



**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 15, 2025, at 1:00 p.m.

\*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Vice Chair Johnson
2. Additions, Deletions, and Changes to the Agenda – Vice Chair Johnson
3. Approval of January 16, 2025, Meeting and Public Hearing Minutes – Vice Chair Johnson\* (pg. 2-9)
4. LCB Membership (pg. 10)
5. Grievance Procedure Review \* (pg. 11-13)
6. Annual Review of Bylaws \* (pg. 14-21)
7. Northeast Florida Regional Council Update – Ms. Jones
  - a. TDSP Annual Review (Roll Call Vote) \* (pg. 22-74)
  - b. Proposed LCB Meeting Schedule – 1:00 p.m. on the 3<sup>rd</sup> Thursday Quarterly
    - i. 9/18/25, 11/20/25, 2/19/26, 5/21/26, 09/17/26, Proposed LCB Annual Hearing – 3<sup>rd</sup> Thursday in February: 2/19/26 \* (pg. 75)
  - c. CTC Evaluation \* (pg.76-143)
  - d. Zoom to Teams
8. Community Transportation Coordinator (CTC) System Update – Ms. Mia Johnson
  - a. CTC Quarterly Update (pg. 144)
  - b. Grants Update \* (Approval if required)
9. Old Business
10. New Business
11. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
12. Member and Department Reports
13. Adjournment – Vice Chair Johnson

Next LCB Meeting: September 18, 2025, at 1 p.m.  
Nassau County Commission Chambers, 96135 Nassau Place, Yulee FL 32097



## Nassau County Transportation Disadvantaged Public Annual Hearing

Thursday, January 16, 2025

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

Nassau County Commission  
Hon. Jeff Gray

State of Florida Transportation  
Disadvantaged Commission  
Monica Russell, 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, January 16, 2025. 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	Angela Gregory (Virtual)
Department of Children and Families	Donna Johnson (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Citizen Advocate/Non-User	Jennifer Paulk (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Reeda Harris (Virtual)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)
Medical Community	Barb Baptista (In-person)

#### Members Not Present

Representing:	Voting Member:
Veterans Services	Bob Sullivan
Public Education	Brad Underhill
Children at Risk	Patricia Langford
Elderly	Van Dyke Walker
Regional Workforce Dev. Board	Sean Rush

#### Staff Community Transportation Coordinator Present

Donovan Calicker (In-Person)

#### Planning Agency Staff Present

Cassidy Taylor and Summer Jones (In-Person)

Guests

Marshall Eyerman, Eric Houston, Aminah Adams, Mariana Schwabacher, Irvin Flynn, Thomas Caulder  
(In-Person)

Jeremy Norsworthy (Virtual)

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 1:03p.m.



## Nassau County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

**Thursday, January 16, 2025**

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

Nassau County Commission  
Hon. Jeff Gray, Chair

State of Florida Transportation  
Disadvantaged Commission  
Monica Russell, Chair

### Meeting Minutes

\*Denotes Required Action Item

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

A quarterly meeting of the Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, January 16, 2025. Chair Jeff Gray called the meeting to order at 1:03 pm with the following members present:

<b>Representing:</b>	<b>Voting Member:</b>
Elected Official/Chair	Jeff Gray (In-person)
FDOT	Angela Gregory (Virtual)
Department of Children and Families	Donna Johnson (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Citizen Advocate/Non-User	Jennifer Paulk (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Reeda Harris (Virtual)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)
Medical Community	Barb Baptista (In-person)

#### Members Not Present

<b>Representing:</b>	<b>Voting Member:</b>
Veterans Services	Bob Sullivan
Public Education	Brad Underhill
Children at Risk	Patricia Langford
Elderly	Van Dyke Walker
Regional Workforce Dev. Board	Sean Rush

#### Staff Community Transportation Coordinator Present

Donovan Calicker (In-Person)

#### Planning Agency Staff Present

Cassidy Taylor and Summer Jones (In-Person)



#### Guests

Marshall Eyerman, Eric Houston, Aminah Adams, Mariana Schwabacher, Irvin Flynn, Thomas Caulder (In-Person)  
Jeremy Norsworthy (Virtual)

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

There were no changes to the agenda.

