

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

Nassau County Board of County Commissioner's Conference Room  
96135 Nassau Place, Yulee, FL 32097  
Zoom Meeting ID: 879 4066 1161  
Call in # +1 786-635-1003

Thursday, September 19, 2024, 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 16, 2024, Meeting Minutes – Chair Gray\* (Page 2-5)
4. Regional Mobility Group Update
  - a. Northeast Florida Coordinated Mobility Plan (Near final goals, objectives, and implementation plan) - Eric Houston and Liz Peak
5. LCB Membership
  - a. Current Membership Vacancies (Page 8)
6. Northeast Florida Regional Council Update – Ms. Jones
7. Nassau County MOA (Page 9-17)
8. Community Transportation Coordinator (CTC) System Update – Mr. Hays
  - a. Annual Operation Report\* (Page 18-24)
  - b. CTC Quarterly Update
  - c. Grants Update\* (Approval if required)
9. Old Business
10. New Business
11. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
12. Member and Department Reports
13. Adjournment – Chair Gray

Next LCB Meeting: November 21, 2024, 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 16, 2024

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

Nassau County Commission  
Hon. Jeff Gray, Chair

State of Florida Transportation  
Disadvantaged Commission  
Dr. Phillip Stevens, Chair

### Meeting Minutes

\*Denotes Required Action Item

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

A quarterly meeting of the Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, May 16, 2024. Chair Jeff Gray called the meeting to order at 1:02 p.m. with the following members present:

<b>Representing:</b>	<b>Voting Member:</b>
Elected Official/Chair	Jeff Gray (In-person)
FDOT	Janell Damato (In-person)
Department of Children and Families	Donna Johnson (Virtual)
Public Education	Brad Underhill (In-person)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Bob Sullivan (Virtual)
Dept. of Elder Affairs	Neil Ambrus (Virtual)
Regional Workforce Dev. Board	Sean Rush (In-person)
Medical Community	Barb Baptista (In-person)

#### Members Not Present

<b>Representing:</b>	<b>Voting Member:</b>
Dept. of Health Care Admin.	Reeda Harris
Elderly	Van Dyke Walker
Children at Risk	Patricia Langford
Agency for Persons with Disabilities	Sheryl Stanford

#### Community Transportation Coordinator Staff Present

Mike Hays (In-Person)

#### Planning Agency Staff Present

Joe Cearley and Summer Jones (In-Person)

#### Guests

Marshall Eyerman, Janice Ancrum, Liz Peak, Krista Long, Gloria Scarborough, Frances Bartelt, Brianna Loube (All In-Person)

Fred Jones, Jeremy Norsworthy (Virtual)

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

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

There were no changes to the agenda.

## 3. Approval of March 28, 2024, Meeting and Public Hearing Minutes\*

There was a motion to approve the March 28, 2024, Meeting and Public Hearing minutes by Ms. Baptista and seconded by Mr. Rush. The March 28, 2024, Meeting and Public Hearing minutes were approved unanimously.

## 4. Regional Mobility Group

Liz Peak with the Regional Mobility Group and Jacksonville Transportation Authority (JTA) gave a presentation on the Northeast Florida Coordinated Mobility Plan.

The Northeast Florida Coordinated Mobility Plan is a regional effort. The purpose of the plan is to identify transportation needs of individuals with disabilities, older adults, and people with low incomes. It also provides strategies for meeting these needs and prioritizes transportation services for funding and implementation. The schedule to implement the plan is September during the regional meeting with LCB members. There was a brief discussion between Ms. Peak and the LCB members on what ways they could share and promote the survey that was shared at the end of the presentation.

Fred Jones from The Haskell Company gave a presentation on Creating Safe Spaces Action Plan. Fred updated us on the Action Plan progress. Over the past couple of months, the Haskell Company has been diligently conducting research and analysis to better understand last mile safety needs in the region. There was a survey shared at the end of the presentation.

## 5. LCB Membership

Ms. Jones went over the LCB Membership and the vacancies. Currently there are five (5) vacancies which include: Economically Disadvantaged, Disabled, Citizen Advocate/User, Citizen Advocate/Non-User, and Private For-Profit Transportation.

