the County	0
Rail Operations at least at the County	0
Public Transit Service Area (sq. mi.)	0
Public Transit Service Area Population	0
Annual Unlinked Trips	0
Vehicles Operated in Maximum Service (VOMS)	0
Total Miles of Bike Lanes	130

Information on service area is not reported by rural and intercity public transit.

VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.

Source: Federal Transit Administration, 2023, and FDOT, 2023-2024

Green Space	Value
Number of Nearby State Parks	4

Nearby refers to the park that has the shortest distance from the center of the county.

Source: Florida Department of Environmental Protection, 2025

Rural-Urban Designation	Value
Census Tracts Rural	50%
Census Tracts Urban	50%
Number of Census Tracts	12

Source: U.S. Department of Agriculture, 2019

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	3,625
Percent of Owners with High Cost Burden	15%
Renter-Occupied Households	1,663
Percent of Renters with High Cost Burden	36%

Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.

Source: The Shimberg Center for Housing Studies, 2023, U.S. Census Bureau, 2019-2023 ACS

Affordable Housing Inventory	Value
Properties	5
Properties Ready for Occupancy	5
Total Units	263
Units with Rent and/or Income Restrictions	263
Units Receiving Monthly Rental Assistance	159

Affordable housing inventory receives funding from HUD, Florida Housing Financing Corp., and the USDA. The inventory above includes older adults as its target population.

Source: The Shimberg Center for Housing Studies, 2022-2023

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	49%
Renter-Occupied Housing Units	28%

Source: U.S. Census Bureau, 2019-2023 ACS

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	98%
Renter-Occupied Households with Access to Vehicle(s)	86%

Source: U.S. Census Bureau, 2019-2023 ACS

Employment Status (65+)	Value	Percent
Number of Seniors Employed	11,565	47%
Number of Seniors Unemployed	234	1%

Source: U.S. Census Bureau, 2019-2023 ACS

Retirement (65+)	Value	Percent
Social Security Beneficiaries	22,655	83%
SSI Recipients	240	20%

SSI stands for Supplemental Security Income. To qualify, a person must be at least age 65 OR be blind or disabled. Also, the person must have limited income and resources.

Source: U.S. Social Security Administration, 2023

SNAP or Food Stamps	Value
Potentially Eligible	1,754
Annual Participants	1,545
Current Beneficiaries as of Dec-24	1,114
Percent of Total Population Receiving Benefits	4%

Potentially Eligible are individuals below 125% of the Federal Poverty Level

Source: Florida Department of Children and Families, 2024

2025 Profile of Older Floridians

Nassau County Health Profile and Medical Resources

The health and medical section presents the variety and availability of different types of facilities, medical professionals, and treatment services in the community. This includes complex estimates based on probable usage by older adults. For example, the "Medically Underserved" are areas designated by the U.S. Department of Health and Human Services as having too few primary care providers, high infant mortality, high poverty, or a high elderly population. Medical access and health support services information is an important area for community planners to ensure that support is in place to accommodate an older population.

Ambulatory Surgical Centers	Value
Facilities	1
Operating Rooms	2
Recovery Beds	5

Source: Florida AHCA, 2025

Hospitals	Value
Hospitals	1
Hospitals with Skilled Nursing Units	0
Hospital Beds	62
Skilled Nursing Unit Beds	0

Source: Florida AHCA, 2025

Medical Professionals	Value
Medical Doctors	
Licensed	136
Limited License	1
Critical Need Area License	0
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	5
Licensed Osteopathic Physicians	25
Dentists	42
Licensed Registered Nurses	1,740
Pharmacies	19

Source: Florida Department of Health, 2025

Assisted Living Facility	Value
Total ALF Beds	436
Optional State Supplementation (OSS) Beds	190
Non-OSS Beds	246
Total ALF Facilities	7
Facilities with Extended Congregate Care License	2
Facilities with Limited Mental Health License	2
Facilities with Limited Nursing Service License	1

Source: Florida AHCA, 2025

Medically Underserved	Value	Percent
Total Medically Underserved	0	0%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	0	0%

Source: Calculated using U.S. Health Resources & Services Administration and U.S. Census Bureau

Health Insurance 65+	Value	Percent
Insured	21,788	100%
Uninsured	17	0%

Source: U.S. Census Bureau, 2019-2023 ACS

Disability Status (65+)	Value	Percent
With One Type of Disability	2,800	---
With Two or More Disabilities	2,371	---
Total With Any Disability		
Hearing	3,531	14%
Vision	1,898	8%
Cognitive	1,430	6%
Ambulatory	4,121	17%
Self-Care	1,278	5%
Independent Living	2,380	10%
With No Disabilities	19,313	---
Probable Alzheimer's Cases (65+)	2,136	9%

Source: U.S. Census Bureau, 2019-2023 ACS, 2023 One-Year Estimate

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	1,838	16%
60+ Dual Eligible	1,666	75%

Source: Florida AHCA, 2025

Adult Day Care (ADC)	Value
ADC Facilities	2
Capacity	60

Source: Florida AHCA, 2025

Home Health Agencies	Value
Agencies	6
Medicaid Certified Agencies	0
Medicare Certified Agencies	2
Homemaker and Companion Service Companies	7

Source: Florida AHCA, 2025

2025 Profile of Older Floridians

Nassau County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	2
Community Beds	2
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNF Beds	240
Community Beds	240
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNFs With Community Beds	2
Community Bed Days	87,840
Community Patient Days	80,590
Medicaid Patient Days	52,242
Occupancy Rate	92%
Percent Medicaid	65%

The day the patient is admitted is a patient day. A bed day is a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.

Source: Florida AHCA, 2025

Emergency Medical Services (EMS) Providers	Value
--	-------

2

EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2025

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2025

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Department Overview, 2024

Dialysis	Value
End-Stage Renal Disease Centers	2

Source: Florida AHCA, 2024

Nassau County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in the legislative district that fall within particular storm surge evacuation zones, as well as the number of DOEA Home and Community-Based Services (HCBS) clients who reside in these zones. The estimate of electricity-dependent individuals is presented by insurance type to show the number of people who use electricity-dependent medical equipment necessary for things such as survival or mobility. This information can also be used to evaluate the sufficiency of shelters, generators, and evacuation route roadways to handle the needs of seniors and medically fragile adults in emergencies.

Electricity-Dependent	Value
Medicare Beneficiary	1,127
Medicaid Beneficiary	11

Medicare beneficiary includes the entire Medicare population (65+ and SSI Recipients).

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA, U.S. Centers for Medicare & Medicaid Services, 2024, and U.S. Department of Health & Source: FDEM, 2024

Shelter Resources	Value
Number of General Shelters	11
General Shelter Max Capacity in People	4,348
Number of Special Needs Shelters	3
Special Needs Shelters Max Capacity in People	329

Evacuation Zones	Value	Percent
DOEA HCBS Clients	199	100%
Zone A	20	10%
Zone B	6	3%
Zone C	30	15%
Zone D	31	16%
Zone E	23	12%
Lives in an Evac Zone and Has Memory Problems*	41	21%
Lives in an Evac Zone and Lives Alone*	84	42%

Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

*Note: There are additional county-specific evacuation zones not listed on this table.

Source: Florida DOEA eCIRTS, 2025; Florida Division of Emergency Management (FDEM), 2024

Homeless Students in Nassau County				
TOTAL HOMELESS STUDENTS	SHELTERS	SHARING HOUSE	OTHER	MOTELS
391	15	268	95	13

Source: Florida Department of Education's website:

<https://www.fldoe.org/policy/federal-edu-programs/title-ix-mvp/data-reports.stml>

The Percent of Population Below the Poverty Line by Age in Nassau County						
AGE	TOTAL ESTIMATE	TOTAL MARGIN OF ERROR	TOTAL BELOW POVERTY LINE ESTIMATE	TOTAL BELOW POVERTY LINE MARGIN OF ERROR	% BELOW POVERTY LINE	% BELOW POVERTY LINE MARGIN OF ERROR
Under 18 Years	19,581	+/- 538	3,632	+/- 1,956	18.50%	+/- 10.00
Under 5 years	5,003	+/- 784	1,338	+/- 865	26.70%	+/- 17.2
5-17 Years Old	14,578	+/- 947	2,294	+/- 1,519	15.70%	+/- 10.3
Related Children of Householder Under 18 Years	19,438	+/- 597	3,849	+/- 1,968	17.90%	+/- 10.1
18 - 64 years	56,875	+/- 668	5,300	+/- 1,813	9.30%	+/- 3.2
18 - 34 years	16,560	+/- 1,159	2,517	+/- 1,134	15.20%	+/- 6.9
35 - 64 years	40,315	+/- 1,215	2,783	+/- 1,477	6.90%	+/- 3.6
60 years and over	36,166	+/- 1,260	2,403	+/- 865	6.60%	+/- 2.4
65 years and over	26,963	+/- 831	1,912	+/- 775	7.10%	+/-2.8

Note: The poverty line is based on the U.S. Census's Poverty Threshold, which is the minimum annual income determined by the age, household type, and the number of children in a household for each family unit. The number of family units below that minimum annual income for each group is considered living below the poverty line. The minimum breakdown for each group is found at <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

Source: The American Community Survey 2024-Five-Year Estimates
Poverty Stats in the Past Twelve Months