#### 3. Approval of November 21, 2024, Meeting and Minutes\*

There was a motion to approve the November 21, 2024, meeting minutes by Ms. Stanford and seconded by Ms. Baptista. The November 21, 2024, meeting minutes were approved unanimously.

#### 4. Regional Mobility Update

Eric Houston gave a presentation on the Northeast Florida Coordinated Mobility Plan. This plan is a locally developed plan to serve as a roadmap for transportation providers, human service agencies, and other organizations to use to improve mobility throughout the region. The coordinated mobility plan identifies the transportation needs of people with disabilities, older adults, and low-income individuals and provides strategies to meet those needs.

Regional transit and human service agency partners met monthly to review previous coordinated mobility plans and other relevant documents, analyze socio-economic and the other key data, explore new transportation services available across the region, and consider public feedback. The planning partners developed the 2024 Coordinated Mobility Plan goals, strategies, and implementation plan.

Mr. Houston asked for support from the Nassau County Local Coordinating Board and presented a resolution. The Local Coordinating Board members voted to approve the resolution with a motion from Ms. Baptista and a second from Ms. Johnson.

#### 5. LCB Membership\*

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 next meeting. The Community Transportation Coordinator (CTC) Point of Contact needs to be updated with Jacksonville Transportation Authority staff and Ms. Jennifer Paulk needs to be added as a member under the Citizen Advocate/Non-User member. There was a motion to approve the membership list with the suggested changes by Ms. Johnson and a second from Ms. Stanford. The TD membership roster was unanimously approved.

#### 6. Election of Vice-Chair\*

Ms. Jones stated the purpose and action needed for the 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. Johnson volunteered to serve in the role. Ms. Baptista motioned to elect Ms. Donna Johnson as Vice-Chair, seconded by Ms. Harris. Ms. Johnson's appointment passed unanimously.

#### 7. Grievance Committee Appointments\*

Ms. Jones stated the purpose and action needed for the Grievance Committee appointments. She explained that in the event a rider, purchasing agency, or transportation operator complaint is not resolved by the CTC, 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. Dickinson and Ms. Baptista volunteered to serve on the committee. There was a motion to re-elect Ms. Dickinson and Ms. Baptista by Ms. Gregory and seconded by Ms. Johnson. The appointments were unanimously approved.

#### 8. Evaluation Committee Appointments\*

Ms. Jones reviewed the purpose and action needed for the 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 Jacksonville Transportation Authority (NassauTransit). 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. Johnson and Ms. Paulk volunteered to serve on the Evaluation Committee. The Evaluation Committee nominations passed with unanimous approval with a motion from Ms. Baptista and seconded by Ms. Price.

#### 9. 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 will reach out with dates to get the evaluation scheduled.

#### 10. Approval of the Nassau County TDSP\*

There was discussion regarding the TDSP and the language in certain sections. The members of LCB agreed to make suggested changes. The TDSP will be brought back to the next meeting in the event that there are any other suggested changes. Ms. Jones stated that the demographics have also been updated to reflect the most current information.

With the suggested changes, there was a motion to approve the TDSP by Ms. Stanford and seconded by Ms. Gregory. The TDSP was approved unanimously.

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

##### a) CTC Quarterly Update:

Mr. Calicker reviewed the Quarterly report.

- The decrease in ridership stems from the loss of service for Dayspring Village.
- The increase is due to growth in demand for transportation of seniors to and from programs at Nassau County Council on Aging in both Fernandina Beach and Hilliard.
- There is a decrease that has occurred due to the bus-stop-to-bus-stop scheduled transit service across the county.
- There were some issues with riders having to ride the bus for long periods of time. In order to prevent this from happening, some buses are being parked on the west side of the county.

##### b) Grants Update\*

There are no grant updates.

12. Old Business

Ms. Jones stated there were questions regarding where some of the funding came from in the Annual Operation Report. Baptist Nassau Hospital donated \$40,000 and the remainder \$10,000 was donated from individuals.

13. New Business

There was no new business.

14. Public Comment

There was no public comment.