## 6. Annual Review of Bylaws\*

There were no additions, deletions, or changes to the Annual Review of Bylaws. Ms. Damato motioned for the approval of the Annual Review of Bylaws. Ms. Johnson seconded the motion. The Annual Review of the Bylaws was approved unanimously.

## 7. Northeast Florida Regional Council Update\*

Ms. Jones gave an update for the Northeast Florida Regional Council. She will be attending the FPTA/FDOT/CUTR Workshop June 3, 2024, in Tampa, FL. There will also be a CTD Business Meeting being held in Tampa, FL on June 3<sup>rd</sup>. At that meeting, the NEFRC will recommend to the CTD that JTA be the designated CTC for Nassau County.

The Northeast Florida Regional Council will be relocating to the Jessie Ball DuPont Center at 40 E Adams Street. The anticipated relocation is expected to be at the end of July/beginning of August.

### a) TDSP Annual Review (Roll Call Vote)\*

There was an Annual Review of the TDSP. Ms. Baptista stated she had concerns about the TDSP demographic data being outdated. She stated this data isn't current and doesn't reflect the current conditions of the county. She voted nay for the TDSP Annual Review. It was discussed that the data will take time to update and with the new CTC provider beginning service on October 1, 2024, the TDSP will be updated, and the updated demographic data could be added at that time. Ms. Damato motioned to approve the TDSP. Mr. Rush seconded the motion. After the roll-call vote, the TDSP passed unanimously.

### b) Proposed LCB Meeting Schedule - 1:00 pm on the 3<sup>rd</sup> Thursday Quarterly: 9/19/24, 11/21/24, 2/20/25, 5/15/25, 9/18/25\*

Ms. Johnson motioned to approve the schedule. Ms. Damato seconded the motion. The meeting schedule passed unanimously.

### c) Proposed LCB Annual Hearing – 3<sup>rd</sup> Thursday in February: 2/20/25\*

Ms. Johnson motioned to approve the schedule. Ms. Damato seconded the motion. The meeting schedule passed unanimously.

### d) CTC Evaluation\*

Ms. Jones reviewed the results of this year's CTC evaluation. There were no reported findings. Ms. Baptista motioned to approve the annual evaluation. Ms. Johnson seconded the motion. The annual CTC Evaluation passed unanimously.

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

### a) 2024-2025 Rate Model update\*

Mr. Hays gave the updated rates:

- Ambulatory = \$18.87/passenger trip
- Wheelchair = \$32.35/passenger trip

Ms. Damato motioned for the approval of the new rates and for those rates to be reflected in the TDSP update. Mr. Underhill seconded the motion. The motion passed unanimously.

### b) CTC Quarterly Update:

- Total paratransit trips for the 3 months ending March 31, 2024, was 9,402, which is a 31.9%

decrease. During the same period in 2023, the total paratransit trips was 13,800.

- The total number of paratransit trips per day (excl. Holidays, Sat & Sun) for the 3 months ending March 31, 2024, was 151.6, a 31.9% decrease. During the same period in 2023, the total number of paratransit trips per day was 222.6.
- During the 3 months ending March 31, 2024, the total public transit trips was 1,554, an 18.8% decrease. During the same period in 2023, the total number of public transit trips was 1,914.

c) Grants Update\* - There are currently no grant updates.

#### 9. Old Business

There was no old business.

#### 10. New Business

There was no new business.

#### 11. Public Comment

Krista Long stated the transportation/mobility surveys would be beneficial to the Nassau Council on Aging, the Barnabas Center, and the Health Department as many individuals rely on public transportation to get to those destinations.

Ms. Long also stated she has been a Volunteer/Co-Facilitator for the Low Vision Support Group at the Council on Aging for the past nine (9) years. There are currently twenty-four (24) active members that they communicate with monthly. They can attend these meetings by having transportation provided from NassauTransit, family, and/or friends. The Low Vision Group requires a special niche of assistance that is sometimes overlooked. NassauTransit, as it is today, has become a form of independence for many. Once these individuals found out it is being dissolved there has been a lot of anxiety. NassauTransit has become very personalized. As the transition for a new transportation provider happens, riders are hoping that the personalization and ease of use that NassauTransit has provided for decades continue with the new transportation provider.

Frances Bartelt is the Council on Aging's Volunteer Coordinator. She supervises those who do small home repairs such as wheelchair ramps. She also coordinates two (2) support groups – Low Vision and Hearing Loss.