Employment in Nassau County

LABEL	Total		Labor Force Participation Rate		Employment/Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 16 years and over	75,622	+/- 274	57.70%	+/- 1.3	54.70%	+/- 1.4	4.10%	+/- 1.2
AGE								
16 to 19 years	3,490	+/- 271	43.80%	+/- 8.1	39.60%	+/- 7.9	8.80%	+/- 5.9
20 to 24 years	4,293	+/- 243	83.30%	+/- 5.2	78.40%	+/- 6.2	4.80%	+/- 3.6
25 to 29 years	4,779	+/- 213	85.80%	+/- 4.6	78.00%	+/- 5.7	3.40%	+/- 4.1
30 to 34 years	5,233	+/- 212	86.90%	+/- 4.0	81.70%	+/- 5.4	4.00%	+/- 3.2
35 to 44 years	10,678	+/- 357	81.60%	+/- 4.5	73.50%	+/- 6.5	8.00%	+/- 4.3
45 to 54 years	11,966	+/- 384	80.80%	+/- 3.7	79.00%	+/- 3.4	2.30%	+/- 1.6
55 to 59 years	7,447	+/- 615	67.20%	+/- 5.1	65.90%	+/- 5.1	1.90%	+/- 1.5
60 to 64 years	6,695	+/- 602	53.60%	+/- 4.5	52.00%	+/- 4.3	3.00%	+/- 3.2
65 to 74 years	12,672	+/- 158	20.20%	+/- 2.7	19.80%	+/- 2.7	1.80%	+/- 1.1
75 years and over	8,369	+/- 155	4.60%	+/- 1.3	4.60%	+/- 1.3	0.00%	+/- 12.1
RACE AND HISPANIC OR LATINO ORIGIN								
White alone	66,673	+/- 501	56.90%	+/- 1.4	54..1%	+/- 1.5	3.90%	+/- 1.2
Black or African American alone	4,258	+/- 201	62.00%	+/- 5.2	57.70%	+/- 6.4	3.70%	+/- 4.7
American Indian and Alaska Native alone	175	+/- 76	40.00%	+/- 21.1	40.00%	+/- 21.1	0.00%	+/- 44.0
Asian alone	856	+/- 171	66.20%	+/- 17.0	66.20%	+/- 17.0	0.00%	+/- 8.4
Native Hawaiian and Other Pacific Islander	28	+/- 36	75.00%	+/- 59.3	75.00%	+/- 59.3	0.00%	+/- 80.3
Some other race alone	1,128	+/- 418	71.50%	+/- 10.2	1.42%	+/- 10.2	0.00%	+/- 6.0
Two or more races	2,504	+/- 452	64.60%	+/- 7.7	54.40%	+/- 9.9	12.60%	+/- 9.1
Hispanic or Latino origin (of any race)	3,490	+/- 129	73.70%	+/- 4.7	70.10%	+/- 5.0	4.00%	+/- 2.5
White alone, not Hispanic or Latino	65,074	+/- 377	56.50%	+/- 1.4	53.60%	+/- 1.5	4.10%	+/- 1.3

Employment in Nassau County (Continued)

LABEL	Total		Labor Force Participation Rate		Employment/Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 20 to 64 years	51,091	+/- 134	76.70%	+/- 1.6	72.50%	+/- 1.8	4.10%	+/- 1.2
SEX								
Male	25,444	+/- 138	84.00%	+/- 1.7	77.30%	+/- 2.2	5.50%	+/- 2.1
Female	25,647	+/- 116	69.50%	+/- 2.7	67.70%	+/- 2.7	2.50%	+/- 1.0
With own children under 18 years	8,887	+/- 568	68.60%	+/- 5.5	6.65%	+/- 5.4	3.00%	+/- 2.0
With own children under 6 years only	1,526	+/- 319	77.10%	+/- 8.8	7.62%	+/- 8.8	1.20%	+/-1.9
With own children under 6 years and 6 to 17 years old	1,917	+/- 501	55.90%	+/- 17.6	54.20%	+/- 17.2	2.30%	+/- 2.8
With own children to 6 to 17 years	5,444	+/- 664	70.60%	+/- 7.2	68.00%	+/- 6.9	3.70%	+/- 3.0
POVERTY STATUS IN THE PAST 12 MONTHS								
Below poverty level	4,413	+/- 590	46.00%	+/- 7.3	34.60%	+/- 8.1	24.80%	+/- 12.8
At or above the poverty level	46,319	+/- 625	80.20%	+/- 1.6	76.70%	+/- 1.9	3.00%	+/- 1.2
DISABILITY STATUS								
With any disability	7,163	+/- 848	54.20%	+/- 4.7	48.20%	+/- 5.1	10.40%	+/- 5.2
EDUCATIONAL ATTAINMENT								
Population 25 to 64 years	46,798	+/- 250	76.10%	+/- 1.6	72.00%	+/- 1.8	4.00%	+/- 1.3
Less than high school graduate	3,230	+/- 461	59.00%	+/- 6.9	54.60%	+/- 6.9	3.80%	+/- 2.9
High school graduate (includes equivalency)	15,179	+/- 951	73.90%	+/- 3.2	71.40%	+/- 3.5	2.50%	+/- 1.6
Some college or associate degree	15,084	+/- 909	78.50%	+/- 3.2	73.10%	+/- 3.5	5.60%	+/- 2.6
Bachelor's degree or higher	13,305	+/- 1,147	80.00%	+/- 3.2	75.60%	+/- 5.2	3.90%	+/- 3.6

Source: The American Community Survey 2024 Five-Year Estimates "Employment Status:

<https://data.census.gov/table/ACSST5Y2024.S2301?t=Employment:Employment+and+Labor+Force+Status&g=050XX00US12109>

Overview of Land Use, Population/Composition and Employment

The future land use map and demographics, when considered together indicate that Nassau is a rural County that is projected to grow significantly. Growth and development have been brisk in the recent past, and this is anticipated to continue, as evidenced by master planned communities and industrial areas currently in the planning or development stages. This will result in more jobs. The population is projected to grow and is aging. Despite positive trends, 10% of households in the County are in poverty, and this may be compounded if growth makes affordable housing harder to find or overall causes the cost of living to rise.

The ALICE (Asset Limited, Income Constrained, Employed) report, done in 2026 by the United Way of Florida, analyzed households that earn more than the U.S. poverty level but less than the basic cost of living for the County. While conditions have improved for some households, many continue to struggle, especially as wages fail to keep pace with the rising cost of household essentials (housing, child care, food, transportation, health care, and a basic smartphone plan). Households below the ALICE Threshold —ALICE households plus those in poverty — can't afford the essentials.

2024 Point-in-Time-Data

- Population: 104,376
- Number of Households: 41,919
- Median Household Income: \$90,874 (state average: \$77,735)
- Labor Force Participation Rate: 60% (state average: 61%)
- ALICE Households: 29% (state average: 34%)
- Households in Poverty: 9% (state average: 12%)

The Household Survival Budget reflects the minimum cost to live and work in the current economy and includes housing, child care, food, transportation, health care, technology, and taxes. It does not include savings for emergencies or future goals like college or retirement. In 2024, household costs in every county in Florida were well above the Federal Poverty Level of \$15,060 for a single adult and \$31,200 for a family of four.

Household Survival Budget, Nassau County, Florida, 2024								
Monthly Costs	Single Adult	One Adult, One Child	One Adult, One In Child Care	Two Adults	Two Adults Two Children	Two Adults, Two In Child Care	Single Adult 65+	Two Adults 65+
Housing	\$1,364	\$1,489	\$1,489	\$1,489	\$1,764	\$1,764	\$1,364	\$1,489
Child Care	\$0	\$203	\$542	\$0	\$406	\$1,167	\$0	\$0
Food	\$555	\$938	\$841	\$1,017	\$1,705	\$1,504	\$511	\$936
Transportation	\$424	\$516	\$516	\$598	\$869	\$869	\$362	\$475
Health Care	\$189	\$529	\$529	\$529	\$900	\$900	\$502	\$1,003
Technology	\$97	\$97	\$97	\$131	\$131	\$131	\$97	\$131
Miscellaneous	\$263	\$377	\$401	\$376	\$578	\$634	\$284	\$403
Taxes	\$403	\$362	\$404	\$488	\$503	\$606	\$448	\$707
Monthly Total	\$3,295	\$4,511	\$4,819	\$4,628	\$6,856	\$7,575	\$3,568	\$5,144
ANNUAL TOTAL	\$39,540	\$54,132	\$57,828	\$55,536	\$82,272	\$90,900	\$42,816	\$61,728
Hourly Wage	\$19.77	\$27.07	\$28.91	\$27.77	\$41.14	\$45.45	\$21.41	\$30.86

Major Trip Generators/Attractors

Trips are generated by the daily needs of residents. They are also generated by nursing homes and long-term care facilities, the local college, and public or multi-family housing. Nassau County Council on Aging facilities, doctor's offices and shopping areas are attractors for trips, as are the downtowns of Fernandina Beach, Yulee, and Callahan, along with job centers on Amelia Island. The City of Jacksonville is an attractor outside of the County, for those seeking education, health care and/or jobs.

Inventory of Available Transportation Services

Other than Nassau Transit powered by Jacksonville Transportation Authority and transportation network companies that provide rides to or from Nassau County, the following taxi services are based in the County:

- 8 Flags of Amelia Airport Transportation
- Eagle Express Transportation
- First Coast Transportation
- Affordable Transportation
- Relax & Ride
- Amelia Airport Shuttle
- Cruz N Cab

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2019 is 32,188 or 37.1% of the total population. The forecast for 2019 considers that of the TD population, 4,792 persons are considered to be of critical need. This is comprised of 3,871 persons who are considered to have severe disabilities and 921 persons of low income without access to an automobile or transit. The critical need population could be expected to make 1,939 daily trips. The forecast model is included as Appendix X.

Needs Assessment

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

Section 5310 - Transit for the Elderly and Persons with Disabilities – This program provides formula funding to states to assist private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities when transportation service is unavailable, insufficient, or inappropriate to meet these needs.

Section 5311 – Rural and Small Urban Areas – This program provides formula funding to states for the purpose of supporting public transportation in areas for less than 50,000 people. Funds may be used of capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofits organizations and operators of public transportation services. This formula funding will now be used to provide funding for the deviated fixed route service from the west side and eastern Nassau County to Yulee and on to Jacksonville. This service was previously funded through Section 5316 funding.

Section 5316 – Job Access and Reverse Commute Program (JARC) – The new MAP-21 Federal funding legislation is combining the 5316 program into the 5311 program.

Section 5317 – New Freedom – The new MAP-21 Federal funding legislation is combining the 5317 program into the 5310 program.

Section 5339 – Bus and Bus Facilities Formula Program – Federal funding for capital assistance.

