

**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: 846 9180 9998
Call in # +1 786-635-1003 or +1 470-250-9358

Thursday, May 16, 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 March 28, 2024, Meeting and Public Hearing Minutes – Chair Gray*
4. LCB Membership
 - a. Vacancies
 - b. Draft Vacancies Advertisement
5. Annual Review of Bylaws*
6. Northeast Florida Regional Council Update – Ms. Jones
 - a. TDSP Annual Review (Roll Call Vote)*
 - b. Proposed LCB Meeting Schedule – 1:00 p.m. on the 3rd Thursday Quarterly
 - i. 9/19/24, 11/21/24, 2/20/25, 5/15/25, 09/18/25*
 - c. Proposed LCB Annual Hearing – 3rd Thursday in February: 2/20/25
 - d. CTC Evaluation*
7. Community Transportation Coordinator (CTC) System Update – Mr. Hays
 - a. 2024-2025 Rate Model*
 - b. CTC Quarterly Update
 - c. Grants Update* (Approval if required)
8. Regional Mobility Group
 - a. Creating Safe Spaces Plan
 - b. Northeast Florida Coordinated Mobility Plan
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: September 19, 2024, at 1 p.m.
Nassau County Commission Chambers, 96135 Nassau Place, Yulee FL 32097



Nassau County Transportation Disadvantaged Public Annual Hearing

Thursday, March 28, 2024

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Nassau County Commission
Hon. Jeff Gray

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

Meeting Minutes

* Denotes Required Action Item

1. Welcome, Call to Order

The Annual Public Hearing of the Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, March 28, 2024. Chair Jeff Gray called the meeting to order at 1:00 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chair	Jeff Gray (In-person)
FDOT	Janell Damato (In-person)
Department of Children and Families	Donna Johnson (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Bob Sullivan (In-person)
Children at Risk	Patricia Langford (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Pamela Hagley (Virtual)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)
Medical Community	Barb Baptista (In-person)

Members Not Present

Representing:	Voting Member:
Public Education	Brad Underhill
Elderly	Van Dyke Walker
Regional Workforce Dev. Board	Sean Rush

Community Transportation Coordinator Staff Present

Jules Cherney (In-Person)

Planning Agency Staff Present

Beth Payne, Eric Anderson, Monica Dominguez, and Summer Jones (In-Person)

Guests

Marshall Eyerman and Janice Ancrum (All In-Person)

2. Presentation – NEFRC

Ms. Jones had a presentation on how the Florida TD Program works and how Nassau County residents can access local TD services. Due to no members of the public being present, Ms. Jones chose to forgo the presentation.

3. Service Overview – NassauTransit

There was no service overview as there were no members of the public present.

4. Public Comment

There was no public comment as there were no members of the public present.

5. Additional Discussion

There was no additional discussion as there were no members of the public present.

6. Adjournment

Chair Gray adjourned the hearing at 1:01 p.m.



Nassau County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Thursday, March 28, 2024

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Nassau County Commission
Hon. Jeff Gray

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, March 28, 2024. Chair Jeff Gray called the meeting to order at 1:01 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chair	Jeff Gray (In-person)
FDOT	Janell Damato (In-person)
Department of Children and Families	Donna Johnson (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Bob Sullivan (In-person)
Children at Risk	Patricia Langford (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Pamela Hagley (Virtual)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)
Medical Community	Barb Baptista (In-person)

Members Not Present

Representing:	Voting Member:
Public Education	Brad Underhill
Elderly	Van Dyke Walker
Regional Workforce Dev. Board	Sean Rush

Community Transportation Coordinator Staff Present

Jules Cherney (In-Person)

Planning Agency Staff Present

Beth Payne, Eric Anderson, Monica Dominguez, and Summer Jones (In-Person)

Guests

Marshall Eyerman and Janice Ancrum (All In-Person)

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 September 21, 2023, Meeting Minutes*

There was a motion to approve the September 21, 2023, minutes by Ms. Damato and seconded by Mr. Sullivan. The September 21, 2023, meeting minutes were approved unanimously.

4. Approval of November 16, 2023, Meeting Minutes*

Ms. Baptista motioned for the approval of the meeting minutes. Ms. Damato seconded the motion. The November 16, 2023, meeting minutes were approved unanimously.

5. Election of a Vice-Chair*

Ms. Jones stated the purpose and action needed for agenda item five (5), Election of Vice-Chair. Ms. Jones clarified the duties of the Vice-Chair as the designee to act as LCB Chair as needed, lead meetings, and review items presented for LCB action. Ms. Christina Gillis was nominated to serve in the role for another year. There was a motion to re-appoint Ms. Gillis as Vice-Chair by Ms. Damato, with a second by Mr. Sullivan. Ms. Gillis' reappointment passed unanimously.

6. Grievance Committee Appointments*

Ms. Jones stated the purpose and action needed for agenda item six (6), Grievance Committee appointments. She explained that if the CTC does not resolve a rider, purchasing agency, or transportation operator complaint, a committee of LCB members shall meet to review the complaint and provide recommendations to the full LCB or Commission for the Transportation Disadvantaged (CTD) for resolution. Ms. Janet Dickinson and Ms. Barb Baptista were nominated to serve on the committee. There was a motion to retain Ms. Baptista and appoint Ms. Dickinson by Ms. Damato and seconded by Ms. Stanford. The appointments were unanimously approved.

7. Evaluation Committee Appointments*

Ms. Jones reviewed the purpose and action needed for item seven (7), Evaluation Committee Appointments. Members of the LCB once a year, are obligated to conduct an on-site observation, ride-along, and survey of riders concerning Nassau County's CTC TD service. She recommended that new LCB members or members who have never conducted the evaluation participate, further adding that the process aids in understanding a rider's experience. Ms. Stanford nominated herself to serve on the committee. Ms. Baptista volunteered to serve on the committee for another year. The Evaluation Committee nominations passed with unanimous approval with a motion from Mr. Sullivan and a second from Ms. Price.

8. LCB Membership – Review/Approval*

LCB Membership was considered next. Ms. Jones noted that Board membership this quarter is an action item, and the NEFRC Board of Directors is to consider this membership for final approval at its April 4, 2024, meeting. There was a motion to approve the membership list as read by Ms. Hagley and a second from Ms. Baptista. The TD membership roster was unanimously approved.

- a) Current Membership Vacancies - Ms. Jones briefly discussed the board vacancies. She asked if anyone had any recommendations on whom she should contact for interest. She also mentioned there was an LCB Volunteer form in the meeting package. Ms. Cherney stated she might have some contacts and would reach out with that information. Multiple board members stated that Ms. Jones should contact Ms. Sabrina Robertson, Nassau County's Public Information Officer, to advertise the vacancies.

1. Economically Disadvantaged
2. Disabled
3. Citizen Advocate/User
4. Citizen Advocate/Non-User
5. Private For-Profit Transportation

9. Procurement: CTC Recommendation*

Eric Anderson gave a brief overview of the Request for Proposal (RFP) and advised Jacksonville Transit Authority (JTA) was the only applicant. There was an evaluation/scoring committee, in which they evaluated the proposal. The committee recommended to the LCB that the NEFRC recommend to the Commission for the Transportation Disadvantaged that the Jacksonville Transit Authority become the Community Transportation Coordinator for Nassau County. The CTC recommendation was unanimously approved with a motion by Ms. Baptista and seconded by Ms. Johnson.

10. Northeast Florida Regional Council Update*

Ms. Jones stated that there needs to be a discussion of the date/time for a ride-along for the Annual CTC Evaluation. Ms. Jones, Ms. Cherney, and the Evaluation Committee agreed that Ms. Cherney would email the committee later with available dates for April.

Tuesday, April 30, 2024, is the Final deadline for ISD Grant applications for FY 2024-25.

The House and Senate passed the General Appropriations Act of FY 2024-25. The budget includes \$59.3 million for the grants and aids category of the Transportation Disadvantaged Trust Fund. The Commission is projected to distribute this funding through the following programs:

- Approximately \$52.9 million to the Trip & Equipment (T&E) Grant Program.
- Approximately \$1.9 million to the Planning Grant Program.
- \$1.4 million to the "Shirley Conroy" Capital Equipment Grant.
- \$3 million to the Innovative Service Development (ISD) Grant.

11. Community Transportation Coordinator (CTC) System Update

- a) Ms. Cherney gave the quarterly update:

Ms. Cherney announced to the board members that effective May 10, 2024, she will no longer be with Nassau Transit/Nassau Council on Aging.

- Total paratransit trips for the 3 months ending December 31, 2023, was 9,327, which is a 32.4% decrease. During the same period in 2022, the total paratransit trips was 13,795.
- The total number of paratransit trips per day (excl. Holidays, Sat & Sun) for the 3 months ending December 31, 2023, was 155.5, a 33.5% decrease. During the same period in 2022, the total number

of paratransit trips per day was 233.8.

- During the 3 months ending December 31, 2023, the total public transit trips was 1,652, a 22.5% increase. During the same period in 2022, the total number of public transit trips was 1,349.

12. Regional Transit Working Group Report

Ms. Jones stated that JTA/Haskell were unable to attend today's meeting. Chair Gray requested that for the next LCB meeting, they present in person.

13. Old Business

There was no old business.

14. New Business

There was no new business.

15. Public Comment

There was no public comment.

16. Member and Department Reports

There were no member or department reports.

17. Adjournment

There being no further discussion, Chair Gray adjourned the meeting at 1:55 p.m. The next LCB meeting will occur on May 16, 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.	5/18/23	9/21/23	11/16/23	3/28/24
1. Chairperson	Jeff Gray	P	P	P	P
2. Dept. of Transportation	Janell Damato / ALT	P	P	P	P
3. Dept. Of Children and Families	Donna Johnson/ ALT	a	P	P	P
4. Public Education	Brad Underhill	a	a	a	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	P	P	a	P
6. Veteran Services	Bob Sullivan	a	P	a	P
7. Econo. Disadvan (Comm. Action)	Celena Farmer /Vacant	a	a	a	-
8. Elderly	Van Dyke Walker	a	a	a	a
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate /Non User	Vacant	-	-	-	-
12. Children at Risk	Patricia Langford	a	a	a	P
13. Dept. Of Elder Affairs	Janet Dickinson	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Dept. of Health Care Adm.	Reeda Harris / ALT	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / ALT	a	P	a	P
17. Regional Workforce Dev. Brd.	Sean Rush / ALT	P	a	P	a
18. Local Medical Community	Barb Baptista / ALT	P	a	P	P

VACANCIES

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

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: March 28, 2024
Time: 1:00 p.m.

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

Name	Address	Phone	E-Mail
Summer Jones			
Eric Anderson			
Jeff Gray			
Janel Demato	2165 Forbes St.	904-360-5687	janel.demato@dof.state.fl.us
Patti Langford		904-491-9955	Langfordpa@Nassau.K12.FL.us
BOB SULLIVAN		904 548 4670	BSU JSO@NASSAUCLERK.FL
Jules Chernia			jchernia@NassauCountyCoa.org
Paul Baptista	1620 Weddorne St FB	904 753 1258	Barbara.Baptista@flhealth.gov
Beth Ryan			epryan@netrc.org
Monica Dominguez			mdominguez@netrc.org
Marshall Eyerman			meyerman@NassauCountyFL.com
JANICE ANCEM			JANCEM@NASSAUCOUNTYCOA.ORG

[illegible]

VACANT BOARD MEMBERSHIP POSITIONS



**Serve on the
Transportation Disadvantaged Local Coordinating Board**

Vacant memberships:

**Economically Disadvantaged
Persons with Disabilities
Citizen Advocate/User
Citizen Advocate/Non-User
Private-for-profit Transportation**

Interested applicants are invited to inquire at:

sjones@nefrc.org

904-279-0880 ext. 124

**NASSAU COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
BYLAWS**

ARTICLE I: PREAMBLE

Section 1: Preamble

The following sets forth the Bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Nassau County through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: DEFINITIONS, NAME, AND PURPOSE

Section 1: Definitions

Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

Community Transportation Coordinator (also known as the CTC or Coordinator): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

Designated Official Planning Agency (also known as the DOPA): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Non-sponsored Trip: means a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Transportation Disadvantaged: those persons who because of physical or mental

disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (also known as the TDSP): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (also known as the TDTF): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: one or more public, private for profit, or private non-profit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Section 2: Name

The name of the Local Coordinating Board shall be the Nassau County Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the Board.

Section 3: Purpose

The purpose of the Board is to identify local service needs and to provide information, advice and direction to the Nassau County Community Transportation Coordinator, hereinafter referred to as the CTC, on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The Board is recognized as an advisory body to the Commission for the Transportation Disadvantaged in its respective service area.

ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE, AND TERMINATION OF MEMBERSHIP

Section 1: Voting Members

In accordance with Chapter 427.012 F.S., all members of the Board shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the DOPA, after consideration by the Board. The DOPA for the Nassau County Transportation Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Northeast Florida Regional Council. The Nassau County Board of County Commissioners shall appoint one of its members to serve as the official chairperson for all Coordinating Board meetings. The following agencies or groups are eligible to be represented on the Board as voting members, pursuant to 41-2.012(3)(a-n):

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Family Services;
3. A representative of the Public Education Community;
4. A representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services who shall represent the Department of Education;
5. A person who is recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over sixty representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation
10. A local representative for children at risk;
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's board, except in cases where they are also the Community Transportation Coordinator;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Ch. 445, F.S.;
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, the local health department or other home and community based services, etc.

17. A local representative of the Agency for Persons with Disabilities.

Section 2: Alternate Members

Each member of the Board may name an alternate who may vote only in the absence of that member on a one-vote-per-member basis. Alternates for voting members may be changed at the discretion of the voting member. The Board member or agency represented shall confirm alternative representation with the DOPA in advance of a meeting where such representation is to be in place, and will indicate if such representation is to be long term.

Section 3: Terms of Appointment

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. Furthermore, the Chair shall serve until replaced by the Nassau County Board of County Commissioners, as specified in Rule 41-2.012(4) FAC.

Section 4: Termination of Membership

Any members of the Board may resign at any time by notice in writing to the Chair and the DOPA. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should make every effort to ensure that the designated alternate will attend in his/her place. The DOPA shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Number

The officers of the Board shall be a Chair and a Vice-Chair.

Section 2: Chair

The Board of County Commissioners shall appoint an elected official to serve as the official Chair to preside at all Board meetings. The Chair shall be an elected official from the county area of the Board. The Chair shall preside at all meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chair shall assume the powers and duties of the Chair. Pursuant to section 41-2.012(4), the Chair shall serve until replaced by the DOPA.

Section 3: Vice-Chair

The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. The Vice-Chair shall assume the powers and duties of the Chair in his/her absence.

ARTICLE V: BOARD MEETINGS

Section 1: Regular Meetings

Pursuant to Chapter 427.0157 F.S., the Board shall meet quarterly.

Section 2: Special Meetings

The Chair may convene special meetings of the Board as deemed necessary provided that proper notice is given to all members of the Board, other interested parties, and news media within a reasonable amount of time prior to the special Board meeting. For purposes of establishing a quorum for special meetings, Board attendance by conference call is permissible. However, under no circumstance shall the representative from the Community Transportation Coordinator or the DOPA participate in the special meeting via conference call.

Section 3: Notice of Meetings

Notices and tentative agendas shall be sent to all Board members, other interested parties, and the news media (meeting announcement only) within a reasonable amount of time prior to the Board meeting. Meeting notices shall state the date, time, and the location of the meeting.

Section 4: Quorum

At all meetings of the Board, the presence in person of at least two of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall be necessary and sufficient to constitute a quorum for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. Any such recessed meeting shall be then conducted as a “workshop”. At any

such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

Section 5: Voting

At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these bylaws, shall be decided by the vote of a majority of the members of the Board present, in person or remotely.

Section 6: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to *Robert's Rules of Order*, except when in conflict with these bylaws.

ARTICLE VI: STAFF

Section 1: General

The DOPA shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157 F.S. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties.

ARTICLE VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2(5) FAC.

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the DOPA;
2. Review and approve the Memorandum of Agreement and the Service Plan;
3. On a continuing basis, evaluate services provided under the approved service plan. Annually, provide the DOPA with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of the current service plan elements. Recommendations relative to performance and the renewal

of the CTC's Memorandum of Agreement shall be included in the report.

4. In cooperation with the CTC, review and provide comments to the Commission and the DOPA, on all applications for local government, state, or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner;
5. Review coordination efforts and service provision strategies in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service available in an effort to increase system ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so. Pursuant to Chapter 427.0157(6) F.S., evaluate multicounty or regional transportation opportunities.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available, and
8. Review and approve the Transportation Disadvantaged Service Plan (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the Board. The TDSP shall include a complete vehicle inventory for the local system and shall be updated with the assistance of the CTC on an annual basis.

ARTICLE VIII: COMMITTEES

Section 1: Committees

Committees may be designated by the Chair to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance Committee which shall be a standing committee. The Chair may serve as a voting member of all committees, but does not count against the quorum if absent. Each committee may elect a Chair from its membership.

Section 2: Grievance Committee

The Grievance committee will serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the CTC and the full Board for improvement of service. The Board shall establish procedures to provide ample opportunity for aggrieved parties to be brought before such committee and to address properly filed and documented

grievances in a timely manner. Members appointed to the committee shall be voting members of the Board.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

Section 1: General

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

ARTICLE X: AMENDMENTS

Section 1: General

The bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) are discussed at a meeting prior to the meeting where action is taken, or are provided to all members in advance of the meeting where bylaws are amended.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the bylaws of this Board as adopted by the Transportation Disadvantaged Coordinating Board on the 16th day of May, 2024.

Hon. Jeff Gray, Chair

TRANSPORTATION DISADVANTAGED SERVICE PLAN

LOCAL COORDINATING BOARD

ROLL CALL VOTE (NASSAU COUNTY)

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Comm. Jeff Gray			
2. Dept. of Transportation	Janell Damato / ALT			
3. Dept. Of Children and Families	Donna Johnson / ALT			
4. Public Education Community	Brad Underhill			
5. Dept. of Education (Voc. Rehab.)	Rochelle Price			
6. Veteran Services	Bob Sullivan			
7. Comm. Action (Eco. Disadvan.)	VACANT			
8. Elderly	Van Dyke Walker			
9. Disabled	VACANT			
10. Citizen Advocate/User	VACANT			
11. Citizen Advocate/Non-User	VACANT			
12. Children at Risk	Patricia Langford			
13. Dept. Of Elder Affairs	Janet Dickinson / ALT			
14. Private for Profit Transportation	VACANT			
15. Dept. of Health Care Admin.	Reeda Harris / ALT			
16. Agency for Persons w/Disabilities	Sheryl Stanford / ALT			
17. Regional Workforce Dev. Brd.	Sean Rush / ALT			
18. Local Medical Community	Barb Baptista / ALT			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan, We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on: 5/16/24

Approved by the Commission for the Transportation Disadvantaged.

5/16/24
Date

Coordinating Board Chair

Date

Executive Director

2022-2027 Nassau County Transportation Disadvantaged Service Plan

Approved by the

Nassau County
Transportation Disadvantaged Coordinating Board

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with Assistance from



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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, and 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.

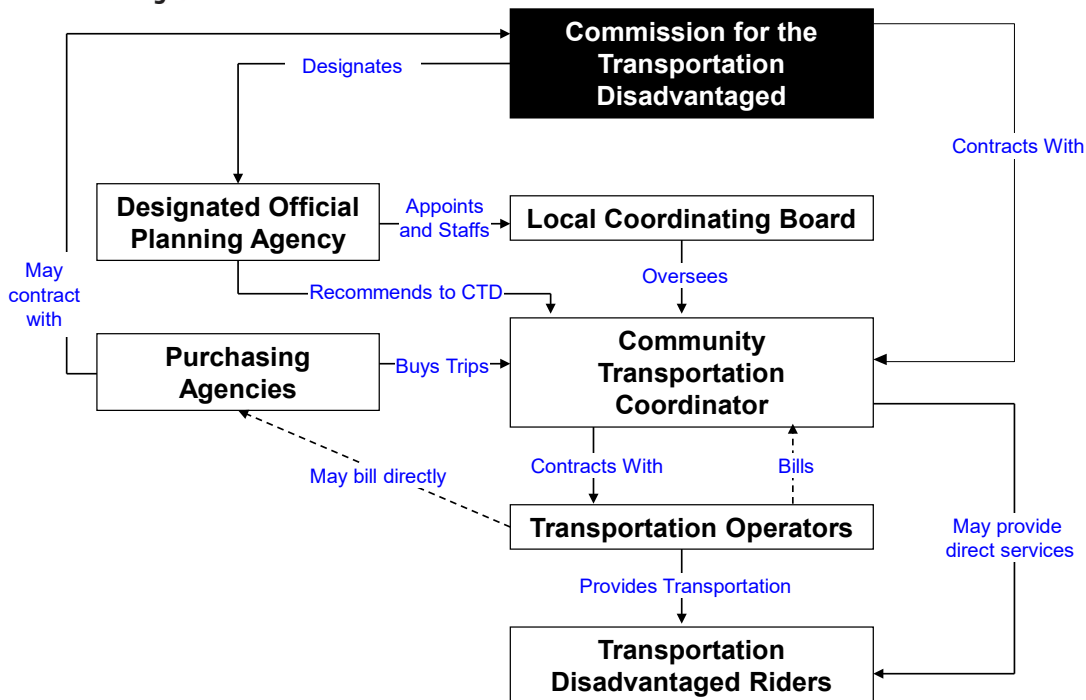
Community Transportation Coordinator Designation Date and History

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 been the CTC for Nassau County on a continual basis since that time. The Commission for the Transportation Disadvantaged recently approved the NCCOA as the CTC for another 5-year period ending on June 30, 2022.

Organizational Chart



Coordinated Transportation System Organization



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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 TDSP is consistent with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan,” which was adopted by the NEFRC by Rule on January 16, 2014. The regional transportation element supports mobility, the transportation disadvantaged and transit in policies 2, 3 and 16.

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.

Regional Transit Action Plan

NCCOA was represented in the creation of the Regional Transportation Commission's Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. BCCOA is represented on the Regional Transit Coordinating Committee, which is working on implementation of the plan.

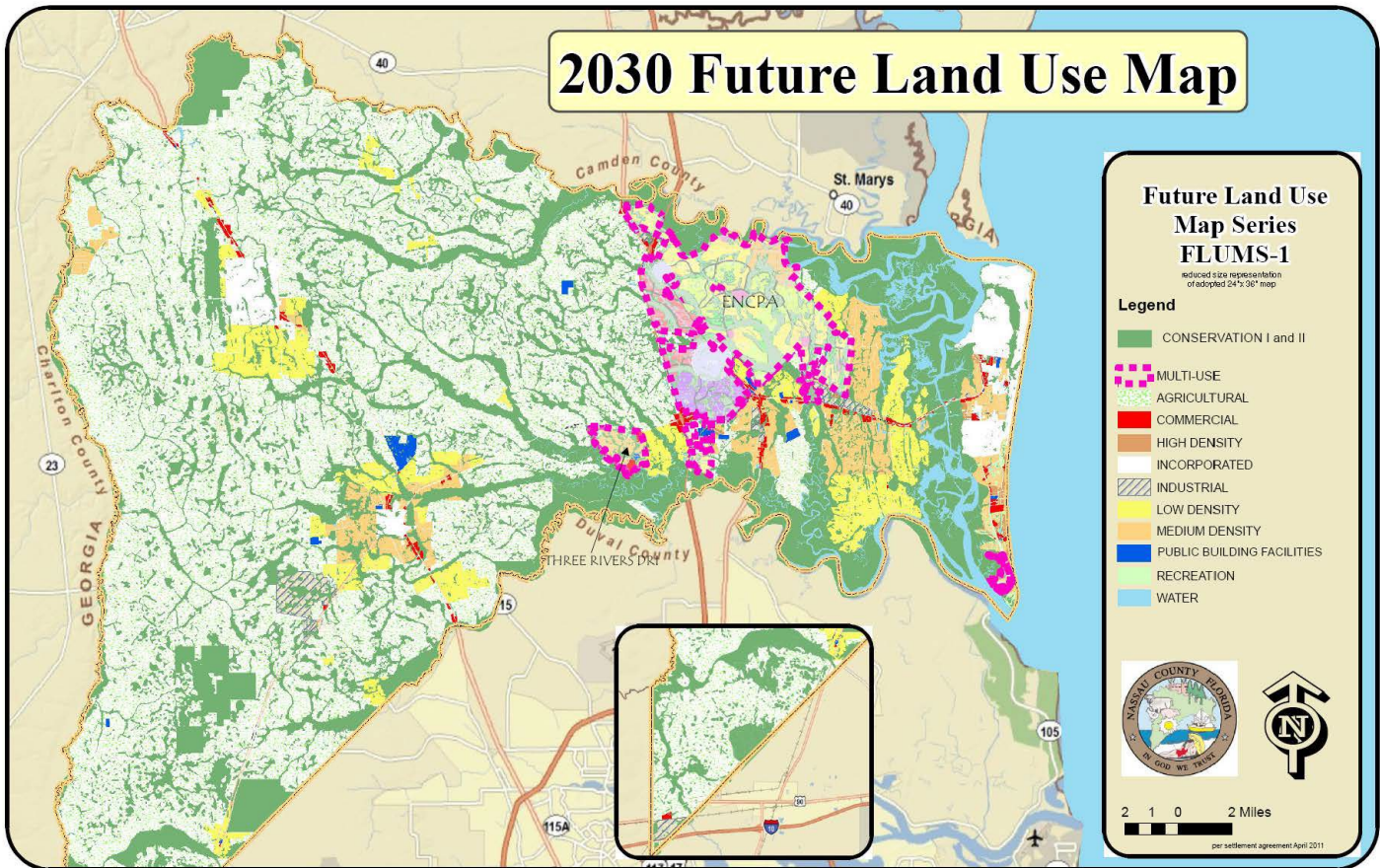
Public Participation

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

BEBR Population Estimates and Projections (Medium)