They found out about the dissolution of NassauTransit and have not had any new information on the new transportation provider. There are concerns that the new provider will not be like the current service that NassauTransit currently provides.

#### 12. Member and Department Report.

There were no member or department reports.

#### 13. Adjournment

There being no further discussion, Chair Gray adjourned the meeting at 2:23 p.m. The next LCB meeting will occur on September 19, 2024, 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.	9/21/23	11/16/23	3/28/24	5/16/24
1. Chairperson	Jeff Gray	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
2. Dept. of Transportation	Janell Damato / ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
3. Dept. Of Children and Families	Donna Johnson/ ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
4. Public Education	Brad Underhill	<b>a</b>	<b>a</b>	<b>a</b>	<b>P</b>
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	<b>P</b>	<b>a</b>	<b>P</b>	<b>P</b>
6. Veteran Services	Bob Sullivan	<b>P</b>	<b>a</b>	<b>P</b>	<b>P</b>
7. Econo. Disadvan (Comm. Action)	<del>Celena Farmer</del> /Vacant	<b>a</b>	<b>a</b>	-	-
8. Elderly	Van Dyke Walker	<b>a</b>	<b>a</b>	<b>a</b>	<b>a</b>
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate /Non User	Vacant	-	-	-	-
12. Children at Risk	Patricia Langford	<b>a</b>	<b>a</b>	<b>P</b>	<b>a</b>
13. Dept. Of Elder Affairs	Janet Dickinson/Neil Ambrus	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Dept. of Health Care Adm.	Reeda Harris / ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>a</b>
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / ALT	<b>P</b>	<b>a</b>	<b>P</b>	<b>a</b>
17. Regional Workforce Dev. Brd.	Sean Rush / ALT	<b>a</b>	<b>P</b>	<b>a</b>	<b>P</b>
18. Local Medical Community	Barb Baptista / ALT	<b>a</b>	<b>P</b>	<b>P</b>	<b>P</b>

VACANCIES

Economically Disadvantaged  
Disabled  
Citizen Advocate/User  
Citizen Advocate/Non User  
Private For Profit Transportation



# PLEASE SIGN IN!



COMMISSION FOR THE  
TRANSPORTATION DISADVANTAGED

Date: May 16, 2024  
Time: 1:00 p.m.

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

Name	Address	Phone	E-Mail
Krista Long	1882 Anchorage Pl	936 707 2661	texasgators07@yahoo.com
Gloria Scarborough	802 Diane Dr.	904 206 1388	gis802dd@gmail.com
Frances Bartelt	3820 S. Fletcher Ave	904-557-1442	francesbartelt@gmail.com
Sean Rush	925 Rock Bay Dr	695 565 0560	SRush@careersource.net
Jewell Damato	.	904 360-5881	jewell.damato@dot.state.fl.us
Mike Hays	1901 Island Walkway	9-261-0700	mhays@nassaucountyga.org
Paul Baptista	1620 Nectane <sup>FB</sup> St FB	904-753-1258	barbara.baptista@flhealth.gov
BRAND UNDERHILL	86240 GOODBREAD RD	904 225-0127	underhillbr@nassau.fl.us
Brianna Loube	91100 Harbor Concourse <sup>Civ</sup> FB, FL	010 223 8401	brianna.loube@flhealth.gov
Joe Cearley	100 Festival Park Ave		
Marshall Eyermann			