5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results				
Fiscal Year	Section 5310	Section 5311	Section 5339	Funded (updated the next year)
19/20				CTD \$316,024
20/21		\$957,928	\$86,350 - One (1) 23' cutaway with 14 ambulatory seats, two (2) W/C positions.	5311 \$957,928 Total (Federal 50% - 478,964, Local 50% - 478,964)

			5339 - \$86,350 capital
21/22	\$1,080,011 Operating funds (CRRSAA/ARP)	\$112,100 in federal CAPITAL funds for two (2) REPLACEMENT Chrysler Voyager Minivans with three (3) ambulatory seats and two (2) W/C positions.	CRRSAA/ARP - \$1,778,030 5339 - \$145,600 (All federal funding)
22/23	\$1,080,011	\$198,336 in federal CAPITAL funds for two (2) REPLACEMENT Cutaways with 12 AMB and 2 W/C positions.	
23/24		\$533,265 in federal CAPITAL funds for three (3) REPLACEMENT Cutaways with 14 AMB and 2 W/C positions.	

Barriers to Coordination (From Prior Plan)

The following are identified barriers to the Coordination process:

- Agencies that do not budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
- Lack of a dedicated funding source for operating and capital expenses.
- Lack of adequate funding for coordinating transportation services.
- Increasing cost of fuel, vehicles and insurance.
- Lack of specialized medical care (particularly kidney dialysis) located in the county.
- Lack of job growth to handle potential WAGES clients.

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION PLAN

Goal 1: Coordination of transportation disadvantaged services

OBJECTIVE 1.1: Contract with agencies purchasing transportation services using public funds.

Strategy 1.1.1: Utilize executed Purchase of Service Agreements (POS) as necessary with all agencies purchasing transportation services with public funds prior to service being initiated. Such POS Agreements shall specify the service and cost of each type of transportation service to be provided (fixed, direct, indirect, per mile, etc.).

Implementation Schedule: The CTC will act as soon as it becomes aware of the need for a POS. Reporting will be as needed or in the final quarter, when the TDSP is reviewed.

Goal 2: Focus on consumer choice and efficiency.

OBJECTIVE 2.1: Arrange transportation services to maximize consumer choice and vehicle efficiency.

Strategy 2.1.1: As funding permits, maintain operations of deviated fixed-route systems.

Strategy 2.1.2: Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.

Strategy 2.1.3: Survey transportation system users for potential ridership levels and develop routes accordingly.

Strategy 2.1.4: Increase number of clients/riders served.

Strategy 2.1.5: Maximize the multi-loading of vehicle trips as practical to reduce cost per trip and maximize efficiency.

Strategy 2.1.4 As the State and County allow, and as the CTD develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Baker County or regionally to maximize efficiency and choice.

Implementation Schedule: The CTC will track data and report in the final quarter, when the TDSP is reviewed.

OBJECTIVE 2.2: Market the system within Nassau County and regionally.

Strategy 2.2.1: Promote service availability to agencies and consumers through advertising efforts, social media, partnerships, the distribution of flyers to social service agencies and consumers, and to the general public at County events.

Strategy 2.2.2: Maintain an on-time performance of at least 90 percent for all completed medical trips, as this will help the system “sell itself” by word of mouth.

Implementation Schedule: The CTC will market on an ongoing basis. On-time performance will be reported with the annual evaluation done by the LCB.

Goal 3: **Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.**

OBJECTIVE 3.1: Adhere to strict budget of non-sponsored funding to prevent over-spending or under-spending of non-sponsored trip monies at end of grant year cycle.

Strategy 3.1.1: Delineate budget utilizing non-sponsored monies with monthly allocation. Provide report to LCB on status of these funds at each meeting.

Implementation Schedule: The CTC will track the budget on an ongoing basis and report quarterly to the LCB.

Goal 4: **Utilize the expertise of the Local Coordinating Board.**

OBJECTIVE 4.1: Complete all reports in a timely fashion, which require Coordinating Board approval and/or review, including all reports requested by the Coordinating Board.

Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.

Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.

Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the CTD on or before September 15.

Strategy 4.1.4: Present rate calculation for the LCB approval.

Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.

Implementation Schedule: The CTC and Planning Agency will provide timely reporting to the LCB and the Commission on an ongoing basis.

Goal 5: **Customer Satisfaction.**

OBJECTIVE 5.1: The LCB shall monitor the quality of service provided by the CTC.

Strategy 5.1.1: The CTC shall report complaints to the LCB.

Strategy 5.1.2: The CTC will respond to grievances as specified by the bylaws of the LCB.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 6: **Maintain and plan for a safe and adequate fleet.**

OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.

Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC

fiscal year.

Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 7: **Support regional transit.**

OBJECTIVE 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.

Strategy 7.3.1: Continue to participate in the Northeast Florida Regional Transit Working Group (RTWG) in implementing the Regional Transit Action Plan.

Strategy 7.3.2: Coordinate multi-county trips and service enhancement between Nassau County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTWG (Baker, Clay, Duval, Putnam and St. Johns Counties).

Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTWG as needed. Other efforts are ongoing.

Performance Measures (For Consideration)

These measures will assist in determining if the goals, objectives and strategies are being met:

Performance Measure	Target
On-Time Performance	At least 90% for medical

SECTION 3 – SERVICE PLAN

OPERATIONS

Operations

The operations element is a profile of the Nassau County coordinated transportation system. This element is intended to provide basic information about the daily operations of Nassau Transit powered by Jacksonville Transportation Authority.

Types, Hours, and Days of Service

Nassau Transit powered by Jacksonville Transportation Authority provides non-emergency transportation services to ambulatory and clients utilizing a wheelchair within the Nassau County service area. Service days are Monday through Friday, with the ability to extend service days and/or service hours to Saturday, Sunday and holidays at the discretion of JTA Operations Leadership. Nassau Transit powered by Jacksonville Transportation Authority observes all Federal holidays; only life sustaining trips will be accepted for these days.

The classifications of transportation services provided by Nassau Transit powered by Jacksonville Transportation Authority are Ambulatory and Wheelchair. Nassau TRANSIT transports its clients on a door-to-door basis depending on the needs of those people who are ambulatory or wheelchair-bound. Nassau TRANSIT may determine that the needs of a client require additional assistance. In these cases, the client will be required to travel by escort. Drivers may not assist wheelchairs up and down more than one step unless it can be performed safely as determined by the passenger, guardian, and the driver.

Phone Number and Office Hours:

- Phone Number: 904-261-0700 or 800-298-9122
- Office hours: Monday – Friday, 8:00am to 5:00pm

Accessing Services

Ridership Eligibility

It is the policy of the Local Coordinating Board (LCB) that Transportation Disadvantaged funds are to be used only after all other transportation options have been exhausted. To be eligible for Transportation Disadvantaged (TD) services, an applicant must be a Nassau County resident and meet the following eligibility criteria:

- Individuals cannot self-declare their eligibility; verification is required
- Individuals who are 60 years of age or older are eligible if either:
 - Have no other transportation options
 - OR
 - Are unable to afford transportation (Household Income [HHI] guidelines may apply).
- Individuals under 60 years of age are also eligible if they:
 - Are disabled (e.g., documentation from a medical provider or agency such as the Social Security Administration or the Agency for Persons with Disabilities),.

OR

- Have a household income below 150% of the Federal Poverty Guidelines, as established by the Department of Housing and Urban Development (HUD).

- No other funding sources (e.g., Medicaid, other programs) available to cover transportation.
- Must use the flex route if available and have the ability to use it.
- Must pay the appropriate co-pay per trip as determined by the Local Coordinating Board (LCB).

Eligibility Process

To determine eligibility for transportation, every rider must complete an eligibility application from the Nassau Transit powered by Jacksonville Transportation Authority. To retrieve this form, in-person, by email or fax, prospective clients can call the Operations Office – 904-261-0700 or toll-free number at 800-298-9122. Additionally, the application can be retrieved online at www.jtafla.com/nassau. On this website, the prospective client can review the instructions for eligibility, download the application and mail/drop-off the application at the appropriate Nassau Transit powered by Jacksonville Transportation Authority Transportation office, currently located at:

Nassau Transit powered by Jacksonville Transportation Authority
102 N. 13th Street
Fernandina Beach, Florida 32034

The eligibility application must be filled out along with valid identification (ID) to be considered for transportation services. If assistance is needed in completing the application, the Nassau Transit powered by Jacksonville Transportation Authority staff members are available to help. The completed application is reviewed by the Nassau Transit powered by Jacksonville Transportation Authority staff and a determination will be made based on the information provided. The form will be reviewed within three business days of receipt. Eligibility will be documented in scheduling software and a phone call will be made and a notification letter will be mailed with a decision of eligibility.

The Nassau Transit powered by Jacksonville Transportation Authority serves a limited group of people, including the following:

- Americans with Disabilities Act (ADA): Individuals with disabilities.
- Transportation Disadvantaged (TD): Includes qualifying individuals in areas where fixed route service does not operate who have no other means of transportation.
- Agencies: Includes people whose trips are under a negotiated agency contract with the Nassau County Board of County Commissioners and an amendment to the Funding Agreement between Nassau County Board of County Commissioners and the Jacksonville Transportation Authority has been fully executed.

The Nassau Transit powered by Jacksonville Transportation Authority staff will determine the funding category appropriate for each customer.

The Nassau County Transportation Disadvantaged Local Coordinating Board has established an eligibility process for the provision of TD service to Nassau County residents. Recognizing that the TD funding is very limited the CTC has decided to recertify clients every three (3) years. Clients will need to reapply every three (3) years to

continue eligibility. If there is a change in a customer's financial or medical condition, they should contact eligibility immediately to discuss. Proof of income is required to qualify for TD funding.

Upon expiration or failure to re-certify for eligibility, a customer will not be able to utilize transportation until the process is completed. Applications for TD eligibility determination process requires a multi-step qualification process that substantiates the individual's ability to meet the criteria outline Chapter 427 F.S.