	2020	Difference	2010	County Population Projections
Nassau County	89,258	15,944	73,314	
Callahan	1,347	224	1,123	
Fernandina Beach	13,534	2,047	11,487	
Hilliard	3,076	-10	3,086	
Unincorporated	71,301	13,683	57,618	
			2020	89,258
			2025	99,200
			2030	107,500
			2035	114,600
			2040	121,100
			2045	126,900

Source: University of Florida, Bureau of Economic and Business Research, <http://www.bebr.ufl.edu/population>

Population - Age 65+ - 5-year Estimates and Projections

Estimate/Projection Year	Data
2020	20,284
2025	25,543
2030	30,299
2035	33,429
2040	35,843
2045	36,935

Source: University of Florida, Bureau of Economic and Business Research, <http://www.bebr.ufl.edu/population>

Racial Composition

Race	2019
White	88.8%
Black or African American	6.4%
Asian	0.6%
Some Other Race	2.4%

Source: 2019 American Community Survey, U.S. Census Bureau (DP05)

Population by Age Groups

Ages	Estimate
Under 5	4,736
5-9	5,316
10-14	4,620
15-19	4,129
20-24	3,118
25-34	10,988
35-44	9,136
45-54	12,324
55-59	6,899
60-64	6,662
65-74	12,030
75-84	7,249
85 and over	1,418
Total	88,625

Source: 2019 American Community Survey, U.S. Census Bureau (DP05)

Veterans - Population

Age	Female	Male	Total
18-34	0	114	114
35-54	358	2,323	2681
55-64	321	710	1031
65-74	60	2,814	2874
75 years and over	0	2,757	2757
Total	739	8,718	114

Source: 2019 American Community Survey, U.S. Census Bureau (B21001)

Veterans - Total Population - Projections

Year	Data
2020	8,484
2025	8,018
2030	7,479
2035	6,897
2040	6,402
2045	6,017

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

Poverty Status in the last 12 months by Disability and Employment Status for the Population 20 to 64 years

	Below Poverty Level	Above Poverty Level
With a Disability	1,392	4,650
In Labor Force	19	2,011
Not in Labor Force	1,373	2,639
No Disability	3,609	39,126
In Labor Force	1,437	32,410

Not in Labor Force	2,172	6,716
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Source: 2019 American Community Survey, U.S. Census Bureau (B23024)

Families and People Living Below the Poverty Level for the Prior 12 Months

	Percent
All Families	6.8%
w/related children under 18 years	11.4%
w/related children under 5 years only	6.2%
Married couple families	3.8%
w/related children under 18 years	6.5%
w/ related children under 5 years only	0%
Families with female householder no husband present	26.5%
w/related children under 18 years	31%
w/ related children under 5 years only	26%
All people	9.9%
Under 18	13.9%
Related children under 18 years	12.8%
Related children under 5 years	7.7%
Related children 5 to 17 years	14.5%
18 years and over	8.9%
18 to 64 years	10.3%
65 years and over	5.5%
People in families	7.2%
Unrelated individuals 15 years and over	25.5%
All Families	6.8%
w/related children under 18 years	11.4%

Source: 2019 American Community Survey, U.S. Census Bureau (DP03)

Statistics Related to County Population Age 60+

Year 2018	Nassau County Projection
At Poverty Level	1,605 (7%)
Minority At Poverty Level	225 (1%)
Below 125% of Poverty Level	2,194 (9%)
Minority Below 125% of Poverty Level	319 (1%)
With a Florida Driver's License	25,410 (34%)

Source: Florida Department of Elder Affairs, County Profiles, <https://elderaffairs.org/publications-reports/demographic-profiles-statistics/florida-county-profiles/>

Household Income and Benefits

Income Amount	Estimate
Less than \$10,000	1,561
\$10,000-\$14,999	1,132
\$15,000-\$24,999	1,534
\$25,000-\$34,999	3,649

\$35,999-\$49,999	3,892
\$50,999-\$74,999	6,889
\$75,000-\$99,999	5,316
\$100,000-\$149,999	6,357
\$150,000-\$199,999	2,686
\$200,000 or more	2,196
Total Households	35,212
Median Household Income	\$70,939

Source: 2019 American Community Survey, U.S. Census Bureau (DP03)

Number of Homeless People							
County	2015	2016	2017	2018	2019	2020	2021
Nassau	140	99	142	92	86	86	142

Source: Florida's Council on Homelessness, Annual Report, <https://www.myflfamilies.com/service-programs/homelessness/publications.shtml>

Number of Homeless Students PK-12					
Total Homeless Students	Living Situation:	Shelters	Shared Housing	Other	Motels
513		<11	454	35	19

Source: [2019-2020 Homeless Student Counts](#), Florida Department of Education

Population Over 65 with Disability	
Disability Status	Nassau County Projection
With One Type of Disability	3,515
With Two or More Disabilities	3,310
Total with Disabilities	6,825

Source: Florida Department of Elder Affairs, County Profiles, <https://elderaffairs.org/publications-reports/demographic-profiles-statistics/florida-county-profiles/>

Employment

Employment Data				
	Total	Labor Force Participation Rate	Employment/ Population Ratio	Unemployment Rate
Population 16 years and over	73,013	54.1%	51.2%	3.3%
AGE				
16 to 19 years	3,189	42.5%	25.8%	39.3%
20 to 24 years	3,118	81.0%	69.6%	14.1%
25 to 29 years	6,270	73.6%	65.1%	0.0%
30 to 34 years	4,718	82.5%	78.0%	0.7%
35 to 44 years	9,136	80.4%	76.7%	2.6%
45 to 54 years	12,324	82.1%	81.2%	1.1%
55 to 59 years	6,899	66.7%	66.7%	0.0%
60 to 64 years	6,662	41.7%	41.7%	0.0%
65 to 74 years	12,030	17.4%	16.9%	3.0%
75 years and over	8,667	2.2%	2.2%	0.0%
RACE AND HISPANIC OR LATINO ORIGIN				
White alone	65,589	53.9%	51.3%	3.6%
Black or African American alone	N	N	N	N
American Indian and Alaska Native alone	N	N	N	N
Asian alone	N	N	N	N
Native Hawaiian and Other Pacific Islander alone	N	N	N	N
Some other race alone	N	N	N	N
Two or more races	N	N	N	N
Hispanic or Latino origin (of any race)	N	N	N	N
White alone, not Hispanic or Latino	63,983	53.7%	51.2%	3.5%
Population 20 to 64 years	49,127	73.0%	69.9%	2.0%
SEX				
Male	24,060	80.1%	74.0%	3.3%
Female	25,067	66.3%	65.9%	0.5%
With own children under 18 years	N	N	N	N
With own children under 6 years only	N	N	N	N
With own children under 6 years and 6 to 17 years	N	N	N	N
With own children 6 to 17 years only	N	N	N	N

**POVERTY STATUS IN
THE PAST 12
MONTHS**

Below poverty level	5,001	29.1%	23.0%	21.0%
At or above the poverty level	43,776	78.6%	75.8%	1.1%

DISABILITY STATUS

With any disability	6,042	33.6%	33.6%	0.0%
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**EDUCATIONAL
ATTAINMENT**

Population 25 to 64 years	46,009	72.5%	69.9%	1.0%
Less than high school graduate	5,439	55.1%	52.6%	0.0%
High school graduate (includes equivalency)	14,251	71.6%	66.5%	1.3%
Some college or associate's degree	14,488	73.6%	71.4%	1.9%
Bachelor's degree or higher	11,831	80.2%	80.2%	0.0%

Source: 2019 American Community Survey, U.S. Census Bureau (S2301)

Employment Status

In Labor Force	39,514
Civilian Labor Force	38,656
Employed	37,379
Unemployed	1,277
Armed forces	858
Not in Labor Force	33,499
Total Population 16 years and over	73,013

Source: 2019 American Community Survey, U.S. Census Bureau (DP03)

Employment Status

Employment Status	Estimate	Percentage
<i>Private wage and salary workers</i>	30,806	82.4%
<i>Government workers</i>	4,619	12.4%

<i>Self-employed workers in own not incorporated business</i>	1,954	5.2%
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<i>Unpaid family workers</i>	0	0%
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Source: 2019 American Community Survey, U.S. Census Bureau (DP03)

Housing Occupancy

Total housing units	41,245
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Occupied housing Units	35,212
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<i>Owner-occupied housing units</i>	28,868
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<i>Renter-occupied housing units</i>	6,344
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Vacant Housing Units	6,033
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Source: 2019 American Community Survey, U.S. Census Bureau (DP04)

School Enrollment

Population 3 years and over enrolled in school	16,016
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Nursery school, preschool	928	5.8%
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Kindergarten	773	4.8%
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Elementary School (grades 1-8)	8,153	50.9%
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High School (9-12)	3,700	23.1%
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College or graduate school	2,462	15.4%
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Source: 2019 American Community Survey (DP02)

Graduation Attainment

Less than 9 th grade	2,867	4.3%
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9 th to 12 th Grade, no diploma	4,753	7.1%
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High School graduate (includes equivalency)	20,436	30.6%
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Some College, no degree	13,742	20.6%
Associates degree	5,200	7.8%
Bachelor's degree	12,535	18.8%
Graduate or professional degree	7,173	10.8%
Percent high school graduate or higher		88.6%
Percent bachelor's degree or higher		29.5%

Source: 2019 American Community Survey (DP02)

Commuting to Work

Car, truck, or van—drive alone	31,422	82.6%
Car, truck or van—carpooled	1,991	5.2%
Public transportation (excluding taxicab)	103	0.3%
Walked	193	0.5%
Other means	1,194	3.1%
Worked at home	3,159	8.3%
Mean travel time to work (minutes)	30.8	

Source: 2019 American Community Survey (DP03)

Vehicle Ownership

No vehicles available	1,006	2.9%
1 vehicle available	9,949	28.3%
2 vehicles available	14,444	41%
3 or more vehicles available	9,813	27.9%

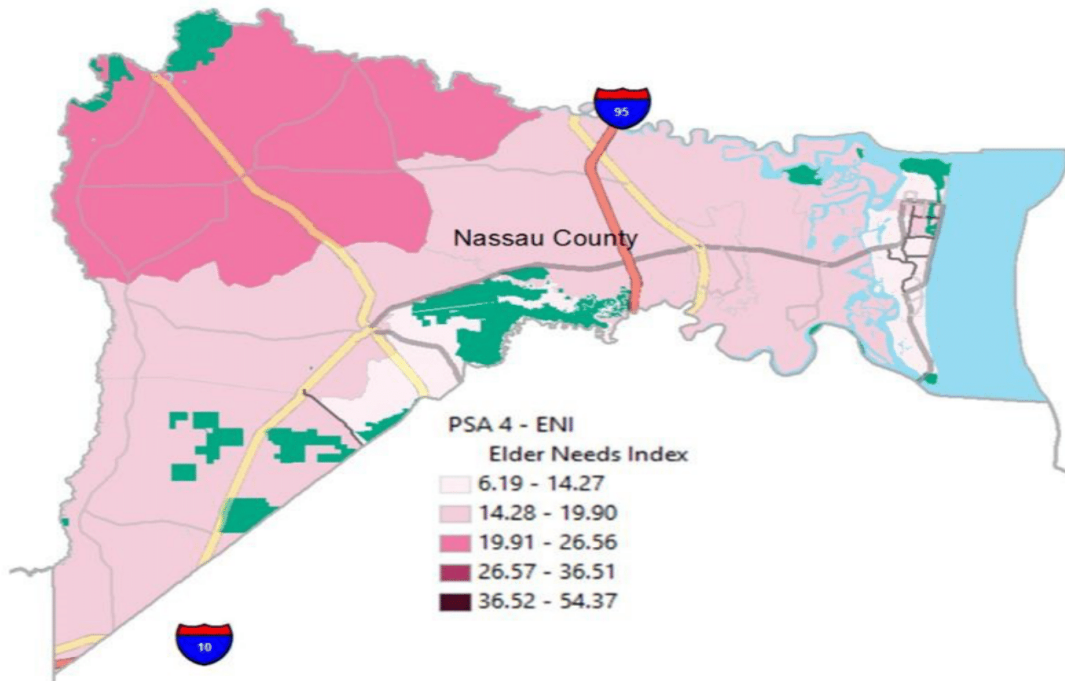
Source: 2019 American Community Survey (DP04)

2018 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.** The green areas of the map represent bodies of land such as national parks, state forests, wildlife management areas, and local and private preserves. The blue areas of the map represent bodies of water such as lakes, streams, rivers, and coastlines. Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doea/eni_home.php

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

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2013-2017 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

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

1

2018 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	82,748	100%
Under 18	16,606	20%
Under 60	58,401	71%
18-59	41,795	51%
60+	24,347	29%
65+	17,826	22%
70+	11,897	14%
75+	7,037	9%
80+	3,721	4%
85+	1,723	2%

Source: BEBR, 2019

Gender	Value	Percent
Male	11,655	48%
Female	12,692	52%

Source: BEBR, 2019

Living Alone	Value	Percent
Male Living Alone	1,500	39%
Female Living Alone	2,360	61%

Source: AGID 2012-16 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	1,851	10%
High School Diploma	5,013	28%
Some College, No Degree	2,934	16%
Associates Degree or Higher	6,190	35%

Source: U.S. Census Bureau, 2013-2017 ACS

Marital Status	Male	Female
Never Married	335	290
Percentage Never Married	3%	3%
Married	7,840	6,260
Percentage Married	78%	58%
Widowed	760	2,820
Percentage Widowed	8%	26%
Divorced	1,160	1,365
Percentage Divorced	11%	13%

Source: AGID 2012-16 ACS

Race and Ethnicity	Value	Percent
White	22,770	94%
Black	1,313	5%
Other Minorities	264	1%
Total Hispanic	372	2%
White Hispanic	328	1%
Non-White Hispanic	44	0%
Total Non-Hispanic	23,975	98%
Total Minority	2,213	9%

Source: BEBR, 2019

Driver License Holders	Value	Percent
Drivers	25,410	34%

Source: Florida Department of Highway Safety and Motor Vehicles, 2019

Registered Voters	Value	Percent
Registered Voters	26,174	38%

Source: Florida Department of State, 2018

Veterans	Value	Percent
Age 45-64	2,984	34%
Age 65-84	3,959	45%
Age 85+	505	6%

Source: U.S. Department of Veterans Affairs

Grandparents	Value	Percent
Living With Grandchildren	1,070	4%
Grandparent Responsible for Grandchildren	425	2%
Grandparent Not Responsible for Grandchildren	645	3%
Not Living With Grandchildren	19,420	80%

Grandchildren are defined as being under the age of 18.