Salutation	First Name	Last Name	Organization	Representing	Voting / Non-Voting	Grievance Committee	Evaluation Committee
<b>NASSAU COUNTY</b>							
Hon.	Jeff	Gray	Nassau Co Board of County Commissioners	Elected Official	Voting		
Ms.	Janell	Damato	FDOT, District 2	FDOT	Voting		
Ms.	Chris	Nalsen	FDOT, District 2	FDOT	Alternate		
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Alternate		
Ms.	Donna	Johnson	Dept. of Children and Families	DCFC	Voting		
Ms.	Christina	Gillis	Dept. of Children and Families	DCFS	Alternate		
Mr.	Brad	Underhill	Nassau County School District	Public Education	Voting		
Ms.	Rochelle	Price	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		
VACANT				Citizen Advocate/Non-User	VACANT		
Ms.	Patricia	Langford	Nassau County School Board	Children at Risk	Voting		
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Elder Affairs	Voting	Feb-25	
Mr.	Neil	Ambrus	NE Florida Area Agency on Aging / Elder Services	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.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting		Feb-25
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate		
Mr.	Sean	Rush	CareerSource Northeast Florida	Workforce Development	Voting		
Mr.	Jerry	Box, Jr.	CareerSource Northeast Florida	Workforce Development	Alternate		
Ms.	Barb	Baptista	Nassau County Health Department	Medical Community	Voting	Feb-25	Feb-25
Ms.	Kenice	Taylor	Nassau County Health Department	Medical Community	Alternate		
Ms.	Janice	Ancrum	Nassau County Council on Aging	CTC	Non-Voting		
Mr.	Scott	Nile	Nassau County Council on Aging	CTC	Non-Voting		
Mr.	Taco	Pope	Nassau County BOCC	Interested Party			
Mr.	Marshall	Eyerman	Nassau County BOCC	Interested Party			
Ms.	Tami	Bach	Fernandina Beach	Interested Party			
Ms.	Kelly	Gibson	Fernandina Beach	Interested Party			
Ms.	Taylor	Hartmann	Fernandina Beach	Interested Party			
Ms.	Sabrina	Robertson	Nassau County Commissioners Office	Include in emails			
Ms.	Susan	Gilbert	Nassau County Attorney's Office	Include in emails (Sabrina Robertson and Susan Gilbert are contacts for the meeting)			
	Corey	Poore	Nassau County BOCC IT Dept				
			Amy Grissinger reserves room (agrissinger@nassaucountyfl.com)				





June 17, 2024

**Ron DeSantis**  
*Governor*

**Phil Stevens**  
*Chairperson*

**Christinne Gray**  
*Vice Chairperson*

**David Darm**  
*Executive Director*

Mrs. Erin Thompson  
Jacksonville Transportation Authority  
100 N. Myrtle Ave Post Office "O"  
Jacksonville, Florida 32203

RE: Nassau County Community Transportation Coordinator  
Designation - Memorandum of Agreement #TD2484

Dear Mrs. Thompson:

At the June 3, 2024, Business Meeting of the Florida Commission for the Transportation Disadvantaged, the Commission approved Jacksonville Transportation Authority to serve as the Community Transportation Coordinator for Nassau County. This designation is effective October 1, 2024, through June 30, 2029.

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

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

Sincerely,

Daniel Zeruto  
Area 3 Project Manager

Enclosure: Executed memorandum of Agreement

Contract # TD2484

Effective: 10/1/2024 to 6/30/2029

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
**MEMORANDUM OF AGREEMENT**

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

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

The Parties Agree:

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

E. Accomplish this Project by:

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

F. Comply with Audit and Record Keeping Requirements by:

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

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
  3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
  4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
  5. Reporting accidents involving a vehicle operated within the coordinated transportation system in the coordinator's designated service area. Accidents involving a fatality or fatalities must be reported to the Commission not more than 24 hours after the community transportation coordinator becomes aware of the fatal accident. Any other accident, those not involving a fatality or fatalities, with over \$1,000 in property damages, or personal injury that requires evacuation to a medical facility or a combination of both, must be reported to the Commission not more than 72 hours after the community transportation coordinator becomes aware of the accident. Copies of any accident report or reports prepared or received by the community transportation coordinator as a result of any accident must be sent to the Commission upon receipt or preparation of the report.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the

Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
  - 1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
  - 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing

herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

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



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

each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

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

II. The Commission Shall:

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

III. The Coordinator and the Commission Further Agree:

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

- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.
- F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450.** The representative/position of the Coordinator responsible for administration of the program under this Agreement is: **Superintendent of Transportation Connexion, 100 N. Myrtle Avenue, Post Office Drawer "O", Jacksonville, Florida, 32203 .**