Local Service Standards

Trip Prioritization

Nassau Transit powered by Jacksonville Transportation Authority Transportation Non-Sponsored Priority Listing: Utilized to prioritize trip types based on available funding.

Category 1: Life Sustaining/Medical Services

- A. Life Sustaining Appointment (e.g., Dialysis/Cancer Treatment)
- B. Medical Appointments (e.g. visit to a doctor's medical offices or medical facilities)

Category 2: Essential Services

- A. Nutrition/Grocery Shopping/Pharmacy
- B. Social Services
- C. Employment/Training

Category 3: Other

- A. Shopping (Other), Recreation, Hygiene/Grooming, Other Trips

Trip Scheduling Policies

Advance Notification

Individuals wishing to use Nassau Transit powered by Jacksonville Transportation Authority services can access the system by calling the reservation numbers (904) 261-0700 or 1-800-298-9122. Hearing and voice impaired people may access the transportation system through the TDD dedicated line at (904) 284-3134 or through the Florida Relay Service.

A 72-hour (not counting weekends and/or holidays) advance notice is required by Nassau Transit powered by Jacksonville Transportation Authority to obtain transportation services. Less than 72-hour requests are allowed in special circumstances on a space-available basis. Same-day requests for hospital discharges can be provided dependent upon driver/schedule availability. Request service by calling Nassau Transit powered by Jacksonville Transportation Authority Operations Office at (904) 261-0700 or through the Florida Relay Service 1-800-955-8770 Voice.

Trip Cancellation

Cancellations of reserved trips are effective only if received by telephone at the Transportation Office. Notifications to Bus Operators are not recognized as cancellation notices. Cancellations should be received by 5:00pm the day before the trip. A cancellation received after 5:00pm for a trip scheduled for the next business day will be considered a “No-Show” if the trip is scheduled for pick-up at 12:00pm (noon) or later. Appointments must be made during normal duty hours with Nassau Transit powered by Jacksonville Transportation Authority transportation office.

No-Show Policy

FTA regulations allow Nassau Transit powered by Jacksonville Transportation Authority services to be suspended when a customer consistently misses scheduled trips and establishes a pattern of policy abuse. Trips missed by the individual for reasons beyond his or her control shall not be a basis for determining that such a pattern or practice exists.

Customers who indicate they are not ready or will not be traveling as scheduled will also be recorded as cancellation at the door which is a form of No-Show. Customers who do not call to cancel at least ninety (90) minutes prior to the negotiated pick-up time will be recorded as late cancels, which is considered a form of No-Show.

When a customer has violated the No-Show policy more than three times in 30 days, the following process and suspension times will be utilized:

First thirty (30) day period:

- Phone call to the customer/caregiver to discuss the customer’s No-Show history for the current month.
- First No-Show notification letter is mailed.

Second thirty (30) day period:

- Phone call to the customer/caregiver to discuss the customer’s No-Show history for the current month.
- The second No-Show notification letter is mailed stating that the customer will be eligible for suspension with additional violation of No-Show policy.

Third thirty (30) day period:

- End of the third thirty (30) day period.
- The final No-Show notification letter is mailed stating that the customer is eligible for suspension due to No-Show policy abuse.

Fourth thirty (30) day period:

- A suspension of service letter is mailed to the client.
- A service suspension may be appealed by making a verbal or written appeal of suspension to the Eligibility Center within 60 calendar days of the date of the written notification of suspension, and no later than the date listed in the body of the letter. Verbal requests can be made by calling Nassau Transit powered by Jacksonville Transportation Authority Operations office, Monday through Friday 8 a.m. to 5 p.m. or a written request may be sent to:

Nassau Transit powered by Jacksonville Transportation Authority
102 N. 13th Street
Fernandina Beach, Florida 32034

- 1st offense - Seven (7) day suspension after written notification and opportunity for the customer to appeal.
- 2nd offense – Fifteen (15) day suspension after written notification and opportunity for the customer to appeal.
- 3rd offense – Thirty (30) day suspension after written notification and opportunity for the customer to appeal.

* In accordance with FTA regulations, when a No-Show occurs on the first leg of a trip, all later rides for the day will not automatically be canceled. It is the customer's responsibility to cancel the rides (service) they no longer need; this includes return trips.

Standing Order/Subscription Trip

A standing order (or subscription trip) is the permanent reservation of a regular trip made by a rider. This eliminates the need to make an individual reservation for each trip. The trip must be from the same place, at the same time on the same day(s) of the week. The trip must be taken at least once per week, for at least six months. One standing order is allowed per rider. Mirroring rules for the ADA paratransit service, subscription trips cannot exceed 50% of the system's capacity at any one time.

Other Local Service Policies

Agency-Sponsored Trips

Definition:

Trips paid for by a sponsoring agency through a contractual agreement with the Nassau County Board of County Commissioners and an amendment to the Funding Agreement between Nassau County Board of County Commissioners and the Jacksonville Transportation Authority has been fully executed. Agency-Sponsored Trips shall not impact Category 1: Life Sustaining/Medical Service trips nor ADA trips. Agency-Sponsored Trips shall be tracked separately for monthly reporting purposes and shall seek to recover the full cost of such additional services.

Door-to-Door

Definition:

Door-to-door is a type of service provided in which the point of origin is the client's home, except when in a nursing home or hospital. This service provides first floor door-to-door service. Drivers are not to enter the client's residence. Nursing homes, hospitals and facilities at point of origin can be picked up from nurse's station or common lobby area. Drivers are not required to act as personal care attendants, babysitters, or to provide any medical service.

Nassau Transit powered by Jacksonville Transportation Authority transports clients on a door-to-door basis depending on the needs of those individuals who are ambulatory or clients in wheelchairs. The driver should 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 in the vehicle. Drivers may not assist wheelchairs up and down steps. Clients requiring additional assistance will be required to travel with an escort.

Commission Service Standards

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The LCB will develop and evaluate Nassau Transit powered by Jacksonville Transportation Authority's compliance with established service standards annually. The LCB will accept any agency's review of Nassau Transit powered by Jacksonville Transportation Authority which encompasses any of the standards as part of the evaluation to determine compliance with that standard.

Driver Safety Policies

Drug and Alcohol Testing

All Safety-sensitive job positions shall comply with the pre-employment, randomized, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration if Section 5311 funds are used.

Driver Background Screening

Nassau Transit powered by Jacksonville Transportation Authority (or subcontractor) will perform all required background screening as required by 14.90. Level 2 background checks may be required on a case-by-case basis.

Driver Identification

Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communication with the specific passenger upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers should wear clean uniform shirts and have a photo identification and/or name badge always displayed in view when transporting passengers.

Cardiopulmonary Resuscitation

The CTC has elected to recommend but does not require its contracted drivers to be trained in First Aid or CPR. Should the need arise for a client to require First Aid or CPR, it is the policy of the CTC that the driver notifies Dispatch immediately. Dispatch will call rescue and request that emergency personnel be dispatched to the correct location for professional emergency care.

Preventable Accidents

Nassau Transit powered by Jacksonville Transportation Authority will compile a quarterly report of all reportable preventable accidents for presentation to the Local Coordinating Board for its review. A reportable crash shall be defined as an accident in which at least \$1,000 damage occurred and/or Nassau Transit powered by Jacksonville Transportation Authority Nassau TRANSIT driver was cited with a traffic violation. Nassau Transit powered by Jacksonville Transportation Authority shall strive to sustain not more than 1.0 reportable crash per 100,000 vehicle miles for the established Annual Operating Report period.

Rider Policies

Escorts

Escorts must be provided by the passenger. Any escort must have the same origin and destination as the client. The escorts must be able to provide the necessary assistance to the passengers and must ride on the vehicle with the

client they are assisting. Escorts do not ride for free under the TD program. The Escort is required to pay the same fare as the eligible individual. Only one escort may travel with the customer at any time, provided space is reserved when the trip is booked. When scheduling trips, the customer must tell the reservationist that you will be traveling with an escort. Drivers cannot add escorts who are not included on the reservation.

Children and Restraints

Children under age 14 and individuals requiring special loading assistance will be required to be accompanied by an escort. All passengers under the age of 4 and/or under 45 pounds are encouraged to use a child restraint device. This device shall be provided by the passenger.

Rider Property

Property that can be carried by the passenger and/or driver in one trip that can be safely stowed on the vehicle may be brought on board the vehicle at no additional charge. The number of shopping bags allowed will be based on the number of individuals on board the vehicle and the number of bags that can be safely stowed by the driver. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen bottles and personal assistance devices.

Passenger Assistance

A driver shall provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. Boarding assistance includes: (1) Opening the vehicle door; (2) Fastening the seat belt or utilization of a wheelchair device; (3) Storage and securement of mobility assistance devices; and (4) Closing the door. All assisted access must be given in courteous and dignified manner. Drivers will not drive/operate in a client's motorized wheelchair or scooter.

Wheelchair Assistance

Drivers may not assist with a wheelchair up or down stairs.

Smoking

Smoking is prohibited in any vehicle.

Food and Drinks

Except for medically necessary reasons verified by a licensed physician in writing, eating and drinking in a Nassau Transit powered by Jacksonville Transportation Authority vehicle is prohibited.

Harassment/Disruptive Behavior

Nassau Transit powered by Jacksonville Transportation Authority may deny service for those clients that violate the code of conduct. The Code of Conduct referenced in Section E.

Nassau Transit powered by Jacksonville Transportation Authority should maintain a database of client records which include the name, address, telephone number, email, funding source eligibility and special requirements of each passenger. Nassau Transit powered by Jacksonville Transportation Authority also maintains an emergency contact name and number in the client records. These records are necessary in the event a trip delay occurs, and Nassau Transit powered by Jacksonville Transportation Authority should contact a rider or guardian to explain the delay or any relevant information.

Vehicle Policies

Vehicle Cleanliness

The interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, foul smells and strong odors, graffiti, scratches, vandalism, 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. All vehicles shall be cleaned (interior and exterior) on a regular schedule. The exterior of all vehicles shall be free of dirt, grime, oil, trash, torn logos, leaks, graffiti, scratches, vandalism, extensive damage and dents.