Source: AGID 2012-16 ACS

English Proficiency	Value	Percent
With Limited English Proficiency	35	0%

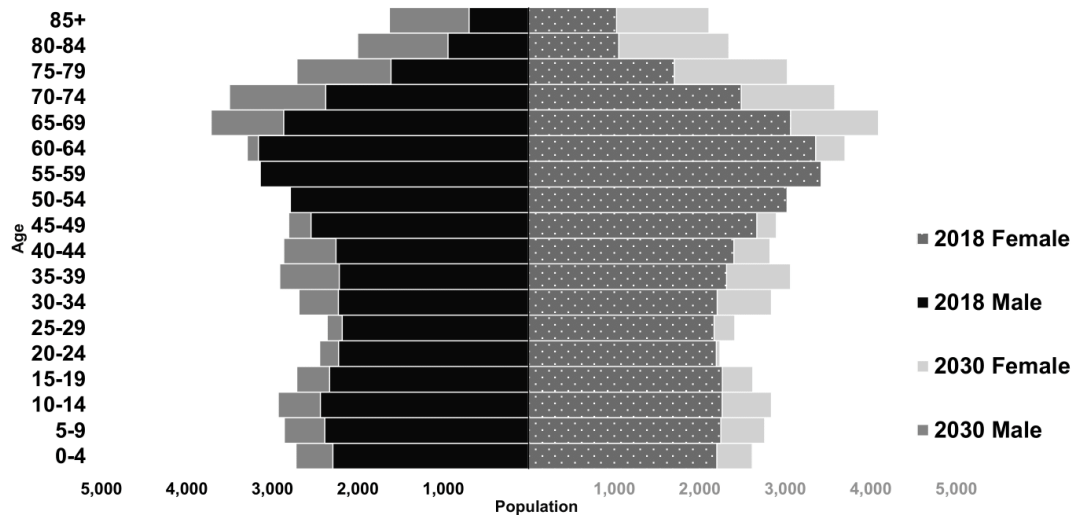
Source: AGID 2012-16 ACS

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.

2018 Profile of Older Floridians

Nassau County Demographic Profile

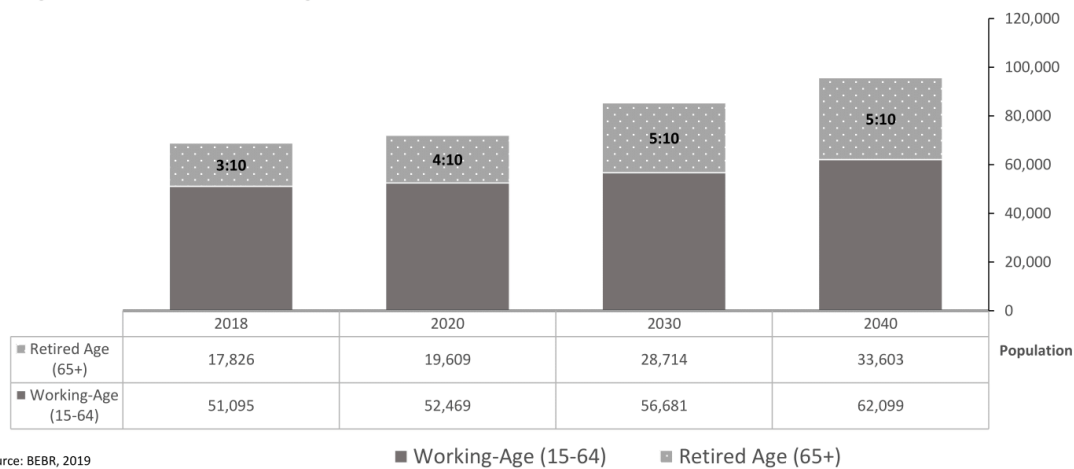
The population pyramid below compares the projected older adult population by gender between 2018 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2019

Senior 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, 2019

2018 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.

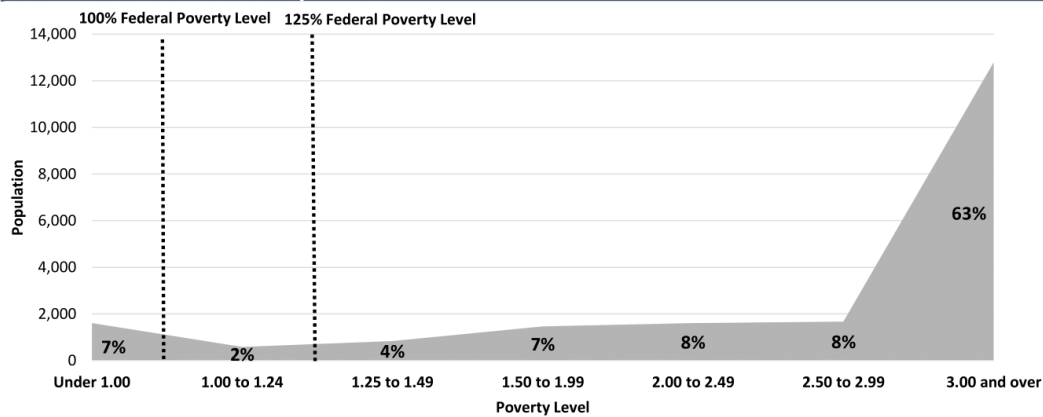
Federal Poverty Level	Value
Single-Person Household	\$12,140
Two-Person Household	\$16,460
125% Single-Person Household	\$15,175
125% Two-Person Household	\$20,575

Source: U.S. Department of Health & Human Services, 2018

Poverty	Value	Percent
At Poverty Level	1,605	7%
Below 125% of Poverty Level	2,194	9%
Minority At Poverty Level	225	1%
Minority Below 125% of Poverty Level	319	1%

Source: AGID 2012-16 ACS

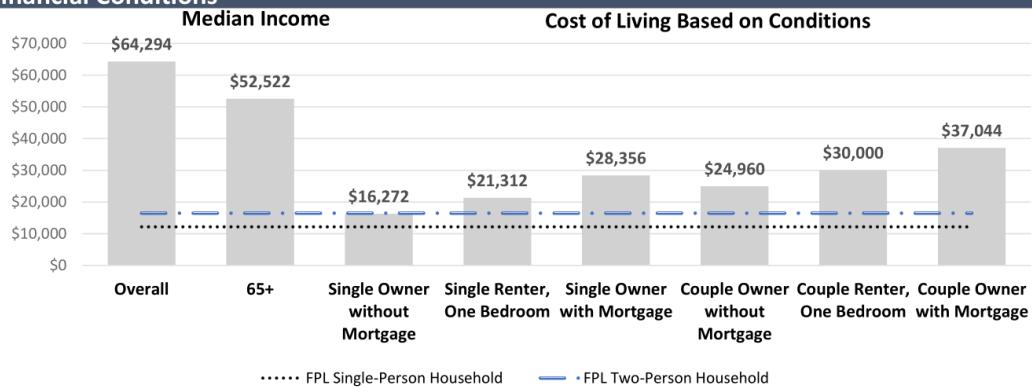
Ratio of Income to Poverty Level



Value is expressed as the percentage of the 60+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2012-16 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, 2013-2017 ACS and WOW Elder Economic Security Standard Index, 2016

2018 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	28%
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, 2018	

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	45
This figure includes occupants and non-occupants involved in a crash.	
Source: National Highway Traffic Safety Administration, 2017	

SNAP or Food Stamps	Value
Participants	1,416
Potentially Eligible	2,194
Participation Rate	65%
Source: Florida Department of Children and Families, 2018	

Food Resource Centers	Value
SNAP Access Site	5
Fresh Access Bucks Outlet	0
Farmer's Market	3
Food Distribution (No Cost)	0
SNAP Retailers	66
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.org, USDA, and Florida DOE, 2019	

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.)	227
Public Transit Service Area Population	393,807
Annual Unlinked Trips	53,028
Vehicles Operated in Maximum Service (VOMS)	15
Total Miles of Bike Lanes	58
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, 2017, and FDOT, 2018	

Green Space	Value
Number of Nearby State Parks	5
Nearby refers to the park that has the shortest distance from the center of the county.	
Source: Florida Department of Transportation, 2018	

Rural-Urban Designation	Value
Census Tracts Rural	54%
Census Tracts Urban	46%
Number of Census Tracts	13
Source: U.S. Department of Agriculture, 2019	

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	8,844
Percent of Owners with High Cost Burden	11%
Renter-Occupied Households	1,239
Percent of Renters with High Cost Burden	31%

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, 2018

Affordable Housing Inventory	Value
Properties	5
Properties Ready for Occupancy	5
Total Units	231
Units with Rent and/or Income Restrictions	230
Units Receiving Monthly Rental Assistance	154

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, 2018

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	48%
Renter-Occupied Housing Units	26%
Source: U.S. Census Bureau, 2013-2017 ACS	

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	96%
Renter-Occupied Households with Access to Vehicle(s)	84%
Source: U.S. Census Bureau, 2013-2017 ACS	

Employment Status (65+)	Value	Percent
Number of Seniors Employed	2,343	13%
Number of Seniors Unemployed	437	2%
Source: U.S. Census Bureau, 2013-2017 ACS		

Retirement (65+)	Value	Percent
Social Security Beneficiaries	16,245	73%
SSI Recipients	189	16%

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, 2018

Internet Access (65+)	Percent
Have Internet Access	80%
Source: U.S. Census Bureau, 2013-2017 ACS	

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

5

2018 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	0
Operating Rooms	0
Recovery Beds	0

Source: Florida AHCA, 2019

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

Source: Florida AHCA, 2019

Medical Professionals	Value
Medical Doctors	
Licensed	100
Limited License	1
Critical Need Area License	0
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	3
Licensed Osteopathic Physicians	24
Dentists	27
Licensed Registered Nurses	1,259
Pharmacies	21

Source: Florida Department of Health, 2019

Assisted Living Facility	Value
Total ALF Beds	298
Optional State Supplementation (OSS) Beds	158
Non-OSS Beds	140
Total ALF Facilities	5
Facilities with Extended Congregate Care License	2
Facilities with Limited Mental Health License	2
Facilities with Limited Nursing Service License	1

Source: Florida AHCA, 2019

Medically Underserved	Value	Percent
Total Medically Underserved	21,603	89%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	21,603	89%

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

Health Insurance 65+	Value	Percent
Insured	15,734	100%
Uninsured	0	0%

Source: U.S. Census Bureau, 2013-2017 ACS

Disability Status	Value	Percent
With One Type of Disability	3,515	14%
With Two or More Disabilities	3,310	14%
Total With Any Disability		
Hearing	2,740	11%
Vision	1,575	6%
Cognitive	1,505	6%
Ambulatory	4,160	17%
Self-Care	1,345	6%
Independent Living	2,125	9%
With No Disabilities	13,735	56%
Probable Alzheimer's Cases (65+)	2,069	12%

Source: AGID 2012-16 ACS

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	1,558	13%
60+ Dual Eligible	1,378	66%

Source: Florida AHCA, 2019

Adult Day Care (ADC)	Value
ADC Facilities	1
Capacity	15

Source: Florida AHCA, 2019

Home Health Agencies	Value
Agencies	5
Medicaid Certified Agencies	0
Medicare Certified Agencies	2
Homemaker and Companion Service Companies	5