15. Member and Department Report.

There were no member or department reports.

12. Adjournment

There being no further discussion, Chair Gray adjourned the meeting at 2:10 p.m. The next LCB meeting will occur on May 15, 2025, 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.	1/16/25	11/21/24	9/19/24	5/16/24
1. Chairperson	Jeff Gray	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
2. Dept. of Transportation	Janell Damato / ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
3. Dept. Of Children and Families	Donna Johnson/ ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
4. Public Education	Brad Underhill	<b>a</b>	<b>a</b>	<b>a</b>	<b>P</b>
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	<b>P</b>	<b>a</b>	<b>P</b>	<b>P</b>
6. Veteran Services	Bob Sullivan	<b>a</b>	<b>a</b>	<b>a</b>	<b>P</b>
7. Econo. Disadvan (Comm. Action)	Vacant	-	-	-	-
8. Elderly	Van Dyke Walker	<b>a</b>	<b>a</b>	<b>a</b>	<b>a</b>
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate /Non User	Jennifer Paulk/Vacant	<b>P</b>	-	-	-
12. Children at Risk	Patricia Langford	<b>a</b>	<b>a</b>	<b>a</b>	<b>a</b>
13. Dept. Of Elder Affairs	Janet Dickinson/Neil Ambrus	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Reeda Harris / ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>a</b>
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>a</b>
17, Regional Workforce Dev. Brd.	Sean Rush / ALT	<b>a</b>	<b>a</b>	<b>a</b>	<b>P</b>
18. Local Medical Community	Barb Baptista / ALT	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>

**VACANCIES**

Economically Disadvantaged  
Disabled  
Citizen Advocate/User  
Private For Profit Transportation

## PLEASE SIGN IN!



COMMISSION FOR THE  
TRANSPORTATION DISADVANTAGED

Date: January 16, 2025  
Time: 1:00 p.m.

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

Name	Address	Phone	E-Mail
Summer Jones	40 E Adams St.		sjones@netrc.org
Donovan Caliche			dcaliche@jtafla.com
Cassidy Taylor	40 E. Adams St.		ctaylor@netrc.org
Eric Houston	Jacksonville Transportation Ad.		
Marshall Eyerman	Nassau County		
Mariana Schwabacher			
Jeff Gray	Boce		
Aminah Adams	JTA		
Erin Flynn	JTA		
Thomas Caulder	JTA		
Jennifer Paulk			

Serb Bertista

					Voting / Non-Voting	Grievance Committee	Evaluation Committee	
Salutation	First Name	Last Name	Organization	Representing				Comment
NASSAU COUNTY								
Hon.	Jeff	Gray	Nassau Co Board of County Commissioners	Elected Official	Voting			Chair
Ms.	Janell	Damato	FDOT, District 2	FDOT	Voting			
Ms.	Chris	Nalsen	FDOT, District 2	FDOT	Alternate			
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Alternate			
Ms.	Heather	Fish	FDOT, District 2	FDOT	Alternate			
Ms.	Donna	Johnson	Dept. of Children and Families	DCFC	Voting		Feb-26	Vice Chair
Ms.	Christina	Gillis	Dept. of Children and Families	DCFS	Alternate			
Mr.	Brad	Underhill	Nassau County School District	Public Education	Voting			
Ms.	Rochelle	Price	Vocational Rehabilitation	Dept. of Education	Voting			
Mr.	Bob	Sullivan	Nassau County Veterans’ Services	Veterans	Voting			
VACANT				Economically Disadvantaged	VACANT			
Mr.	Van Dyke	Walker		Elderly	Voting			
VACANT				Disabled	VACANT			
VACANT				Citizen Advocate/User	VACANT			
Ms.	Jennifer	Paulk		Citizen Advocate/Non-User	Voting		Feb-26	
Ms.	Patricia	Langford	Nassau County School Board	Children at Risk	Voting			
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Elder Affairs	Voting	Feb-26		
VACANT				Private for Profit Transportation	VACANT			
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA / Medicaid	Voting			
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA / Medicaid	Alternate			
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting			
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate			
Mr.	Sean	Rush	CareerSource Northeast Florida	Workforce Development	Voting			
Mr.	Jerry	Box, Jr.	CareerSource Northeast Florida	Workforce Development	Alternate			
Ms.	Barb	Baptista	Nassau County Health Department	Medical Community	Voting	Feb-26		email her meeting packets
Ms.	Kenice	Taylor	Nassau County Health Department	Medical Community	Alternate			
Ms.	Mia	Johnson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Connexion Manager
Mr.	Taco	Pope	Nassau County BOCC	Interested Party				
Mr.	Marshall	Eyerman	Nassau County BOCC	Interested Party				
Ms.	Tami	Bach	Fernandina Beach	Interested Party				
Ms.	Kelly	Gibson	Fernandina Beach	Interested Party				
Ms.	Taylor	Hartmann	Fernandina Beach	Interested Party				
Ms.	Sabrina	Robertson	Nassau County Commissioners Office	Include in emails				
Ms.	Susan	Gilbert	Nassau County Attorney's Office	Include in emails (Sabrina Robertson and Susan Gilbert are contacts for the meeting room)				
	Corey	Poore	Nassau County BOCC IT Dept					
			Amy Grissinger reserves room (agrissinger@nassaucountyfl.com)					
				10				