Adequate Seating

Vehicle seating shall not exceed the manufacture's recommended capacity.

Vehicle Availability

If it is determined that a person in the client's household owns a vehicle, documentation must be provided that the vehicle is not available to provide transportation for the client.

Communication Equipment

Each vehicle is equipped with two-way radio communications, in good working order and always audible from the driver to the base. Portable radios are available should the main radio go down during the day. Radios that are disabled will be reported and repaired/replaced immediately.

Air Conditioning/Heating of Vehicles

All vehicles in the coordinated system shall have working air conditioning and heating. Vehicles that do not have a working air conditioner and heater will be scheduled for repair or replacement as soon as possible.

Road Calls

Nassau Transit powered by Jacksonville Transportation Authority will compile a quarterly report of all road calls for presentation to the Local Coordinating Board (LCB) for their review. A road call is defined as an interruption of service during the time the vehicle is in-service, and which may or may not involve a mechanical failure of some element of the vehicle.

Vehicle Inventory

A vehicle inventory for Nassau Transit powered by Jacksonville Transportation Authority will be included.

Service Policies

Out-of-Service Area Trips

Nassau Transit powered by Jacksonville Transportation Authority can provide out-of-service area trips as needed up to 15 miles with the approval of the funding source and JTA Operations. Documentation from the client's physician that the requested service or treatment is not available within Nassau County may be required prior to the transportation service being rendered. Because of the time and distance required to travel into the Jacksonville area (or other areas outside of service area), Nassau Transit powered by Jacksonville Transportation Authority can restrict how many days these routes will run; limit destinations along defined corridors to maximize loading; establish

higher co-pays based on distances; and other such measures to prevent long trips with low passenger rates that are not cost effective to overall operations.

Rider/Trip Database

Nassau Transit powered by Jacksonville Transportation Authority maintains a database of client records which includes the name, address, telephone number, email, funding source eligibility and special requirements of each passenger. When transporting children and adult day health care clients, Nassau Transit powered by Jacksonville Transportation Authority also maintains an emergency contact name and number in the client records. These records are necessary in the event that a trip delay occurs, and Nassau Transit powered by Jacksonville Transportation Authority needs to contact a rider or guardian to explain the delay or any relevant information.

Hazardous Driveways

Nassau Transit powered by Jacksonville Transportation Authority may deny service to any client on a private driveway where a hazardous driveway is determined by a local Nassau government entity (e.g. Police, Fire and Rescue, Public Works or School Board). This entity will provide documentation by way of a certified letter verifying that the private driveway is hazardous and not appropriate for public vehicles.

Call Hold Time

Nassau Transit powered by Jacksonville Transportation Authority takes all calls for all trips from eligible Nassau Transit powered by Jacksonville Transportation Authority customers using a multi-line phone system that is covered by staff from 8:00am to 5:00pm Monday through Friday. Calls made during these hours will not be placed on hold for more than three (3) minutes. After-hour calls on the answering machine will be answered the next business day.

On-Time Performance

Nassau Transit powered by Jacksonville Transportation Authority uses computer-assisted scheduling software to reserve and route all trips. The Operation Manager determines routes for the next working day and produces a vehicle manifest for each assigned driver. These manifests are produced with cost effectiveness/vehicle availability in mind and may not always result in convenience for the client. Based on the loading, the client will be given an estimated pickup time.

Clients are asked to be ready 30 minutes before their scheduled (estimated) pickup times. Nassau Transit powered by Jacksonville Transportation Authority will make every effort to reduce the length of travel and time delivered prior to the appointment time to a minimum based on that day's schedule. Because of multi-loading requirements, especially trips cross-county, pick up times may be hours before appointment times to accommodate others with earlier appointment times. Nassau Transit powered by Jacksonville Transportation Authority strives to maintain a 90% On-Time Performance for all medical/life sustaining trips.

Pick-Up Window

Passengers are required to call the day before their trip to receive their estimated pick-up time. Passengers must be ready 30 minutes prior to the estimated pickup time and understand that drivers will make every attempt to pick up passengers no later than 30 minutes after the approximate pick-up time. Drivers may call passengers the day prior to a pick-up to confirm pick-up times, especially for very early morning pickups, but it remains the responsibility of the passenger to call Nassau Transit powered by Jacksonville Transportation Authority to learn of their scheduled time.

Additional Information

Local Toll-Free Telephone Number

A local toll-free telephone number shall be posted in all vehicles within the system for passengers to contact the Transportation Office. These telephone numbers shall be included in the complaint process in addition to the Ombudsman Telephone number in the complaint process. All Nassau Transit powered by Jacksonville Transportation Authority vehicles will also display local contact numbers visible from outside the vehicle.

Billing Requirements

The CTC shall pay all bills within 30 days to subcontractors after receipt of said payment by the CTC.

Complaints

See Local Complaint and Grievance Procedure/Process below.

Emergency Preparedness and Response

The Disaster Preparedness Plan for Nassau Transit powered by Jacksonville Transportation Authority has been included in Nassau County's Comprehensive Emergency Plan (CEMP) and the Jacksonville Transportation Authority Disaster Preparedness Plan.

Education Efforts/Marketing

Currently, Nassau Transit powered by Jacksonville Transportation Authority advertises transportation services through the following methods: driver distribution of collateral, printed mailers, social media campaigns, outreach efforts, and on the JTA website: www.jtafla.com/nassau

System Safety Plan

The JTA System Safety Program Plan will be included.

ADA Policies

Accommodating Mobility Aids / Life Support Systems

Portable medical oxygen is allowed on board all vehicles provided that the passenger is capable of administering the oxygen themselves. At no time will Nassau Transit powered by Jacksonville Transportation Authority employees be involved in the administration of oxygen.

Standeers on Lift

Clients can request the use of the lift as accommodation if necessary.

Service Animals

Service animals shall be permitted to accompany their users in any Nassau Transit powered by Jacksonville Transportation Authority vehicle or facility.

Transfer

When transporting users of three-wheeled wheelchairs or other mobility devices that pose securement problems, entities can request that the user transfer to a vehicle seat. The regulations do not, however, allow entities to require such a transfer. For some users of these devices, transfers pose a safety risk. Vehicle seats also are not always designed to provide the specific support that an individual may need. Entities can explain to riders the

reasons for requesting a transfer but must allow them to make the final decision on whether a transfer is appropriate given their particular disability.

Equipment Operation (Lift and Securement Usage)

Section 37.165 of the ADA regulations establishes the policy regarding the use of lifts and securement devices. Subsection (b) requires that all “common wheelchairs” and their users be transported. A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length, measured 2 inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three-wheeled and four-wheeled mobility aids. Three-wheeled “scooters” and other non-traditional designs that fit within these standards must be transported.

Subsection (c) requires that wheelchairs be secured during transport. Vehicle operators are to assist passengers in the use of the lift, ramp, and securement systems.

Use of the securement system can be required as a condition of receiving service. If a vehicle has a securement system which meets the new standards of Part 38 of the regulations, wheelchair users must be transported in a forward-facing or rear-facing position.

Service cannot be denied on the grounds that a mobility device cannot be secured to the provider’s satisfaction. Providers should make every effort to obtain state-of-the-art securement systems that accommodate all types of wheelchairs.

In addition to a securement system for mobility aids, each securement area provided on a vehicle must be equipped with a three-point passenger restraint system. Mobility aid users can only be required to use this restraint system, however, if all other passengers on the vehicle are required to use a similar system. For example, if a paratransit service requires all passengers to use a seat belt, mobility aid users can also be required to use a seat belt (use of the shoulder harness could not be required, though, unless this was a policy for all passengers).

Passenger Sensitivity

All employees of Nassau Transit powered by Jacksonville Transportation Authority will receive initial and ongoing passenger sensitivity training.

Clients’ Requirements for Receiving Services

Proper Function of Client Equipment

a. Wheelchair Transport

This section refers to clients who can sit upright and have no acute medical problems that require them to remain in a lying position or those clients who are continually confined to a wheelchair.

MANUAL WHEELCHAIRS: Wheelchair mechanisms for manual parts must be in proper working condition in order to be transported. Parts include the following: Hand grips, vinyl back and seat, wheel casters, brakes/brake lever, and footrests.

ELECTRIC WHEELCHAIRS AND SCOOTERS: Electrical systems of motorized wheelchairs and scooters must be properly functioning and free of leaking parts.

Wheelchair Riders

Drivers are not permitted to lift a rider from bed into the wheelchair. The rider should be in the wheelchair, with proper footrest attached, prior to pick up.

Clients with Illnesses and/or Wound(s)

If a medical professional deems that a client who is ill is medically contagious, then the CTC will not be able to provide transportation. Clients who have open/leaking wounds and/or sores or leaking bodily fluids will not be transported or must have them covered during transport for the safety of other clients and the driver.

Client Code of Conduct and Denial of Service

Policy Statement

It is the policy of Nassau Transit powered by Jacksonville Transportation Authority to provide safe and reliable transportation services free of fear or violence. Unacceptable conduct by clients of Nassau Transit powered by Jacksonville Transportation Authority shall not be tolerated and shall be discouraged by the use of increasingly severe sanctions. It is recognized that some actions may be so intolerable or dangerous as to require immediate termination of service and/or removal from the vehicle.

Definitions of Prohibited Conduct

VIOLENT CONDUCT: Conduct by an individual that creates fear in another individual or results in unwarranted physical contact with another individual.

SERIOUSLY DISRUPTIVE CONDUCT: Conduct by an individual which demeans, denigrates or intimidates any other individual or interferes with the performance of another individual's actions.

ILLEGAL CONDUCT: Conduct which is prohibited by law or regulation and may include violent or seriously disruptive behavior.

Disciplinary Procedures

These procedures shall be in accordance with Section 46,105 and Section 37.5(h) of the Department of Transportation rule implementing the Americans with Disabilities Act which states:

“It is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy or inconvenience employees of the entity or other persons.”