Source: Florida AHCA, 2019

2018 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
Veteran Administration Beds	0
Other Beds	0
SNF Beds	240
Community Beds	240
Sheltered Beds	0
Veteran Administration Beds	0
Other Beds	0
SNFs With Community Beds	2
Community Bed Days	87,600
Community Patient Days	78,439
Medicaid Patient Days	49,779
Occupancy Rate	90%
Percent Medicaid	63%

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, 2019

Emergency Medical Services (EMS) Providers	Value
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EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2019

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2019

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2019

Dialysis	Value
End-Stage Renal Disease Centers	3

Source: Florida Department of Health, 2019

Nassau County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in Census tracts that fall within particular FEMA-designated evacuation zones, as well as the portions 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	869
Medicaid Beneficiary	33

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

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA and U.S. Centers for Medicare & Medicaid Services, 2018

Shelter Resources	Value
Number of General Shelters	18
General Shelter Max Capacity in People	5,563
Number of Special Needs Shelters	1
Special Needs Shelters Max Capacity in People	156

Source: FDEM, 2018

Evacuation Zones	Value	Percent
Total Population Residing in Evac Zone:	2,989	12%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	2,989	12%
DOEA HCBS Clients	172	100%
Zone A	44	26%
Zone B	0	0%
Zone C	21	12%
Zone D	12	7%
Zone E	1	1%
Lives in an Evac Zone and Has Memory Problems	15	9%
Lives in an Evac Zone and Lives Alone	35	20%

Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

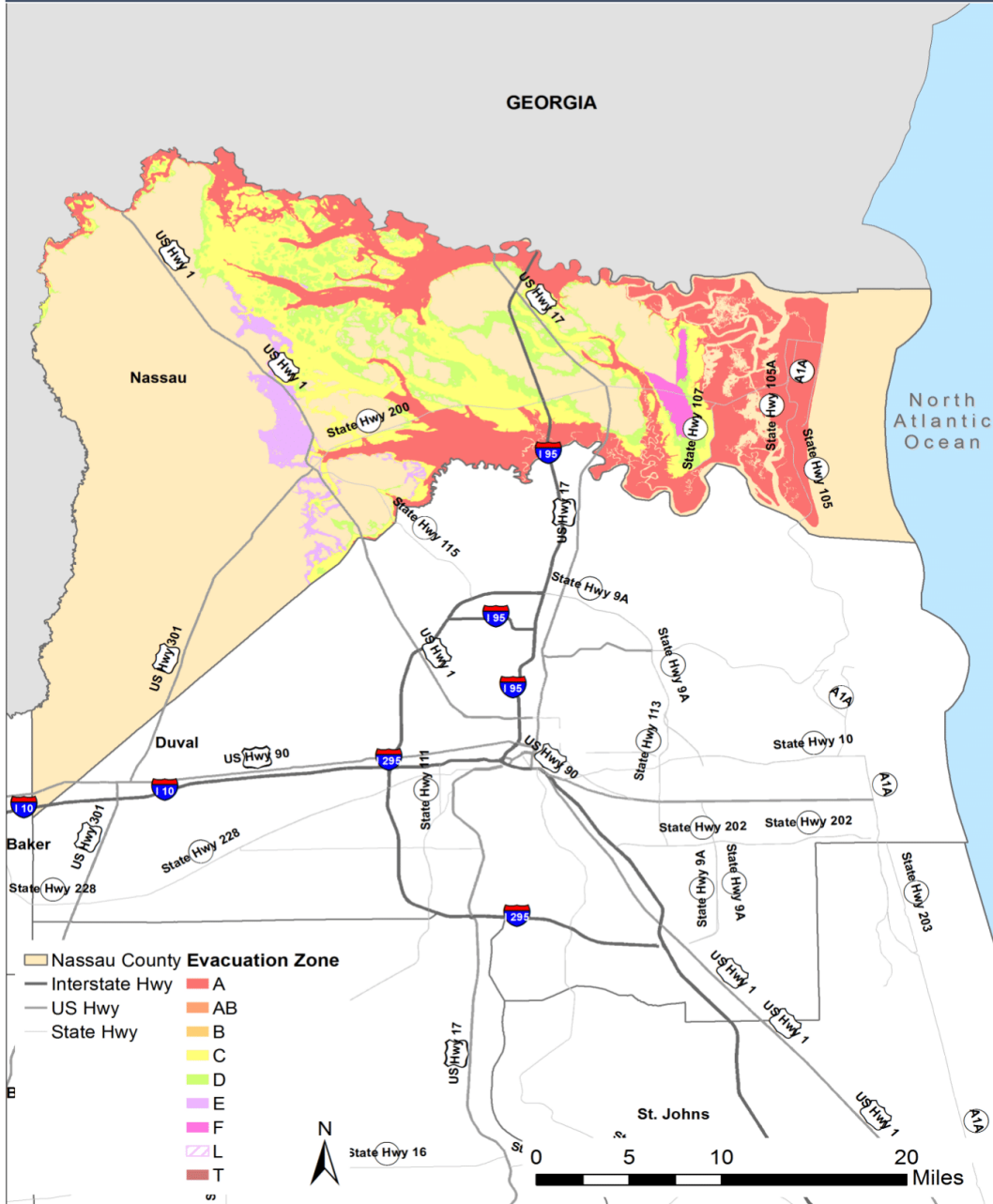
Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

Source: Florida DOEA CIRT, ACS, Florida Division of Emergency Management (FDEM), 2019

2018 Profile of Older Floridians

Nassau County Disaster Preparedness

Evacuation Zones



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.
Source: FDEM, 2018

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

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 \(Asset Limited, Income Constrained, Employed\) County Profile for Nassau](#) (updated in 2018) 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. In the case of Nassau County, the median household income of \$63,913 was higher than the statewide average of \$55,462. The ALICE report identified the household survival budget for a single adult as \$23,808 and for a family with two working adults and two children in childcare it was \$70,584. The transportation portion of the family survival budget exceeded the portion needed for health care and is the fourth largest factor after childcare, housing, and food. The number of households in poverty (10%) combined with the number of ALICE households, who earn less than the household survival budget (26%), make up 36% of Nassau County's population. These households are among those in need of transit, so they can save money and build wealth. If the transportation portion of their budgets can be made more manageable, there is the potential for real impact on the future of Nassau County families and children.

[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 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
- VIP Taxi
- First Coast Transportation
- Affordable Transportation
- Relax & Ride
- Island Resort Taxi
- Amelia Airport Shuttle
- Cruz N Cab
- Island Hopper

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 for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities with the transportation service provided is unavailable, insufficient, or inappropriate to meeting 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. Typically, the COA can expect to see \$360,000 or so of this formula funding, which will now be used to providing 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)
16/17	Capital - Eight Mobile Data Terminals \$42,000.	General operating assistance \$860,000.	Two 14 passenger buses \$167,858.	5311: \$419,476 5399: 2 Vehicles \$88,214 X 2

17/18	\$72,000 (one bus)	\$433,000	\$90,037(one bus)	5310 Capital \$90,038
18/19	\$72,816 (one bus)	\$460,000	\$91,020(one bus)	5310 \$81,729 capital, 5339 \$182,105 capital 5311 \$426,917 operating, \$226,432 for Nassau Express Select
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

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 the Nassau County Council on Aging (NassauTRANSIT).

Types, Hours and Days of Service

NassauTRANSIT provides non-emergency transportation services to ambulatory and wheelchair clients within the Nassau County service area. Service days are Monday through Friday, with the ability to extend service days to Saturday, Sunday and holidays at the mutual discretion of the Executive Director and the Transportation Director. Service hours may be extended to 9:00pm at the mutual discretion of the Executive Director and the Transportation Director. The classifications of transportation services provided by NassauTRANSIT are: Ambulatory, and Wheelchair. ***NassauTRANSIT observes all Federal holidays; only life sustaining trips will be accepted for these days.**

NassauTRANSIT transports their clients on a curb to curb, or at the door basis depending on the need of those persons who are ambulatory or wheelchair-bound. NassauTRANSIT may determine that the needs of a client require additional assistance. In these cases the client will be required to travel with an 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.

Accessing Services

a. Phone Number and Office Hours:

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

b. Advance Notification

Individuals wishing to use NassauTRANSIT services can access the system by calling the reservation numbers (904) 261-0700 or 1-800-298-9122. Hearing and voice impaired persons 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 NassauTRANSIT in order 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.

c. Cancellation Process and Requirements

Cancellations of reserved trips are effective only if received by telephone to the Transportation Office. Notifications to Bus Operators are not recognized as cancellation notices.

Cancellations should be received by 5:00pm of 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 COA coordinators.

d. No Show Procedure

If a vehicle is dispatched for an uncanceled reserved trip, and upon arrival the passenger is unavailable or has decided not to travel, the trip will be classified as a “No Show.” Should a passenger incur a second No Show in any calendar month, NassauTRANSIT will call the passenger to inform them of NassauTRANSIT’s “No Show” policy. This will include an explanation that a third “No Show” within the same calendar month will result in suspension of service for the following calendar month.

e. Before/After-hours Service

NassauTRANSIT Operates demand-response paratransit services with pick-ups scheduled at 4:00am and drop-offs scheduled at 6:00pm Monday-Friday, except recognized federal holidays. However, service may be provided on holidays and weekends for life-sustaining purposed trips, particularly dialysis treatments. The Transportation Manager will review requests for before or after hour’s service on a case by case basis based on the circumstances, medical necessity, and ability to work into assigned schedules. The only service provided on COA holidays are those deemed life sustaining (dialysis or oncology related) and employment rides on a case-by-case basis.

f. Eligibility

Any resident of Nassau County may request an eligibility application from the COA by calling our toll free number (800-298-9122) or 904-261-0700. The Eligibility Application must be filled out completely to be considered for transportation services for NassauTRANSIT. If assistance is needed completing the application, the COA staff members are available to help. The completed application is reviewed by the COA staff and a determination of eligibility will be made based on the information provided.

The eligibility process can take up to three business days to complete. If one qualifies for Transportation Disadvantage services, the scheduling of future trips is a quick and easy process.

The COA serves a limited group of people, including those sponsored under 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 and have no other means of transportation.
- **Medicaid:** NassauTRANSIT provides trips for Medicaid eligible services for those persons who cannot travel by fixed route and have no other means of transportation.
- **Agencies:** Includes people whose trips are under a negotiated agency contract.

The COA staff will determine the funding category appropriate for each customer.

g. Prioritization for Services Funded

NassauTRANSIT Non-sponsored Priority Listing is below:

1. Life Sustaining Medical
2. Medical
3. Nutrition and Social Service Assistance
4. Education and Work
5. Shopping and Recreation (limited to off-peak times and subject to availability/funding)

Transportation Operators and Coordination Contractors

NassauTRANSIT provides transportation services to the following agencies: Division of Blind Services, Northeast Florida Community Action Agency, Community Care for the Elderly, Nassau County Council on Aging, Nassau County Nutrition Services, Commission for Transportation Disadvantaged, Quality Health Nursing Home, Life Care Nursing Home, Vocational Rehabilitation, Community Care for Disabled Adults, Nassau County School Board and the YMCA.

Public Transit Utilization

There is no public transit system available in Nassau County at the present time. However, based on continuing grant allocations, NassauTRANSIT runs the Nassau Transit which is open to the public and has periodic runs throughout the county and into Jacksonville Monday through Friday. Schedules for the Nassau Transit are available from any NassauTRANSIT bus driver, the NassauTRANSIT office, or from our website: www.NassauTRANSIT.com

School Bus Utilization

The Nassau County School Board provides vehicle availability information to the Coordinator twice per year. However, the cost of utilizing the school busses is currently prohibitive.

Vehicle Inventory

A vehicle inventory for NassauTRANSIT is included as Appendix #4.

System Safety Program Plan Certification

NassauTRANSIT's System Safety Program Plan Certification is included as Appendix #5.

Intercounty Services

NassauTRANSIT presently does not have any intercounty agreements with neighboring counties. NassauTRANSIT is participating in regional efforts to provide cross county/seamless rides.

Emergency Preparedness and Response

The Disaster Preparedness Plan for NassauTRANSIT has been included in Nassau County's Comprehensive Emergency Plan (CEMP).

Education Efforts/Marketing

Currently, NassauTRANSIT advertises transportation services through the following methods: word of mouth, driver distribution, flyers in commodity distribution, local news articles, and on Council on Aging website: www.coanassau.com.

Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Nassau County.

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 evaluate NassauTRANSIT's compliance of the established service standards annually. The LCB will accept any agency's review of NassauTRANSIT which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

COMMISSION SERVICE STANDARDS

Drug and Alcohol Testing

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

Escorts and Children

Children under age 14 and individuals requiring special loading assistance will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger and must ride on the vehicle with the client they are assisting. One escort shall be transported at no cost. Additional escorts, if space is available, must pay the required co-pays.

Child Restraint

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.