## **Local Grievance Procedures/Process**

### **Definition of a Complaint**

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

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

### **Filing a Complaint**

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. If a system user/advocate, sponsoring agency, or community service provider/subcontractor has a complaint, the CTC will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action to address each complaint. Complaints that cannot be resolved by the CTC directly or through mediation with operators and/or sponsoring agency, can be brought before the Nassau County Transportation Disadvantaged Coordinating Board Grievance Committee.

### **Recording of Complaints**

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

### **Appeal to the Grievance Subcommittee**

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

### **Responsibility of Coordinating Board to Grievances**

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

### **Definition of a Grievance**

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

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

## **Grievance Procedures**

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

### **Filing a Grievance**

- a. If a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a complaint as defined previously, the party should first discuss the matter with the staff involved for immediate resolution, if possible. If no resolution or satisfaction is reached, the individual should then proceed to the grievance level.
- b. If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (CTC) within ten (10) working days of the incident. All grievances must be in writing and shall include the following:
  1. The name and address of the grievant.
  2. Location, bus number, date and approximate time of the incident(s).
  3. A statement of the grounds for grievance and supporting documentation.
  4. An explanation of the relief desired by the grievant.

### **Grievance Committee Hearing Procedures**

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

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



- j. The Community Transportation Coordinator will keep a GRIEVANT RECORD file of all grievances received. A copy of the RECORD file will be made available to the Transportation Disadvantaged Local Coordinating Board on an as needed basis.

### **Appeal to the Grievance Subcommittee**

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

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

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

1. A statement that a meeting was held in which the parties involved, their representatives, and witnesses were given an opportunity to present their position.
2. A statement that clearly defines the issues discussed.
3. An opinion and reasons for the decision based on the information provided.
4. A finding that the issue affects safety, provision of service, or efficiency; and
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

### **Recommendation to the County Transportation Disadvantaged Local Coordinating Board**

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

### **Appeal to the State Transportation Disadvantaged Commission**

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

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

**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 15th day of May, 2025.

---

Hon. Jeff Gray, Chair

**Nassau County**  
**Transportation Disadvantaged Service Plan**  
 Local Coordinating Board  
 Roll Call Vote

Representation	Member	Voted	Voted Against	Absent from voting
1. Chairperson	Jeff Gray			
2. Dept. of Transportation	Janell Damato/Alt.			
3. Dept. of Children and Families	Donna Johnson/Alt.			
4. Public Education	Brad Underhill			
5. Dept of Education Voc. Rehab	Rochelle Price			
6. Veteran Services	Bob Sullivan			
7. Community Action (Econ. Disadvantaged)	VACANT			
8. Elderly	Van Dyke Walker			
9. Persons with Disabilities	VACANT			
10. Citizen Advocate / User	VACANT			
11. Citizen Advocate / Non-User	Jennifer Paulk			
12. Children at Risk	Patricia Langford			
13. Dept of Elder Affairs	Janet Dickinson			
14. Private For Profit Transportation	VACANT			
15. Agency for Health Care Adm.	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: **05/15/2025**