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

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

\_\_\_\_\_  
Coordinating Board Chairperson

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

COMMUNITY TRANSPORTATION  
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

Jacksonville Transportation Authority  
Agency Name

\_\_\_\_\_  
Printed Name of Authorized Individual

\_\_\_\_\_  
Printed Name of Authorized Individual

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: Executive Director

Title: \_\_\_\_\_



## CTC Organization

**County:** Nassau

**Fiscal Year:** 7/1/2023 - 6/30/2024

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 9/15/2024

**CTC Organization Name:** Nassau County Council on Aging, Inc.

**Address:** 1901 Island Walk Way

**City:** Fernandina Beach

**State:** FL

**Zip Code:** 32034

**Organization Type:** Private Non Profit

**Network Type:** Partial Brokerage

**Operating Environment:** Rural

**Transportation Operators:** Yes

**Number of Transportation Operators:** 1

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Jeff Gray

**CTC Contact:** Michael Hays

**CTC Contact Title:** Acting Transportation Director

**CTC Contact Email:** mhays@nassaucountycoa.org

**Phone:** (904) 261-0700

### CTC Certification

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

CTC Representative (signature): \_\_\_\_\_

### LCB Certification

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

LCB Chairperson (signature): \_\_\_\_\_



## CTC Trips

County: Nassau

CTC Status: Submitted

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	5,943	N/A	5,943	5,766	N/A	5,766
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	32,292	0	32,292	46,442	0	46,442
Non-Ambulatory	6,387	0	6,387	8,435	0	8,435
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>44,622</b>	<b>0</b>	<b>44,622</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	1,309	N/A	1,309	1,513	N/A	1,513
<b>Total - Contracted Transportation Operator Trips</b>	<b>1,309</b>	<b>0</b>	<b>1,309</b>	<b>1,513</b>	<b>0</b>	<b>1,513</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	38,351	N/A	38,351	54,588	N/A	54,588
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	6,271	0	6,271	6,055	0	6,055
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>44,622</b>	<b>0</b>	<b>44,622</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>



## CTC Trips (cont'd)

County: Nassau

CTC Status: Submitted

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	30,221	0	30,221	40,409	0	40,409
Children At Risk	44	0	44	62	0	62
Persons With Disabilities	7,707	0	7,707	8,435	0	8,435
Low Income	3,421	0	3,421	5,488	0	5,488
Other	3,229	0	3,229	6,249	0	6,249
<b>Total - Passenger Type</b>	<b>44,622</b>	<b>0</b>	<b>44,622</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>
<b>Trip Purpose - One Way</b>						
Medical	21,606	0	21,606	29,654	0	29,654
Employment	2,755	0	2,755	3,916	0	3,916
Education/Training/Daycare	4,940	0	4,940	6,526	0	6,526
Nutritional	8,080	0	8,080	11,130	0	11,130
Life-Sustaining/Other	7,241	0	7,241	9,417	0	9,417
<b>Total - Trip Purpose</b>	<b>44,622</b>	<b>0</b>	<b>44,622</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	932	0	932	1,118	0	1,118
<b>Total - UDPHC</b>	<b>932</b>	<b>0</b>	<b>932</b>	<b>1,118</b>	<b>0</b>	<b>1,118</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	258	N/A	258	277	N/A	277
No Shows	585	N/A	585	922	N/A	922
<b>Customer Feedback</b>						
Complaints	0	N/A	0	0	N/A	0
Commendations	0	N/A	0	0	N/A	0





## CTC Vehicles & Drivers

County: Nassau

CTC Status: Submitted

CTC Organization: Nassau County  
Council on Aging,  
Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	18,620	N/A	18,620	35,150	N/A	35,150
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	366,200	0	366,200	414,098	0	414,098
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>384,820</b>	<b>0</b>	<b>384,820</b>	<b>449,248</b>	<b>0</b>	<b>449,248</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	12	0	12	17	0	17
Chargeable Accidents	0	0	0	0	0	0
<b>Vehicle Inventory</b>						
Total Number of Vehicles	23	0	23	23	0	23
Number of Wheelchair Accessible Vehicles	23	0	23	23	0	23
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	20	0	20	20	0	20
Number of Volunteer Drivers	0	0	0	0	0	0