Vehicle Transfer Points

Vehicle transfer points shall be at designated NassauTRANSIT centers which provide a safe and secure place for passengers.

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 (NassauTRANSIT). These telephone numbers shall be included in the complaint process in addition to the Ombudsman Telephone number in the complaint process. All NassauTRANSIT vehicles will also

display local contact numbers visible from outside the vehicle.

Out-of-Service Area Trips

NassauTRANSIT will provide out-of-service area trips as needed with approval of the funding source. 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, NassauTRANSIT 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.

Vehicle Cleanliness

Interior of all vehicles shall be free of 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. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

Rider/Trip Database

NassauTRANSIT maintains a database of client records which include the name, address, telephone number, funding source eligibility and special requirements of each passenger. When transporting children and adult day health care clients, NassauTRANSIT also maintains an emergency contact name and number in the client records. These records are necessary in the event a trip delay occurs and NassauTRANSIT should need to contact a rider or guardian to explain the delay or any relevant information.

Billing Requirements

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

Adequate Seating

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

Driver Identification

Drivers 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 except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

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 and/or stretcher device; (3) Storage of mobility assistance devices; and (4) Closing the door. All assisted access must be given in a courteous and dignified manner.

- **Door-through-Door Assistance**

The driver shall 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. Clients requiring additional assistance will be required to travel with an escort.

- **Wheelchair Assistance**

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 the driver.

Smoking and Eating on Vehicles

Smoking is prohibited in any vehicle. Except for medically necessary reasons verified by a licensed physician in writing, eating and drinking in a NassauTRANSIT vehicle is prohibited.

Communication Equipment

Each driver of a NassauTRANSIT vehicle is provided with a two-way radio/cellular telephone.

Vehicle Air Conditioning and Heating Equipment

All vehicles are equipped with air conditioning and heating equipment and will be adjusted to keep passengers comfortable.

Local Service Standards

NassauTRANSIT Non-sponsored Priority Listing

1. Life Sustaining Medical
2. Medical
3. Nutrition and Social Service Assistance
4. Education and Work
5. Shopping and Recreation

On-Time Performance

NassauTRANSIT uses computer assisted scheduling software to reserve and route all trips. The Transportation Coordinator 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 ½ hour before their scheduled (estimated) pickup times. NassauTRANSIT 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 for trips into Jacksonville, pick up times may be hours before appointment times to accommodate others with earlier appointment times.

Transportation Coordinators will log from drivers' manifest mileage and time on and off for each client. A standard of at least 90% of all completed medical trips being on time has been established.

No-show Policy

See "A 2 d" under Operations.

First Aid/Cardiopulmonary Resuscitation

The Nassau County Council on Aging Inc. has elected not to require CPR/First Aid training for its staff. However, NassauTRANSIT does offer this training for all interested employees on a strictly voluntary basis. Nevertheless, drivers who elect to attend this training are NOT REQUIRED to administer first aid/CPR in any instance. Drivers will call 911 for emergency response to medical conditions.

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 COA to learn of their scheduled time.

Advance Reservation Requirements

Individuals wishing to use NassauTRANSIT services can access the system by calling the reservation numbers (904) 261-0700 or 1-800-298-9122. Hearing and voice impaired persons 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 NassauTRANSIT in order 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 made contingent upon driver availability and schedule.

Public Transit Utilization

There is no public transit system available in Nassau County at the present time. However, based on continuing grant allocations, NassauTRANSIT runs the Nassau Transit which is open to the public and has periodic runs throughout the county and into Jacksonville Monday through Friday. Schedules for the Nassau Transit are available from any NassauTRANSIT bus driver, the NassauTRANSIT office, or from our website: www.NassauTRANSIT.com

Complaints

See Local Complaint and Grievance Procedure/Process below.

Accidents

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

Road Calls

NassauTRANSIT will compile a quarterly report of all road calls for presentation to the Local Coordinating Board 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. NassauTRANSIT shall strive to sustain not less than 10,000 vehicle miles between road calls for the established Annual Operating Report period.

Call Hold Time

NassauTRANSIT takes all calls for all trips from Nassau County residents using a three-line PBX system that is covered by a coordinator 8 am - 4 p.m., Monday through Friday except COA Holidays. All calls for transportation requests are forwarded to the Transportation Department and answered by one of three Transportation Coordinators. Calls made during these hours will not be placed on hold for more than two (2) minutes. Callers who are left on hold for a longer time should report such incidents to the Transportation Manager, or the COA Executive Director, as soon as possible.

Proper Function of Client Equipment

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:** Motorized wheelchairs and scooters electrical system must be properly functioning and free of leaking parts.

Clients with Illnesses and/or Wound(s)

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

Driver Background Screening

All drivers hired by the Nassau County Council on Aging Inc. are subject to a criminal background check by the Florida Department of Law Enforcement (FDLE), as well as a Level II background check conducted by the FBI.

Local Complaint and Grievance Procedure/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 (NassauTRANSIT) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of NassauTRANSIT or operators used by the NassauTRANSIT.

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 NassauTRANSIT. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. The complaint will be filed within 5 working days of the incident. If a system user/advocate, sponsoring agency, or community service provider has a complaint, NassauTRANSIT will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action for resolution. Complaints that cannot be mediated by NassauTRANSIT directly will be brought to the attention of the COA Executive Director for possible resolution. Issues not resolved by NassauTRANSIT or the COA Executive Director, can be brought before the 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 FOR RECORD file will be made available to the Local Coordinating Board on an as needed basis.

Appeal to the Grievance Subcommittee

The Community Transportation Coordinator (NassauTRANSIT); shall advise and provide directions to all persons, system user/advocates, sponsoring agencies, and/or community service providers, of the right to file a formal written grievance. If after NassauTRANSIT attempts to resolve the complaint, the complainant is not satisfied with the action taken by NassauTRANSIT, 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, potential users of the system and the Community Transportation Coordinator in the designated service area, and 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 NassauTRANSIT 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

If a passenger, system user/advocate, sponsoring agency, and/or community service provider has a complaint as defined previously, the party should first discuss the matter with the staff involved for immediate resolution. If no resolution or satisfaction is reached, the individual should then proceed to the next grievance level.

If a system user/advocate, sponsoring agency or community service provider has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (NassauTRANSIT) within ten (10) working days of the incident. All grievances must be in writing and shall include the following:

- a. The name and address of the grievant;
- b. Transit route, date and approximate time of the incident(s);
- c. A statement of the grounds for the grievance and supporting documentation;
- d. 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.

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 NassauTRANSIT 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 (NassauTRANSIT) 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 entered into the decision and shall identify the action, if any, that will be taken.

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 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 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 a statement of 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 involved parties, 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 Local Coordinating Board

Within thirty (30) working days of the receipt of the recommendation, the Local 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 Transportation Disadvantaged Commission
605 Suwannee Street, MS - 49
Tallahassee, Florida 32399

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

Service Rates Summary

The Rate Calculation Model provided by the Florida Commission for the Transportation Disadvantaged is reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the

level of service, expenditures and revenues. The following chart illustrates what Nassau County COA's current rates are.

Community Transportation Coordinator: Nassau COA

Effective Date: May 2023

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit \$
Ambulatory	Trip	\$10.77
Wheelchair	Trip	\$18.46
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.

NORTHEAST FLORIDA
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS
2024/2025 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>
9/19/24 Board Mtg. 10:00 a.m.	9/16/24 Board Mtg. 2:00 p.m.	9/05/24 Board Mtg. 2:00 p.m.	9/11/24 Board Mtg. 10:00 a.m.	9/19/24 Board Mtg. 1:00 p.m.	9/16/24 Board Mtg. 10:30 a.m.	9/10/24 Board Mtg. 1:30 p.m.
11/21/24 Board Mtg. 10:00 a.m.	11/18/24 Board Mtg. 2:00 p.m.	11/07/24 Board Mtg. 2:00 p.m.	11/13/24 Board Mtg. 10:00 a.m.	11/21/24 Board Mtg. 1:00 p.m.	11/18/24 Board Mtg. 10:30 a.m.	11/12/24 Board Mtg. 1:30 p.m.
2/20/25 Board Mtg. 10:00 a.m. (Annual PH)	2/10/25 Board Mtg. 2:00 p.m. (Annual PH)	2/27/25 Board Mtg. 2:00 p.m. (Annual PH)	2/12/25 Board Mtg. 10:00 a.m. (Annual PH)	2/20/25 Board Mtg. 1:00 p.m. (Annual PH)	2/10/25 Board Mtg. 10:30 a.m. (Annual PH)	2/11/25 Board Mtg. 1:30 p.m. (Annual PH)
5/15/25 Board Mtg. 10:00 a.m.	5/19/25 Board Mtg. 2:00 p.m.	5/01/25 Board Mtg. 2:00 p.m.	5/14/25 Board Mtg. 10:00 a.m.	5/15/25 Board Mtg. 1:00 p.m.	5/19/25 Board Mtg. 10:30 a.m.	5/13/25 Board Mtg. 1:30 p.m.
9/18/25 Board Mtg. 10:00 a.m.	9/15/25 Board Mtg. 2:00 p.m.	9/04/25 Board Mtg. 2:00 p.m.	9/10/25 Board Mtg. 10:00 a.m.	9/18/25 Board Mtg. 1:00 p.m.	9/15/25 Board Mtg. 10:30 a.m.	9/09/25 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 WJCT Building Board Room, 2nd Floor, 100 Festival Park Ave., Jacksonville, FL

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 Training Room, 2509 Crill Avenue, Suite 300, Palatka, FL

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

DATE: May 16, 2024

TO: NASSAU COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL
COORDINATING BOARD (LCB)

FROM: SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

RE: NASSAU COUNTY COUNCIL ON AGING (NCCOA) / NASSAU TRANSIT
COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

On April 30, 2024, NassauTransit was evaluated by the Northeast Florida Regional Council. After an on-site observation of the coordinated system, inspection of several service vehicles, and review of documents based on the Commission for the Transportation Disadvantaged approved evaluation criteria, NassauTransit has been reviewed as compliant with Florida Statutes 427 and Florida Administrative Code 41-2.

At this time, the Northeast Florida Regional Council and Evaluation Subcommittee have no findings to present.

Action Recommendation:

The Northeast Florida Regional Council recommends the Nassau Local Coordinating Board approve Nassau Transit's Annual CTC Evaluation.

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

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

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

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

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

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

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

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

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

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

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

GENERAL QUESTIONS

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

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

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

**Review completed complaint forms to ensure the resolution section is
being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

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

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

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

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

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

Is a written report issued to the operator? ☐ Yes ☐ No

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

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

Is a written report issued? ☐ Yes ☐ No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

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

☐ N/A

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

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

☐ Yes ☐ No

If Yes, describe the application review process.

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

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

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

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

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

☐ Yes ☐ No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

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

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

*Date of last SSPP Compliance Review*_____, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
---------------------	------------------------	-------------------------	----------------------

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

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

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

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

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

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

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

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

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

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

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

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

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

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

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider: Nassau Transit

Vehicle Number (either VIN or provider fleet number): 77

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

Person Conducting Review: Summer Jones

Date: 4/30/24

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

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

Have the driver lower the lift to the ground:

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

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

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

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

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

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

Vehicles over 22 feet must have:

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

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

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

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

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____ / ____ GRANT QUESTIONS

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

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW:_____

STATUS REPORT DATED:_____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

4/30/2024

Please list any special guests that were present:

Location:

Nassau County

Number of Passengers picked up/dropped off:

5

Ambulatory

3

Non-Ambulatory

2

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

Did the driver provide any passenger assistance? ☒ Yes ☐ No

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

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

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

☒ Yes ☐ No

If No, please explain:

CTC: Nassau Transit County: Nassau

Date of Ride: 4/30/2024

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

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

Note: Attach the manifest



SENIORS LIVING HAPPY, HEALTHY LIVES

BUS OPERATOR LOG AND TIME SHEET



DATE 4/30/24 BUS OPERATOR Pledge, Julie VEHICLE 77

TRIP NO.	START TRIP		1ST PICK-UP		LAST DROP-OFF		END TRIP		CANCELLATIONS / NO SHOWS		
	TIME	ODOM	TIME	ODOM	TIME	ODOM	TIME	ODOM	CUSTOMER	CAN	NS
121											

FUEL		CARD PURCHASE(S)		TIME SHEET				I CERTIFY THAT THE INFORMATION HEREIN IS TRUE AND CORRECT AND A PRE-TRIP VEHICLE INSPECTION WAS PERFORMED PER THE APPROPRIATE FORM.
GALLONS	ODOM	CARD NO.	\$ AMT	START WORK "KEYS PICKED UP"	OFF DUTY "LUNCH or BREAK"	END WORK "KEYS TURNED IN"	PAID TIME OFF "VACATION, SICK ETC"	

IMPORTANT RULES:

30 MINUTES SHOULD BE RECORDED BETWEEN "START WORK" AND "START TRIP" FOR THE PRE-TRIP INSPECTION SHOWN ON THE REVERSE SIDE. IF MORE THAN 30 MINUTES WAS NEEDED, EXPLAIN BELOW.
30 MINUTES SHOULD BE RECORDED BETWEEN "END TRIP" AND "END WORK" FOR VEHICLE CLEANING AND LOG/TIME SHEET SUBMISSION. IF MORE THAN 30 MINUTES WAS NEEDED, EXPLAIN BELOW.
"PAID TIME OFF" MUST BE PRE-APPROVED THROUGH A "PTO REQUEST". IF NO SUCH REQUEST IS AVAILABLE, EXPLAIN BELOW.