May 15, 2025

Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

CTD Executive Director

# 2024-2029 Nassau County Transportation Disadvantaged Service Plan

Approved by the

**Nassau County  
Transportation Disadvantaged Coordinating Board**

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



**Hon. Jeff Gray, Chair**

with Assistance from



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

January 2025

## Table of Contents

<b>SECTION 1: DEVELOPMENT PLAN .....</b>	<b>5</b>
INTRODUCTION OF THE SERVICE PLAN .....	5
Background of the Transportation Disadvantaged Program.....	5
Community Transportation Coordinator Designation Date and History .....	5
Organizational Chart.....	6
Consistency Review of Other Plans .....	6
Public Participation.....	7
SERVICE AREA PROFILE/DEMOGRAPHICS .....	8
Land Use .....	8
Population/Composition .....	9
Employment .....	13
Major Trip Generators/Attractors.....	25
Inventory of Available Transportation Services .....	25
<b>SECTION 2: SERVICE ANALYSIS .....</b>	<b>26</b>
Forecasts of Transportation Disadvantaged Population .....	26
Needs Assessment.....	26
Barriers to Coordination (From Prior Plan) .....	27
GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION PLAN .....	28
<b>SECTION 3 – SERVICE PLAN .....</b>	<b>31</b>
OPERATIONS .....	31
<b>OPERATIONS.....</b>	<b>31</b>
<b>Types, Hours, and Days of Service .....</b>	<b>31</b>
<b>Phone Number and Office Hours: .....</b>	<b>31</b>
<b>Accessing Services .....</b>	<b>31</b>
<b>Eligibility Process .....</b>	<b>32</b>
<b>LOCAL SERVICE STANDARDS .....</b>	<b>33</b>
<b>Trip Prioritization .....</b>	<b>33</b>
<b>Trip Scheduling Policies.....</b>	<b>33</b>
<b>Other Local Service Policies .....</b>	<b>35</b>

<b>COMMISSION SERVICE STANDARDS .....</b>	<b>36</b>
<b>Driver Safety Policies .....</b>	<b>36</b>
<b>Rider Policies .....</b>	<b>36</b>
<b>Vehicle Policies.....</b>	<b>38</b>
<b>Service Policies.....</b>	<b>38</b>
<b>Additional Information .....</b>	<b>39</b>
<b>ADA POLICIES.....</b>	<b>40</b>
<b>Accommodating Mobility Aids / Life Support Systems .....</b>	<b>40</b>
<b>Standeers on Lift.....</b>	<b>40</b>
<b>Service Animals .....</b>	<b>40</b>
<b>Transfer .....</b>	<b>40</b>
<b>Equipment Operation (Lift and Securement Usage).....</b>	<b>40</b>
<b>Passenger Sensitivity .....</b>	<b>41</b>
<b>Clients’ Requirements for Receiving Services .....</b>	<b>41</b>
<b>CLIENT CODE OF CONDUCT AND DENIAL OF SERVICE .....</b>	<b>42</b>
<b>Policy Statement .....</b>	<b>42</b>
<b>Definitions of Prohibited Conduct .....</b>	<b>42</b>
<b>Disciplinary Procedures.....</b>	<b>42</b>
<b>Code of Conduct for Nassau TRANSIT .....</b>	<b>43</b>
<b>APPEALS PROCEDURE FOR VIOLATIONS OF CODE OF CONDUCT .....</b>	<b>44</b>
<b>LOCAL GRIEVANCE PROCEDURES/PROCESS.....</b>	<b>45</b>
<b>Definition of a Complaint .....</b>	<b>45</b>
<b>Filing a Complaint.....</b>	<b>45</b>
<b>Recording of Complaints .....</b>	<b>45</b>
<b>Appeal to the Grievance Subcommittee .....</b>	<b>45</b>
<b>Responsibility of Coordinating Board to Grievances.....</b>	<b>46</b>
<b>Definition of a Grievance .....</b>	<b>46</b>
<b>Grievance Procedures .....</b>	<b>46</b>
<b>Filing a Grievance.....</b>	<b>46</b>
<b>Grievance Committee Hearing Procedures .....</b>	<b>46</b>