The following procedures have been developed to ensure the safety and well-being of employees and other clients of Nassau TRANSIT. All instances of unacceptable conduct shall be documented, in writing, by the employee who witnessed the conduct and forwarded it to the General Manager who shall then determine what action shall be taken. Actions to be taken by the General Manager shall follow the incremental steps outlined below:

FIRST OFFENSE: A written notification shall be sent to the offending individual, via certified mail with a return receipt requested. This notification shall detail the conduct deemed unacceptable, state that the notification is to be considered an official warning, and state that any reoccurrence of the conduct deemed unacceptable within one calendar year shall lead to further disciplinary action. A copy of the notification shall also be forwarded to the Designated Official Planning Agency.

SECOND OFFENSE: For a second offense that occurs within one calendar year of a first offense, written notification shall be sent, via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be suspended for a period of time not exceeding thirty (30) days. The exact length of the suspension shall be determined by the General Manager. A copy of the notification shall be forwarded to the Designated Official Planning Agency.

THIRD OFFENSE: For a third offense that occurs within one calendar year of a second offense, with the concurrence of the Nassau Transit powered by Jacksonville Transportation Authority, a written notification shall be sent, via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be removed from Nassau Transit powered by Jacksonville Transportation Authority permanently. A copy of the notification shall also be forwarded to the Designated Official Planning Agency.

No suspension or expulsion shall occur until after the time limit for making an appeal has expired, with the exception of Prohibited Conduct so dangerous or disruptive that it interferes with the immediate safety or well-being of any employee or other client.

Code of Conduct for Nassau TRANSIT

All passengers are required to abide by this Code of Conduct.

1. All passengers must pay the proper fare, if applicable.
2. Appropriate clothing (shirt and shoes) is required of all passengers.
3. No smoking on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle or under a transit shelter covering.
4. No throwing of items.
5. No eating or drinking on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle, unless required for health reasons.
6. No alcoholic beverages are allowed on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle or at a Nassau Transit powered by Jacksonville Transportation Authority passenger facility.
7. No vandalism or graffiti of Nassau Transit powered by Jacksonville Transportation Authority vehicles or property.
8. Possession or consumption of illegal drugs is prohibited. Passengers may not ride a Nassau Transit powered by Jacksonville Transportation Authority vehicle under the influence of alcohol or illegal drugs.
9. Congregating or loitering on a Nassau Transit powered by Jacksonville Transportation Authority vehicle or other passenger facility in a way that causes an inconvenience to other passengers is prohibited.
10. No rider shall interfere with the safe operation of any Nassau Transit powered by Jacksonville Transportation Authority vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
11. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
12. Conversations between riders or on cell phones shall be kept at a reasonable volume on Nassau Transit powered by Jacksonville Transportation Authority vehicles or other passenger facilities.

13. Physical violence, intimidation, and/or harassment of other passengers or the driver are prohibited.
14. Vulgar, abusive, or threatening language or actions are prohibited on Nassau Transit powered by Jacksonville Transportation Authority vehicles or at transit shelters or other passenger facilities. Use of racial slurs or displaying racist behaviors is prohibited.
15. Use of personal radios, cassette tape players, compact disc players or other sound generating equipment is prohibited on Nassau Transit powered by Jacksonville Transportation Authority vehicles or other passenger facilities, unless utilized solely with earphones. Volume on the earphones shall be kept at a level which does not disturb other passengers or the driver.
16. Possession of weapons or flammable materials is prohibited on a Nassau Transit powered by Jacksonville Transportation Authority vehicle or other passenger facility.
17. Guide, signal, or service animals are allowed for passengers who have visual, hearing or mobility impairments. All other animals are prohibited on Nassau Transit powered by Jacksonville Transportation Authority vehicles or other passenger facilities.
18. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle, facilities, transit areas, buildings or any other Nassau Transit powered by Jacksonville Transportation Authority properties.
19. Passengers may not bring objects on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle that block an aisle or stairway or occupy a seat if to do so would cause a danger to or displace passengers or expected passengers.
20. Passengers are prohibited from extending an object or portions of one's body through a door or window of a Nassau Transit powered by Jacksonville Transportation Authority vehicle.
21. Panhandling, sales, or soliciting activities are prohibited on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle or other passenger facility.
22. Infant strollers and similar articles must be folded prior to boarding a Nassau Transit powered by Jacksonville Transportation Authority vehicle.
23. Children under six years of age must be accompanied by an adult or guardian 14 years of age or older. Nassau Transit powered by Jacksonville Transportation Authority does not accept any responsibility for any unaccompanied minor.

Appeals Procedure for Violations of Code of Conduct

An administrative process shall allow a decision regarding a conduct-related issue to be appealed. The process shall be separate and distinct from the established grievance process contained elsewhere in this document and only apply to conduct-related issues unless otherwise specified. Furthermore, this process shall include an opportunity for the affected party to be heard and to present information and arguments.

Anyone wishing to appeal a written notification of a First Offense shall present their request for appeal in writing to the General Manager of Nassau Transit powered by Jacksonville Transportation Authority within ten (10) calendar days of receipt of notification of such offense. The Manager shall investigate the circumstances

surrounding the appeal and render a decision within seven (7) calendar days. The decision of the Manager shall be final. If a client elects to pursue the appeals process for a first offense, the agency funding the client's service shall be notified of the appeal and the final decision by the Manager.

Anyone wishing to appeal a disciplinary action resulting from either a Second or Third Offense shall present their request for appeal in writing to the Director of the Nassau Transit powered by Jacksonville Transportation Authority within ten (10) calendar days of receipt of notification of disciplinary action. All written appeals shall contain the following information:

- The name and address of the appellant.
- Location, bus number, date and approximate time of the incident(s).
- A statement of the grounds for the appeal and supporting documentation.
- An explanation of the relief desired by the appellant.

The Director shall immediately forward the request for an appeal to the grievance committee of the Nassau County Local Coordinating Board via the Designated Official Planning Agency. Within thirty (30) calendar days of receipt of the appeal request, the Grievance Committee shall meet and render a decision on the appeal. Furthermore, if a client elects to pursue the appeals process for a SECOND or THIRD OFFENSE, the agency funding the client's service shall be notified of the appeal and requested to attend the grievance committee meeting. A written copy of the decision of the grievance committee will be forwarded to the appellant, via certified mail with return receipt requested, within ten (10) calendar days of the conclusion of the committee meeting. Additional copies of the decision shall be sent to the funding agency for the trip in question, as well as the Local Coordinating Board. If the appeal fails, the notification of the decision will also state the effective date(s) of the suspension or expulsion.

Suspensions or expulsions from Nassau Transit powered by Jacksonville Transportation Authority shall not be enforced during an appeal period, except in cases where the conduct is so dangerous or disruptive that it interferes with the immediate safety or well-being of any employee or other person.

Local Grievance Procedures/Process

Definition of a Complaint

For the purpose of this Section, a complaint is defined as:

An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor, addressing one or more issues concerning transportation services of the CTC or operators used or employed by the CTC.

Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. You may contact Angela A. Brown at abrown@jtafla.com and/or 904-265-6001 to make a complaint. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. If a system user/advocate, sponsoring agency, or community service provider/subcontractor has a complaint, the CTC will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action to address each complaint. Complaints that cannot be resolved by the CTC

directly or through mediation with operators and/or sponsoring agency, can be brought before the Nassau County Transportation Disadvantaged Coordinating Board Grievance Committee.

Recording of Complaints

The Community Transportation Coordinator will keep a MEMO OF RECORD file of all complaints received. A copy of the MEMO OF RECORD file will be made available to the Community Transportation Coordinating Board on an as needed basis.

Appeal to the Grievance Subcommittee

The Community Transportation Coordinator (CTC) shall advise and provide directions to all customers, system user/advocates, sponsoring agencies, and/or community service providers from which a complaint has been received by the CTC of the right to file a formal written grievance. If after the CTC attempts to resolve the complaint, the complainant is not satisfied with the action taken by the CTC, the individuals should proceed to the next grievance step.

Responsibility of Coordinating Board to Grievances

The Local Coordinating Board shall appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users and potential users of the system, and the Community Transportation Coordinator in the designated service area, and to make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such committee and address them in a timely manner. Members appointed to the committee shall be voting members of the Coordinating Board. (Rule 41-2.012, FAC).

Definition of a Grievance

For purposes of this section, a grievance is defined as:

A circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance.

Grievance Procedures

The following Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. When a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services, proper grievance procedures which are described below should be followed in sequence.

Filing a Grievance

- a. If a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a complaint as defined previously, the party should first discuss the matter with the staff involved for immediate resolution, if possible. If no resolution or satisfaction is reached, the individual should then proceed to the grievance level.
- b. If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (CTC) within ten (10) working days of the incident. All grievances must be in writing and shall include the following:

1. The name and address of the grievant.
2. Location, bus number, date and approximate time of the incident(s).

3. A statement of the grounds for grievance and supporting documentation.
4. An explanation of the relief desired by the grievant.

Grievance Committee Hearing Procedures

The grievance committee agenda shall be conducted in accordance with the following procedures:

- a. Call to order - Planning Staff
- b. Election of Grievance Committee Chairman - Committee Members
- c. Presentation of Grievance by Planning Staff
- d. Presentation of Grievance by Complainant
- e. Response of party(s) concerned
- f. Discussion of grievance - Shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievances.
- g. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance.
- h. Close Hearing.
- i. Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within fifteen (15) working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (CTC) staff will respond, in writing, to the system user/advocate or other party concerning the registered grievance. The Community Transportation Coordinator's response shall explain the factors that influenced the decision and shall identify the action, if any, that will be taken.
- j. The Community Transportation Coordinator will keep a GRIEVANT RECORD file of all grievances received. A copy of the RECORD file will be made available to the Transportation Disadvantaged Local Coordinating Board on an as needed basis.

Appeal to the Grievance Subcommittee

The decision of the Community Transportation Coordinator may be appealed to the Grievance Subcommittee of the Transportation Disadvantaged Coordinating Board within fifteen (15) working days of the receipt of the Community Transportation Coordinator's final decision. Within thirty (30) days of receipt of the appeal, the Grievance Subcommittee will meet to make recommendations to the Transportation Disadvantaged Local Coordinating Board.