BUS OPERATOR'S COMMENTS / NOTES / EXPLANATION

Driver: PLEDGER, JULIE
 Date: 2024-04-30
 Route: NC121A
 Vehicle: N077

Operator Manifest

Run Begin: _____
 Run End : _____

Ending Mileage: _____
 Beginning Mileage: _____
 Total Daily Mileage: _____

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
06:30	07:00 Start		0.0	102 N 13TH ST, FERNANDINA BEACH, 32034 Fernandina Beach Transit					
07:13	07:13 Pickup		0.0	1914 RIDGEWOOD DR, FERNANDINA BEACH, 32034 POC MARY SPOUSE 904-955-7014	GARDNER, JERRY 9049557014 M	MEAL	\$ 0.00	CLI	AM
07:19	07:19 Pickup		0.0	3017 AMELIA RD, FERNANDINA BEACH, 32034 POC JOSIE (DAUGHTER) 717-683-5081 *JUST FRIENDS MEMBER* JUST FRIENDS MEMBER	MARSALA, MARIA 7176835081 M WLK	NS-NAS	\$ 2.00	CLI	AM
07:25	07:25 Pickup		0.0	664 GROVE PARK CIR, FERNANDINA BEACH, 32034 SANDY DAUGHTER 954-753-0568	PONTON, MARIA 9105384246 M	MEAL	\$ 0.00	CLI	AM
07:35	07:35 Pickup		0.0	1552 BLUE HERON LN, FERNANDINA BEACH, 32034 POC HEATHER (DAUGHTER) (919)606-3351	FREIDHOFF, SHIRLEY M	NS-NAS	\$ 2.00	CLI	AM
07:45	07:45 Pickup		0.0	1105 S 13TH ST, #1, FERNANDINA BEACH, 32034 COUNTRYSIDE APARTMENTS VISUAL IMPAIRMENT*REQUESTS TO SIT IN FRONT SEAT*BRIGHT SUNLIGHT HELPS TO PREVENT DISORIENTATION AND NAUSEA Barry(son) 904-552-0021 VISUAL IMPAIRMENT*REQUEST FRONT SEAT TO HELP PREVENT DISORIENTATION AND NAUSEA	COCHRAN, LARRY 9044915611 V	MEAL	\$ 0.00	CLI	AM
08:00	07:54 Dropoff		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER FB J	GARDNER, JERRY 9042610701 M				
08:00	07:55 Dropoff		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER -FB JUST FRIENDS MEMBER	MARSALA, MARIA 9042610701 M WLK				
08:00 08:00	08:05 Dropoff		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER -FB VISUAL IMPAIRMENT*REQUEST FRONT SEAT TO HELP PREVENT DISORIENTATION AND NAUSEA	COCHRAN, LARRY 9042610701 V				
08:00 08:00	08:05 Dropoff		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER -FB	FREIDHOFF, SHIRLEY 9042610701 M				

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobaisds	Fare Type	Fare To Collect	Pass Type	Space Type
08:00 08:30	08:05 Dropoff		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER FB	PONTON, MARIA M				
08:50	08:50 Pickup		0.0	333 S FLETCHER AVE, FERNANDINA BEACH, 32034 POC DAU JENNIFER CROSS CELL808-896-4567/SIL PETER 904-557-6190 @ ALWAYS @ HOME A LITTLE SOUTH OF OHIO AVE ON THE RIGHT IF HEADING SOUTH	HARRIS, JUNE 8088964567 C LFT	NS-NAS	\$ 2.00	CLI	WH
09:05	09:05 Dropoff		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 THE CLUB/ADH - NASSAU CO. COA **do not drop off before 9am**DROP OFF AND PICKUP AT THE CLUB/ ADULT DAY HEALTH ENTRANCE**do not drop off before 9am** hours of operation are 9am-4pm A LITTLE SOUTH OF OHIO AVE ON THE RIGHT IF HEADING SOUTH	HARRIS, JUNE 9042610701 C LFT				
10:30	10:30 Pickup		0.0	1915 CITRONA DR, FERNANDINA BEACH, 32034 YMCA - FERNANDINA HUSBAND RAY WILL RIDE WITH HER	VERNON, ROSA 9042611080 M	NS CP	\$ 0.00 \$ 1.00	CLI COM	AM AM
	10:45 Dropoff		0.0	4924 PLANTATION OAKS DR, FERNANDINA BEACH, 32034 CELL 904-583-2399/KATHY DAUGHTER 901-674-8049 HUSBAND RAY WILL RIDE WITH HER	VERNON, ROSA 9042610581 M				
12:00	12:00 Pickup		0.0	1897 ISLAND WALK WAY, FERNANDINA BEACH, 32034 ADVANCED REHABILITATION - FERN MTWThF 7 AM - 7 PM	ROMANO, MICHELE 9042614664 M LFT		\$ 0.00	CLI	WH
12:10	12:10 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER -FB JUST FRIENDS MEMBER	MARSALA, MARIA 9042610701 M WLK	NS-NAS	\$ 2.00	CLI	AM
12:10 12:15	12:15 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER -FB VISUAL IMPAIRMENT*REQUEST FRONT SEAT TO HELP PREVENT DISORIENTATION AND NAUSEA	COCHRAN, LARRY 9042610701 V	MEAL	\$ 0.00	CLI	AM
12:10	12:25 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER -FB	FREIDHOFF, SHIRLEY 9042610701 M	NS-NAS	\$ 2.00	CLI	AM
12:10	12:26 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER FB	PONTON, MARIA M	MEAL	\$ 0.00	CLI	AM
12:57	12:42 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 JANICE ANCRUM LIFE CENTER FB J	GARDNER, JERRY 9042610701 M		\$ 0.00	CLI	AM

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
	12:47 Dropoff		0.0	1105 S 13TH ST, #1, FERNANDINA BEACH, 32034 COUNTRYSIDE APARTMENTS VISUAL IMPAIRMENT*REQUESTS TO SIT IN FRONT SEAT *BRIGHT SUNLIGHT HELPS TO PREVENT DISORIENTATION AND NAUSEA Barry(son) 904-552-0021 VISUAL IMPAIRMENT*REQUEST FRONT SEAT TO HELP PREVENT DISORIENTATION AND NAUSEA	COCHRAN, LARRY 9044915611 V					
	12:59 Dropoff		0.0	914 ELM ST, FERNANDINA BEACH, 32034 SON MARK 678-323-9165	ROMANO, MICHELE 7328612030 M	LFT				
	13:07 Dropoff		0.0	1552 BLUE HERON LN, FERNANDINA BEACH, 32034 POC HEATHER (DAUGHTER) (919)606-3351	FREIDHOFF, SHIRLEY M					
13:15 13:30	13:11 Dropoff		0.0	1915 CITRONA DR, FERNANDINA BEACH, 32034 YMCA - FERNANDINA	GARDNER, JERRY 9042611080 M					
	13:19 Dropoff		0.0	664 GROVE PARK CIR, FERNANDINA BEACH, 32034 SANDY DAUGHTER 954-753-0568	PONTON, MARIA 9105384246 M					
	13:25 Dropoff		0.0	3017 AMELIA RD, FERNANDINA BEACH, 32034 POC JOSIE (DAUGHTER) 717-683-5081 *JUST FRIENDS MEMBER* JUST FRIENDS MEMBER	MARSALA, MARIA 7176835081 M	WLK				
13:32	13:32 Pickup		0.0	1100 LIME ST, ##29, FERNANDINA BEACH, 32034	FIKE, KATHLEEN 9046578813 M	CAN	NS-NAS	\$ 2.00	CLI	AM
13:17 13:30	13:43 Dropoff		0.0	870 SADLER RD, FERNANDINA BEACH, 32034 CVS - FERNANDINA	FIKE, KATHLEEN 9042610836 M	CAN				
14:00	14:00 Pickup		0.0	870 SADLER RD, FERNANDINA BEACH, 32034 CVS - FERNANDINA	FIKE, KATHLEEN 9042610836 M	CAN	NS-NAS	\$ 2.00	CLI	AM
	14:11 Dropoff		0.0	1100 LIME ST, ##29, FERNANDINA BEACH, 32034	FIKE, KATHLEEN 9046578813 M	CAN				
✓ 14:30	14:30 Pickup		0.0	1699 S 14TH ST, FERNANDINA BEACH, 32034 ASCENSION ST. VINCENTS	GRAVES, DIANA M	CAN,LFT,DOG	NS-NAS	\$ 2.00	CLI	SC
	14:57 Dropoff		0.0	2927 TIDEWATER ST, FERNANDINA BEACH, 32034 POC FRIEND MS CARTER 702-427-0051	GRAVES, DIANA 3472240298 M	CAN,LFT,DOG				
15:20	15:20 Pickup		0.0	1978 S 8TH ST, FERNANDINA BEACH, 32034 FIREHOUSE SUBS FERNANDINA BEAC	THOMPSON, DEIDRE		NS-NAS	\$ 2.00	CLI	AM

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
15:30	15:30 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 THE CLUB/ADH - NASSAU CO. COA **do not drop off before 9am**DROP OFF AND PICKUP AT THE CLUB/ ADULT DAY HEALTH ENTRANCE**do not drop off before 9am** hours of operation are 9am-4pm	RINAMAN, GLORIA 9042610701 H CAN	NS-NAS NS-NAS	\$ 2.00 \$ 2.00	PCA CLI	AM AM
15:30	15:34 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 THE CLUB/ADH - NASSAU CO. COA **do not drop off before 9am**DROP OFF AND PICKUP AT THE CLUB/ ADULT DAY HEALTH ENTRANCE**do not drop off before 9am** hours of operation are 9am-4pm DO NOT USE DRIVEWAYS IN THIS NEIGHBORHOOD *APPROACH RESIDENCE FROM FRANKLIN & AMELIA CIRCLE SO THAT PASSENGER DOOR OPEN ON SAME SIDE OF STRT AS HOME BLOW HORN & family mbr will come out to escort her into house	POWERS, SUZANNE 9042610701 C CAN	NS-NAS	\$ 2.00	CLI	AM
15:30	15:35 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH, 32034 THE CLUB/ADH - NASSAU CO. COA **do not drop off before 9am**DROP OFF AND PICKUP AT THE CLUB/ ADULT DAY HEALTH ENTRANCE**do not drop off before 9am** hours of operation are 9am-4pm A LITTLE SOUTH OF OHIO AVE ON THE RIGHT IF HEADING SOUTH	HARRIS, JUNE 9042610701 C LFT	NS-NAS	\$ 2.00	CLI	WH
	15:54 Dropoff		0.0	2809 TURTLE SHORES DR, FERNANDINA BEACH POC CHRISTINE DAUGHTER 904-703-2176 DIRECTIONS AMELIA ISLAND PRWY , LEFT ON DUNES OF AMELIA DR AROUND TRAFFIC CIRCLE THEN LEFT ON TURTLE SHORES DR. 7TH HOME ON LEFT	RINAMAN, GLORIA 9047032176 H CAN				
	16:19 Dropoff		0.0	333 S FLETCHER AVE, FERNANDINA BEACH, 32034 POC DAU JENNIFER CROSS CELL808-896-4567/SIL PETER 904-557-6190 @ ALWAYS @ HOME A LITTLE SOUTH OF OHIO AVE ON THE RIGHT IF HEADING SOUTH	HARRIS, JUNE 8088964567 C LFT				
	16:27 Dropoff		0.0	331 S 12TH ST, FERNANDINA BEACH, 32034 POC MARY MOTHER 904-261-3544	THOMPSON, DEIDRE 9042613544				

Route: NC121A

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
	16:35 Dropoff		0.0	591 AMELIA CIR, FERNANDINA BEACH, 32034 POC DAUGHTR LAURIE NORWOOD 301-641-2119**DO NOT USE DRIVEWAYS IN THIS NEIGHBORHOOD--APPROACH RESIDENCE FROM FRANKLIN & AMELIA CIRCLE SO THAT VEHICLE DOOR OPENS ON THE SIDE NEAREST HER HOME--BLOW THE HORN AND FAMILY MEMBER WILL COME OUT TO ESCORT HER IN DO NOT USE DRIVEWAYS IN THIS NEIGHBORHOOD *APPROACH RESIDENCE FROM FRANKLIN & AMELIA CIRCLE SO THAT PASSENGER DOOR OPEN ON SAME SIDE OF STRT AS HOME BLOW HORN & family mbr will come out to escort her into house	POWERS, SUZANNE 3016412119 C CAN				
17:00	17:00 End		0.0	102 N 13TH ST, FERNANDINA BEACH, 32034 Fernandina Beach Transit					