## CTC Revenue Sources

County: Nassau

CTC Status: Submitted

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 524,090	N/A	\$ 524,090	\$ 455,965	N/A	\$ 455,965
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 110,196	\$ 0	\$ 110,196	\$ 145,909	\$ 0	\$ 145,909
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 150,000	\$ 0	\$ 150,000	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 12,118	\$ 0	\$ 12,118	\$ 13,982	\$ 0	\$ 13,982
Donations/Contributions	\$ 50,460	\$ 0	\$ 50,460	\$ 59,843	\$ 0	\$ 59,843
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 611,550	\$ 0	\$ 611,550	\$ 1,046,411	\$ 0	\$ 1,046,411
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 1,458,414</b>	<b>\$ 0</b>	<b>\$ 1,458,414</b>	<b>\$ 1,722,110</b>	<b>\$ 0</b>	<b>\$ 1,722,110</b>



## CTC Expense Sources

County: Nassau

CTC Status: Submitted

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
Labor	\$ 916,315	\$ 0	\$ 916,315	\$ 765,088	\$ 0	\$ 765,088
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 263,695	\$ 0	\$ 263,695	\$ 310,686	\$ 0	\$ 310,686
Materials & Supplies Consumed	\$ 199,186	\$ 0	\$ 199,186	\$ 194,116	\$ 0	\$ 194,116
Utilities	\$ 4,077	\$ 0	\$ 4,077	\$ 3,864	\$ 0	\$ 3,864
Casualty & Liability	\$ 216,971	\$ 0	\$ 216,971	\$ 120,174	\$ 0	\$ 120,174
Taxes	\$ 408	\$ 0	\$ 408	\$ 651	\$ 0	\$ 651
Miscellaneous	\$ 2,001	\$ 0	\$ 2,001	\$ 1,011	\$ 0	\$ 1,011
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 56,375	\$ 0	\$ 56,375	\$ 230,611	\$ 0	\$ 230,611
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 110,196	N/A	\$ 110,196	\$ 145,909	N/A	\$ 145,909
<b>Total - Expense Sources</b>	<b>\$ 1,769,224</b>	<b>\$ 0</b>	<b>\$ 1,769,224</b>	<b>\$ 1,772,110</b>	<b>\$ 0</b>	<b>\$ 1,772,110</b>

County: Nassau  
 CTC: Nassau County Council on Aging, Inc.  
 Contact: Michael Hays  
 1901 Island Walk Way  
 Fernandina Beach, FL 32034  
 904-261-0700

Email: mhays@nassaucountycoa.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	932



<b>Trips By Type of Service</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Fixed Route (FR)	0	0	0
Deviated FR	4,392	5,766	5,943
Complementary ADA	0	0	0
Paratransit	37,407	54,877	38,679
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>41,799</b>	<b>60,643</b>	<b>44,622</b>

<b>Passenger Trips By Trip Purpose</b>			
Medical	20,040	29,654	21,606
Employment	4,576	3,916	2,755
Ed/Train/DayCare	3,199	6,526	4,940
Nutritional	6,266	11,130	8,080
Life-Sustaining/Other	7,718	9,417	7,241
<b>TOTAL TRIPS</b>	<b>41,799</b>	<b>60,643</b>	<b>44,622</b>

<b>Passenger Trips By Revenue Source</b>			
CTD	37,407	54,588	38,351
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	4,392	6,055	6,271
<b>TOTAL TRIPS</b>	<b>41,799</b>	<b>60,643</b>	<b>44,622</b>

<b>Trips by Provider Type</b>			
CTC	40,672	59,130	43,313
Transportation Operator	1,127	1,513	1,309
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>41,799</b>	<b>60,643</b>	<b>44,622</b>

<b>Vehicle Data</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Vehicle Miles	361,848	449,248	384,820
Roadcalls	6	17	12
Accidents	0	0	0
Vehicles	23	23	23
Drivers	16	20	20

<b>Financial and General Data</b>			
Expenses	\$1,318,357	\$1,772,110	\$1,769,224
Revenues	\$1,318,357	\$1,722,110	\$1,458,414
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	655	922	585
Unmet Trip Requests	344	277	258

<b>Performance Measures</b>			
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	60,308	26,426	32,068
Avg. Trips per Passenger	50.30	54.24	47.88
Cost per Trip	\$31.54	\$29.22	\$39.65
Cost per Paratransit Trip	\$31.54	\$29.22	\$39.65
Cost per Total Mile	\$3.64	\$3.94	\$4.60
Cost per Paratransit Mile	\$3.64	\$3.94	\$4.60