The grievant will be notified in writing of the date, time and place of the subcommittee meeting at which the appeal will be heard. This written notice will be mailed at least ten (10) days prior to the meeting. The notice shall clearly state the purpose of the discussion and outline the issues involved.

A written copy of the decision will be forwarded to the Board and all parties involved within ten (10) days of the date of the decision. Written decisions will include the following information:

1. A statement that a meeting was held in which the parties involved, their representatives, and witnesses were given an opportunity to present their position.
2. A statement that clearly defines the issues discussed.
3. An opinion and reasons for the decision based on the information provided.

4. A finding that the issue affects safety, provision of service, or efficiency; and
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Recommendation to the County Transportation Disadvantaged Local Coordinating Board

Within thirty (30) working days of the receipt of the recommendation, the County Transportation Disadvantaged Coordinating Board will meet and consider the recommendation. A written copy of the recommendation will be forwarded to the Board and all parties involved within ten (10) working days of the date of the recommendation. The grievant will be notified in writing of the date, time and place of the Board meeting at which the recommendation will be presented. This written notice will be mailed at least ten (10) working days prior to the meeting.

Appeal to the State Transportation Disadvantaged Commission

Should a grievant remain dissatisfied with the decision, appeal may be made directly to the Commission for the Transportation Disadvantaged. The appeal should be addressed to:

**Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS - 49
Tallahassee, Florida 32399**

Code of Conduct

The following is the transit authority's standards of conduct and behavior for all users of the Jacksonville Transit Authority (JTA) transit services and/or facilities.

Purpose and scope

This code of conduct is a rule of the Jacksonville Transportation Authority, help you to acquaint yourself with our current standards of conduct and behavior that is applicable to all JTA transit services and / or facilities for your safety, security and comfort. The following rules are design to preserve our customers' right to free speech, while simultaneously ensuring the safety and comfort of all customers, operators and the public at large. The Code of Conduct applies to all modes and means of JTA transportation, including but not limited to the following:

- Fixed Route and Bus Rapid Transit (BRT)
- ADA Paratransit and TD service
- Microtransit and Commuter Shuttle service
- Skyway and Ferry
- Charter service / special services vehicles
- Park and ride lots
- Transit shelters and all other passenger facilities

Rules of Transit

All passengers are required to abide by this "Code of Conduct for Transit Customers" to ensure that all JTA customers enjoy a comfortable ride on the JTA.

1. Please think of others and follow our no eating, drinking or smoking policy on board any JTA vehicle.
2. Please do not open containers of food or drink. Not only are they not allowed on the JTA, but this rule also helps us to keep our vehicles clean and comfortable.
3. We are very protective of our customers, including you, so please don't use physical violence, profanity, intimidation, and/or harass other passengers or the operator. All of these actions are prohibited by JTA.
4. Possession or consumption of illegal drugs is not allowed by law.
5. To assure the safety of you, our operator and our customers, please remain behind the yellow line and minimize conversation with the operator.
6. Please remain seated and/or secure yourself until the vehicle comes to a complete stop.
7. Panhandling, sales, or solicitation is prohibited on-board a JTA vehicle. The distribution of printed materials at JTA public facilities should not interfere with bus operations.
8. The use of sound-generating electronic devices- like cell phones or portable disc players can only be used on our buses if you are using earphones. Conversations and other noise should be kept at a level that does not disturb other passengers or the operator.
9. Possession of weapons or flammable materials is prohibited on JTA vehicles, transit shelters and other JTA customer facilities.
10. All objects, such as strollers, should be folded prior to boarding and cannot block the aisle or stairway.
11. Appropriate clothing, shirt and shoes, is required to board the bus.
12. Operating or tampering with any JTA equipment is dangerous and prohibited.
13. Children under six years of age must be accompanied by an adult or guardian 15 years of age or older. JTA employees are not allowed to accept responsibility for unaccompanied minors.
14. All animals are prohibited unless used as service animal.
15. Vandalism or graffiti of JTA vehicles or property is illegal and therefore prohibited.

Customer Courtesy

- Please have the correct fare ready when boarding.
- Please occupy only one seat and make room for other passengers.
- Please consider offering you seat to the elderly or disabled passengers when possible.
- Please keep conversation and other noises to a minimum for the comfort of all JTA customers.
- Please allow customers in wheelchairs to board the bus first.
- Please reserve front seats for customers with disabilities.

Penalties

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of service. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

1. Verbal warning by transit driver or JTA supervisor to correct a customer's non-compliance with JTA rules.
2. Offensive conduct on the part of a JTA customer may require their removal from the transit vehicle. If a passenger is removed from a transit vehicle, the passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or passenger facility for the remainder of the day. When a passenger is in violation of the Code of Conduct and is asked to leave a JTA vehicle, their fare is forfeited. If a suspended passenger is seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be considered trespassed and law enforcement will be contacted.
3. A passenger may be suspended from all use of the JTA transit system for a determined period of time. A suspended passenger is not allowed to use any JTA vehicle or any JTA transit shelter or other passenger facility for the duration of the suspension period. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of non-compliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and / or have all JTA transit privileges permanently terminated.
4. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a safety hazard.

Florida Statutes

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

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

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

Publication

This code of conduct is available on-line at www.jtafla.com. Hard copies are available without charge at JTA's office 100 LaVilla Center Dr. Jacksonville, Florida 32204 and at selected JTA transit hub locations.

Community Transportation Coordinator: Jacksonville Transportation Authority
 Effective Date: July 2026 (Pending Rate Model Approval)

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit \$
Ambulatory	Trip	\$32.96
Wheelchair	Trip	\$56.51
Non-Sponsored	Trip charge	\$2.00
Public Transit	Trip charge	\$1.00
NassPASS:	6 Rides	\$5.00
	10 Rides	\$10.00
	20 Rides	\$15.00

SECTION 4: QUALITY ASSURANCE

CTC EVALUATION PROCESS

CTC Evaluation

The Northeast Florida Regional Council conducts an annual evaluation of the Nassau County TD program pursuant to Rule 41-2, *Florida Administrative Code* (FAC) and utilizing guidelines established by the Commission for the Transportation Disadvantaged. This evaluation utilizes, at a minimum, Chapters 5 (Competition), 7 (Cost Effectiveness & Efficiency) and 12 (Availability) of the Commission's *Workbook for CTC Evaluations*.

CTC Monitoring Procedures of Operators

Nassau County TD program does not have any sub-contracted operators at this time.

Coordination Contract Evaluation Criteria

Nassau County TD program does not have a coordination contractor at this time.

Planning Agency Evaluation Process

The Florida Commission for the Transportation Disadvantaged conducts biennial reviews of the planning agency's performance based upon established procedures utilizing staff from the CTD's Quality Assurance & Program Evaluation (QAPE) section.

Salutation	First Name	Last Name	Organization	Representing	Voting / Non-Voting	Grievance Committee	Evaluation Committee	Comment
NASSAU COUNTY								
Hon.	Jeff	Gray	Nassau Co Board of County Commissioners	Elected Official	Voting			Chair
Ms.	Janell	Damato	FDOT, District 2	FDOT	Voting			
Mr.	Christina	Nelsen	FDOT, District 2	FDOT	Alternate			
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Alternate			
Ms.	Heather	Fish	FDOT, District 2	FDOT	Alternate			
Ms.	Faith	Powell	FDOT, District 2	FDOT	Alternate			
Ms.	Donna	Johnson	Dept. of Children and Families	DCFC	Voting			Vice Chair
Ms.	Christina	Gillis	Dept. of Children and Families	DCFS	Alternate			
Mr.	Brad	Underhill	Nassau County School District	Public Education	Voting			
Ms.	Davina	Brown	Vocational Rehabilitation	Dept. of Education	Voting			
Mr.	Bob	Sullivan	Nassau County Veterans' Services	Veterans	Voting			
VACANT				Economically Disadvantaged	VACANT			
Mr.	Van Dyke	Walker		Elderly	Voting			
VACANT				Disabled	VACANT			
VACANT				Citizen Advocate/User	VACANT			
Ms.	Natasha	Skidmore	The Arc Nassau	Citizen Advocate/Non-User	Voting		Nov-26	
Ms.	Patricia	Langford	Nassau County School Board	Children at Risk	Voting			
Ms.	Cassandra	Jackson	NE Florida Area Agency on Aging	Elder Affairs	Voting			
Ms.	Abrianna	Schmidt	NE Florida Area Agency on Aging	Elder Affairs	Alternate			
VACANT				Private for Profit Transportation	VACANT			
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA / Medicaid	Voting			
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA / Medicaid	Alternate			
Ms.	Casey	Polmueller	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting	Nov-26		
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate			
Ms.	Rhonda	Bryant	CareerSource Northeast Florida	Workforce Development	Voting			
Ms.	Atheia	Gillespie	CareerSource Northeast Florida	Workforce Development	Alternate			
Ms.	Cara	Gluck	Nassau County Health Department	Medical Community	Voting	Nov-26	Nov-26	
Mr.	Thomas	Caulder	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Connexion Manager
Ms.	Angela	Brown	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			
Mr.	Taco	Pope	Nassau County BOCC	Interested Party				
Mr.	Marshall	Eyerman	Nassau County BOCC	Interested Party				
Mr.	Glenn	Akramoff	Fernandina Beach	Interested Party				
Ms.	Sabrina	Robertson	Nassau County Commissioners Office	Include in emails				
Ms.	Amber	Jordan	Nassau County Attorney's Office	Include in emails (Amber and Sabrina are contacts for the meeting room, Amber does the room scheduling)				
	Corey	Poore	Nassau County BOCC IT Dept					
			Mikaela Sullivan (msullivan@nassaucountyfl.com) or Amy Grissinger reserves room (agrissinger@nassaucountyfl.com)					
								60

NOW RECRUITING

Nassau County Transportation Disadvantaged Local Coordinating Board

The Local Coordinating Board (LCB) helps guide transportation services for Nassau County residents who cannot drive themselves — including seniors, people with disabilities, veterans, and the economically disadvantaged. Board members represent their community and help ensure safe, reliable transportation is available to those who need it most.