PRE-TRIP / POST-TRIP VEHICLE INSPECTION RECORD

ITEM	PRE ✓/X	POST ✓/X	PRESENT / OPERATING / FULL
1			VEH BOOK / REGIST / INSUR CARD
2			BATT TERMINALS / HOSES / BELTS
3			COOLANT FLUID
4			WINDSHIELD WASHER FLUID
5			POWER STEERING FLUID LEVEL
6			BRAKE FLUID LEVEL
7			TRANSMISSION FLUID LEVEL
8			ENGINE OIL LEVEL
9			TIRE #1 - TREAD / INFLATION
10			TIRES #2 & 3 - TREAD / INFLATION
11			EMERGENCY EXIT
12			LIFT / RAMP FULLY CYCLED
13			TIRES #4 & 5 - TREAD / INFLATION
14			BATTERY TERMINALS CLEAN
15			TIRE #6 - TREAD / INFLATION
16			WINDSHIELD WIPER BLADES
17			HEADLIGHTS / HIGH BEAMS
18			TURN SIGNALS / FLASHERS
19			CLEARANCE / SIDE / REAR LIGHTS
20			TAIL / BRAKE / PLATE LIGHTS

ITEM	PRE ✓/X	POST ✓/X	PRESENT / OPERATING
21			FLARES / TRIANGLES
22			FIRST AID KIT
23			BODILY FLUID CLEAN-UP KIT
24			FIRE EXTINGUISHER SECUREMENT
25			FIRE SUPPRESSION PRESSURE
26			W / C SECUREMENT BELTS
27			PASSENGER DOOR
28			WINDSHIELD WIPERS / WASHERS
29			HEATER FANS FRONT / REAR
30			AC FANS FRONT / REAR
31			SIDE MIRROR(S) MOTORS
32			HORN
33			BACKING-UP ALARM
34			BRAKES
35			CHECK-ENGINE LIGHT
36			INSTRUMENT GAUGES / LIGHTS
37			GPS MODULE
38			INTERIOR LIGHTS
39			INTERIOR CLEAN
40			EXTERIOR CLEAN

4.30.24

DATE

77

VEH NO.

LIFT CYCLE PRE-TRIP

LIFT CYCLE POST-TRIP

OPERATOR NAME

OPERATOR SIGNATURE

Mileage :

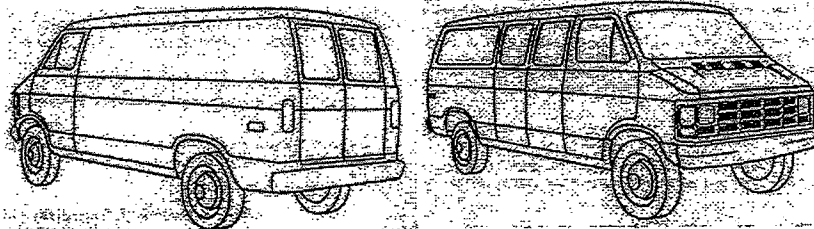
OPERATOR COMMENTS

DENOTE LOCATION(S) OF NEW DENT(S) "X" AND SCRATCH(ES) "|"

48

QTS ADDED

41		COOLANT
42		WINDSHIELD WASHER
43		POWER STEERING
44		BRAKE
45		TRANSMISSION
46		ENGINE OIL



TIRE #1 = FRONT DRIVER TIRE #2 - REAR DRIVER INSIDE TIRE #3 = REAR DRIVER OUTSIDE TIRE #4 = REAR PASSENGER INSIDE TIRE #5 = REAR PASSENGER OUTSIDE TIRE #6 = FRONT PASSENGER

RIDER/BENEFICIARY SURVEY

Staff making call: Summer J.
Date of Call: 5/9/24

County: Nassau
Funding Source: _____

1) Did you receive transportation service on 5/9/24? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5 Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☒ Medical

☒ Education/Training/Day Care

☐ Employment

☒ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

RIDER/BENEFICIARY SURVEY

Staff making call: Summer J.
Date of Call: 5/9/24

County: Nassau
Funding Source: _____

1) Did you receive transportation service on 4/30/24? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5 Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☒ Medical ☐ Education/Training/Day Care
☐ Employment ☒ Life-Sustaining/Other
☒ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____County

Contractor name (optional)

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

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

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

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

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

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

☐ Yes

☐ No If no, skip to question 7

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

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

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

☐ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.



CTC Expense Sources

County: Nassau

CTC Status: Complete

CTC Organization: Nassau County Council on Aging, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 609,898	\$ 0	\$ 609,898	\$ 558,505	\$ 0	\$ 558,505
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 56,173	\$ 0	\$ 56,173	\$ 38,485	\$ 0	\$ 38,485
Materials & Supplies Consumed	\$ 326,894	\$ 0	\$ 326,894	\$ 245,264	\$ 0	\$ 245,264
Utilities	\$ 2,986	\$ 0	\$ 2,986	\$ 3,284	\$ 0	\$ 3,284
Casualty & Liability	\$ 78,320	\$ 0	\$ 78,320	\$ 90,751	\$ 0	\$ 90,751
Taxes	\$ 1,425	\$ 0	\$ 1,425	\$ 386	\$ 0	\$ 386
Miscellaneous	\$ 145	\$ 0	\$ 145	\$ 136	\$ 0	\$ 136
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	\$ 137,779	\$ 0	\$ 137,779	\$ 303,447	\$ 0	\$ 303,447
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 104,737	N/A	\$ 104,737	\$ 111,366	N/A	\$ 111,366
Total - Expense Sources	\$ 1,318,357	\$ 0	\$ 1,318,357	\$ 1,351,624	\$ 0	\$ 1,351,624

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

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

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)

Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

From: [Zeruto, Dan](#)
To: [Mike Hays](#)
Cc: [Jules Cherney](#); [Summer Jones](#)
Subject: RE: 2024 - 2025 RATE MODEL - NASSAU
Date: Wednesday, May 15, 2024 2:00:02 PM
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[2024-2025 Nassau Rate Model Approved.xls](#)

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 Mike and Jules,

I have reviewed the corrections and adjustments made to the attached 2024-25 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 trip rates from this spreadsheet presuming no further changes by the LCB.

		Ambul	Wheel Chair	Stretcher	Group	
				Leave Blank	Leave Blank	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	34,288	= 27,945	+ 6,343	+	+	
Rate per Passenger Trip =		\$18.87	\$32.35	\$0.00	\$0.00	\$0.00
				per passenger	per group	



Daniel Zeruto
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: Mike Hays <mhays@nassaucountycoa.org>
Sent: Friday, May 10, 2024 2:22 PM
To: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Cc: Jules Cherney <jcherney@nassaucountycoa.org>
Subject: 2024 - 2025 RATE MODEL - NASSAU

EXTERNAL SENDER: Use caution with links and attachments.

Hi Dan.

Please review and let me know if you have any questions.

The Nassau LCB meets next week, Thu 5/16.

Thanks,

Mike

Michael Hays, Assurance Analyst
Nassau County Council on Aging & NassauTRANSIT
(904) 261-0700
www.nassautransit.org
GET AROUND!



This email and any attachments are confidential and may be privileged. Unauthorized access or dissemination of this information may be a violation of criminal statutes. If you are not the intended recipient, please notify Nassau County Council on Aging by sending an email to danharley@nassaucountycog.org.

Worksheet for Multiple Service Rates

CTC: **NASSAU COUNTY** Version 1.4
County: **NASSAU**

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

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
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> 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
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III 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
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> 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?

Ambulatory	Wheelchair	Stretcher	Group
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: **NASSAU COUNTY** 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 **Leave Blank**
☐ Pass. Mile
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).....
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate **0.00** to 1.00
- Do NOT Complete Section IV

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: 2024 - 2025			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	348,456	283,992	64,464	Leave Blank	0
Rate per Passenger Mile =		\$1.86	\$3.18	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	34,288	27,945	6,343	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$18.87	\$32.35	\$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
Rate per Passenger Mile for Balance =		\$1.86	\$3.18	\$0.00	\$0.00
				per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$4.59	\$7.86	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$46.60	\$79.89	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

NASSAU COUNTY COUNCIL ON AGING, INC. / NassauTRANSIT
OPERATING REPORT as of MARCH 31, 2024

3 MONTHS ENDING MARCH 31						12 MONTHS ENDING MARCH 31				
	2024	2023	CHG AMT	CHG PCT		2024	2023	CHG AMT	CHG PCT	
1	5,284	10,235	(4,951)	(48.4)%	TRANSPORTATION DISADVANTAGED	28,310	41,376	(13,066)	(31.6)%	1
3	4,118	3,565	553	15.5%	SENIORS PROGRAMS AND SERVICES	14,913	11,743	3,170	27.0%	3
6	9,402	13,800	(4,398)	(31.9)%	TOTAL PARATRANSIT TRIPS	43,223	53,119	(9,896)	(18.6)%	6
7	62	62	0	0.0%	OPERATING DAYS (excl. holidays, Sat & Sun)	249	249	0	0.0%	7
8	151.6	222.6	(70.9)	(31.9)%	TOTAL PARATRANSIT TRIPS PER DAY	173.6	213.3	(39.74)	(18.6)%	8
9	7,502	8,280	(778)	(9.4)%	BUS OPERATOR HOURS WORKED	32,227	29,140	3,088	10.6%	9
10	1.25	1.67	(0.41)	(24.8)%	TOTAL PARATRANSIT TRIPS PER HOUR WORKED	1.34	1.82	(0.48)	(26.4)%	10
11	19	190	(171)	(90.0)%	EMPLOYMENT / COMMUTER TRANSIT	502	549	(47)	(8.6)%	11
12	190	78	112	143.6%	ISLAND HOPPER	616	302	314	104.0%	12
13	981	1,206	(225)	(18.7)%	YMCA	3,925	2,877	1,048	36.4%	13
14	364	440	(76)	(17.3)%	NASSAU EXPRESS SELECT	1,505	1,315	190	14.4%	14
15	1,554	1,914	(360)	(18.8)%	TOTAL PUBLIC TRANSIT TRIPS	6,548	5,043	1,505	29.8%	15
16	25.1	30.9	(5.8)	(18.8)%	TOTAL PUBLIC TRANSIT TRIPS PER DAY	26.3	20.3	6.0	29.8%	16
17	10,956	15,714	(4,758)	(30.3)%	TOTAL TRIPS	49,771	58,162	(8,391)	(14.4)%	17
18	7,502	8,280	(778.3)	(9.4)%	BUS OPERATOR HOURS WORKED	32,227	29,140	3,088	10.6%	18
19	1.5	1.9	(0.4)	(23.0)%	TOTAL TRIPS PER HOUR WORKED	1.5	2.0	(0.5)	(22.6)%	19
20	62	62	0.0	0.0%	OPERATING DAYS (excl. holidays, Sat & Sun)	249	249	0	0.0%	20
21	176.7	253.5	(76.7)	(30.3)%	TOTAL TRIPS PER OPERATING DAY	199.9	233.6	(33.7)	(14.4)%	21
22	121.0	133.6	(12.6)	(9.4)%	HOURS WORKED PER OPERATING DAY	129.4	117.0	(12)	(10.6)%	22
23	1.5	1.9	(0.4)	(23.0)%	TOTAL TRIPS PER HOUR WORKED	1.5	2.0	(0.5)	(22.6)%	23
24	87,114	105,003	(17,889)	(17.0)%	TOTAL VEHICLE MILES	446,016	410,749	35,267	8.6%	24
25	9.3	7.6	1.7	21.8%	TOTAL MILES / PARATRANSIT TRIP	10.3	7.7	2.6	33.4%	25
26	1,405.1	1,693.6	(288.5)	(17.0)%	TOTAL MILES / OPERATING DAY	1,791.2	1,649.6	141.6	8.6%	26
27	11.6	12.7	(1.1)	(8.4)%	AVERAGE TOTAL MILES / HOUR WORKED	13.8	14.1	(0.3)	(1.8)%	27
28	11,877	13,156	(1,279)	(9.7)%	TOTAL FUEL GALLONS	55,760	51,796	3,964	7.7%	28
28	7.3	8.0	(0.6)	(8.1)%	AVERAGE MILES / GALLON	8.0	7.9	0.07	0.9%	28
29	191.6	212.2	(20.6)	(9.7)%	AVERAGE GALLONS / OPERATING DAY	223.9	208.0	15.92	7.7%	29
30	1.6	1.6	(0.0)	(0.4)%	AVERAGE GALLONS / HOUR WORKED	1.7	1.8	(0.0)	(2.7)%	30
31	\$ 3.58	\$ 4.44	(\$0.86)	(19.4)%	AVG FUEL COST / GALLON	\$ 3.47	\$ 3.72	(\$0.25)	(6.6)%	31
32	\$ 0.49	\$ 0.56	(\$0.07)	(12.3)%	AVG FUEL COST / MILE	\$ 0.43	\$ 0.47	(\$0.03)	(7.4)%	32

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