A Seat Is Open — Could It Be Yours?

On the roster inside, positions highlighted in yellow are currently VACANT.
If you represent one of these groups or interests, we want to hear from you.

Why Join the Board?

- Give a voice to a population or interest currently unrepresented on the LCB.
- Help shape how transportation-disadvantaged residents get to medical care, jobs, and school.
- Quarterly Meetings are a modest but meaningful time commitment.
- No special background required — just a connection to the community you'd represent.

How to Apply

Complete the Interest Form on the next page and return it using the information below. Board and vacancy details follow on page 3.

Ready to serve? Return your Interest Form to:
Eric Anderson, Northeast Florida Regional Council
eanderson@nefrfc.org • (904) 505-3428

INTEREST FORM — LOCAL COORDINATING BOARD

Last Name:

First Name:

Phone:

Email Address:

Mailing Address:

Vacancy Interested in Representing:

Tell Us About Yourself

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

Thank you for your interest.

Ready to serve? Return your Interest Form to:
Eric Anderson, Northeast Florida Regional Council
eanderson@nefrc.org • (904) 505-3428

VOTING MEMBERS OF THE BOARD

Yellow highlight = Open Position (VACANT). If your community fits one of the roles below, we encourage you to apply using the Interest Form on page 2.

1	An elected official from the service area, serving as the chairperson.
2	A local representative of the Florida Department of Transportation.
3	A local representative of the Florida Department of Children and Family Services.
4	A representative of the Public Education Community — which could include a representative of the District School Board, School Board Transportation Office, or Head Start Program in areas where the School District is responsible.
5	In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
6	A person recognized by the Veterans Service Office, representing veterans in the county.
7	A person recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county.
8	A person over sixty representing the elderly in the county.
9	A person with a disability, representing the disabled in the county.
10	Two citizen advocate representatives in the county — one of whom must use the transportation service(s) of the system as their primary means of transportation.
11	A local representative for children at risk.
12	In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except where they are also the CTC.
13	A local representative of the Florida Department of Elder Affairs.
14	An experienced representative of the local private for-profit transportation industry. Where unavailable, a local private non-profit representative will be appointed, except where that representative is also the CTC; where neither is available, this position will not exist on the LCB.
15	A local representative of the Florida Agency for Health Care Administration.
16	A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes.
17	A representative of the local medical community — which may include kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, the local health department, or other homes and community-based services.

From: [Zeruto, Dan](#)
To: [Eron Thompson](#); [Angela A. Brown](#)
Cc: [Annette Budge](#)
Subject: 2026-2027 Nassau Rate Model Approved
Date: Wednesday, May 20, 2026 1:48:06 PM
Attachments: [image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image001.png](#)
[image002.png](#)
[2026 - 2027 Nassau Rate Model Approved.xls](#)
Importance: High

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

I have reviewed the corrections and adjustments made to the attached 2026-27 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered, nor does it address the reasonableness of the unsubsidized cost of services.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update.

When the time comes, I will produce your T/E grant contract with the passenger trip rates from this spreadsheet presuming no further changes by the LCB.

	Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	22,804			
	18,579	4,225	Leave Blank	Leave Blank
Rate per Passenger Trip =	\$34.95	\$59.92	\$0.00	\$0.00
			per passenger	per group

Thank you,
-Dan-



Daniel Zeruto, B.S., CCM
Transportation Disadvantaged Specialist
Project Manager – Area 2
 Tel: (850) 410-5704
 Email: Dan.zeruto@dot.state.fl.us
 Website: <https://ctd.fdot.gov/>

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
 605 Suwannee Street, Mail Station 49
 Tallahassee, Florida 32399
 Tel: (850) 410-5700 Fax (850) 410-5752
 TD Helpline: 1-800-983-2435

From: Eron Thompson <EThompson@jtafla.com>
Sent: Tuesday, May 19, 2026 5:55 PM
To: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Cc: Eron Thompson <EThompson@jtafla.com>
Subject: 05 19 2026 Final 26_27 Rate Calc to FLCTD

EXTERNAL SENDER: Use caution with links and attachments.

Good Afternoon Dan,

Attached is the information that was provided regarding the rate calculations for the Trip and Equipment grant for Clay, Duval and Nassau County CTC services.

Please let me know if this meets with your approval.

Thank you,
Eron

Eron D. Thompson, AICP
 Director – Grants Management
 Jacksonville Transportation Authority
 100 LaVilla Center Drive, Jacksonville, FL 32204



Email: ethompson@jtafla.com
Office: (904) 630-3187
www.jtafla.com

From: Doug Schroeder <DSchroeder@jtafla.com>
Sent: Tuesday, May 19, 2026 3:51 PM
To: Eron Thompson <ETHompson@jtafla.com>
Cc: Kerry Underwood <KUnderwood@jtafla.com>; Russell Caffey <RCaffey@jtafla.com>; Heather A. Obora <HObora@jtafla.com>
Subject: Final 26_27 Rate Calc to FLCTD

Attached are the completed Rate Calculations for Duval, Clay and Nassau Counties for submission to FLCTD. Thank you.

Doug Schroeder
Accountant II
904.598.8713
904.731.0821

The Jacksonville Transportation Authority is an independent agency of the State of Florida governed by a seven-member board of directors. JTA operates Jacksonville's public bus service, downtown automated Skyway and paratransit service. The Authority also plans, designs and builds roads and bridges. JTA's mission is to improve Northeast Florida's economy, environment and quality of life by providing safe, reliable, efficient, and sustainable multimodal transportation services and facilities. For more information, visit <https://www.jtafla.com>

Connect with JTA!

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Preliminary Information Worksheet

Version 1.4

CTC Name:

Jacksonville Transportation Authority
Connexion Services

County (Service Area):

Nassau

Contact Person:

Angela Brown

Phone #

(904) 633-5260

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

☒

Governmental

☐

Private Non-Profit

☐

Private For Profit

NETWORK TYPE:

☐

Fully Brokered

☒

Partially Brokered

☐

Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Jacksonville Transportation Authority Connexion Services
County: Nassau

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 11,186			-100.0%		No budget allocated for Farebox due to new service.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						10% local match of issued grant (Nassau County Council of Aging)
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash	\$ 55,860	\$ 76,924	\$ 90,257	37.7%	17.3%	
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 502,740	\$ 769,238	\$ 812,315	53.0%	5.6%	Higher dollar amount approved in 25/26 year.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
--------------------	--	--	--	--	--	--

Comprehensive Budget Worksheet

Version 1.4

CTC: Jacksonville Transportation Authority Connexion Services
County: Nassau

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

ACTUAL year GAIN (program revenue) **MUST** be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Jacksonville Transportation Authority Connexion Services

County: Nassau

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues from July 1st of 2026 to June 30th of 2027
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ -
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ -
County In-Kind, Contributed Services	\$ -
City Cash	\$ 90,257
City In-Kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 812,315
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Alcoh. Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -

DJJ

DJJ	\$ -
Bus Pass Program Revenue	\$ -

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YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

County: Nassau

- | | | |
|--|---|--|
| <p>What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?</p> | <p>Budgeted Rate
<u>Subsidy Revenue</u>
Excluded from the Rate Base</p> | <p>What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?</p> |
| 3 | 4 | 5 |

	\$	-	
	\$	-	
	\$	-	
\$	-	\$	-
\$	-	\$	-
	\$	-	
	\$	-	
\$	-	\$	-
\$	-	\$	-
\$	902,572	\$	(0)

\$ (0)

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Jacksonville Trans Version 1.4
County: Nassau

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 216,986

Rate Per Passenger Mile = \$ 4.16

Total Projected Passenger Trips = 22,804

Rate Per Passenger Trip = \$ 39.58

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length = 9.5 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 4.16

Rate Per Passenger Trip = \$ 39.58

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: **Jacksonville Tra** Version 1.4
County: **Nassau**

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
☒ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
☒ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for **Contracted Services**:

per **Passenger Mile** =

per **Passenger Trip** =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Jacksonville Tra Version 1.4
County: Nassau

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No

Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
..... And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate**
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2026 - 2027					
	Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	216,986	= 169,886	+ 47,100	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =	\$3.60	\$6.17	\$0.00	\$0.00	\$0.00
				per passenger	per group

	Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	22,804	= 18,579	+ 4,225	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =	\$34.95	\$59.92	\$0.00	\$0.00	\$0.00
				per passenger	per group

- 2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

Combination Trip and Mile Rate					
	Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =	\$3.60	\$6.17	\$0.00	\$0.00	\$0.00
				per passenger	per group

Worksheet for Multiple Service Rates

- 1. Answer the questions by completing the GREEN cells starting in Section I for all services
- 2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Jacksonville Tra Version 1.4
County: Nassau

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.60	\$6.17	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$34.95	\$59.92	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

Nassau County Transportation Disadvantage Operational Report

October 2025 - September 2026

	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Trips	2011	1524	1766	1435	1549	1724	1700	1554	1662			
Passengers	2137	1581	1800	1483	1594	1774	1739	1598	1709			
Service Days	23	20	23	21	20	22	22	20	18			
On-time Performance (OTP)	93%	95%	95%	95%	97%	98%	95%	94%	92%			
OTP (Appointment)	97%	99%	99%	99%	97%	99%	95%	95%	96%			
OTP (Medical)	89%	98%	94%	96%	97%	97%	97%	94%	98%			
Passenger Per Hour	1.58	1.93	1.79	1.29	1.35	1.30	1.44	1.47	1.37			
Average Daily Vehicle Use	6	6	5	6	6	7	7	7	7			

Averages	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Trips	1767			1569			1639					
Passengers	1839			1617			1682					
Service Days	22			21			20					
On-time Performance (OTP)	94%			97%			94%					
OTP (Appointment)	98%			98%			95%					
OTP (Medical)	94%			97%			97%					
Passenger Per Hour	1.77			1.31			1.43					
Average Daily Vehicle Use	6			6			7					