<b>Appeal to the Grievance Subcommittee .....</b>	<b>47</b>
<b>CODE OF CONDUCT.....</b>	<b>48</b>
<b>Purpose and scope .....</b>	<b>48</b>
<b>Rules of Transit.....</b>	<b>48</b>
<b>Customer Courtesy.....</b>	<b>49</b>
<b>Penalties.....</b>	<b>50</b>
<b>Florida Statutes.....</b>	<b>50</b>
<b>Publication .....</b>	<b>50</b>
<b>SECTION 4: QUALITY ASSURANCE.....</b>	<b>52</b>
CTC EVALUATION PROCESS .....	52

**APPENDICES** – Posted at [www.nefrc.org](http://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

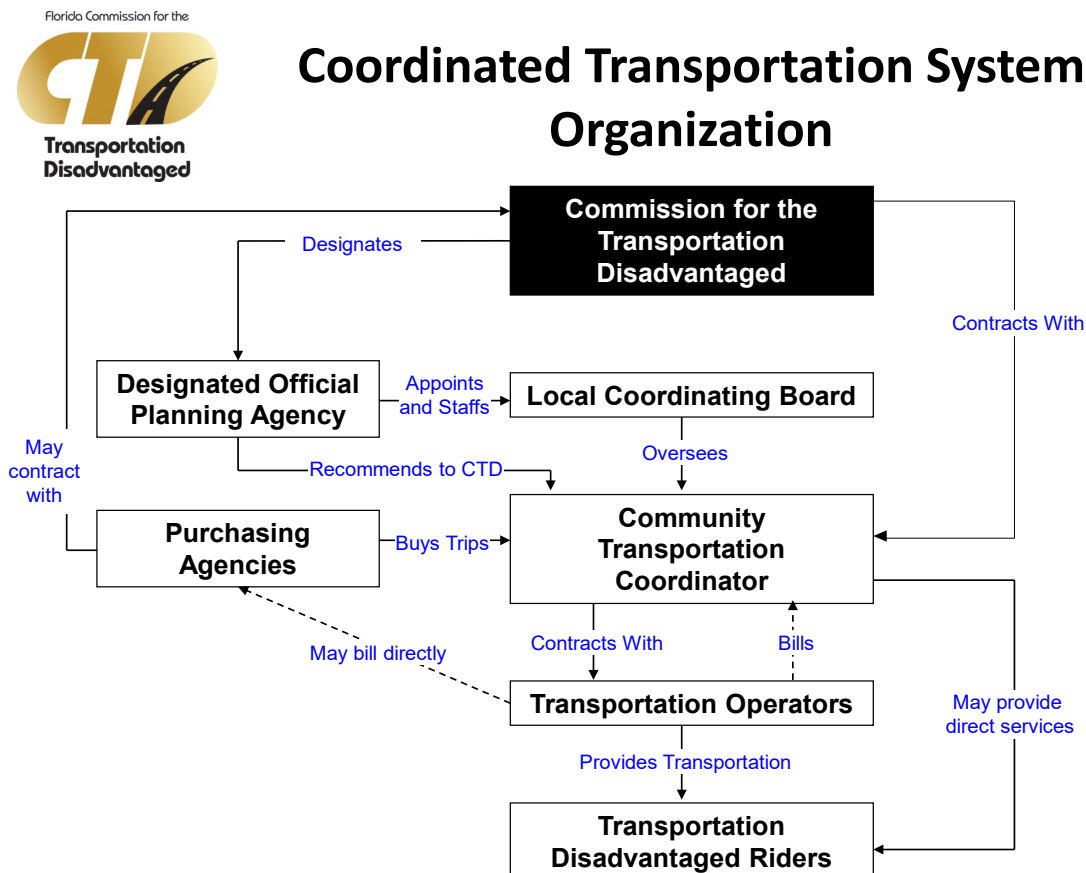
Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in 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 served as the CTC for Nassau County through September 30, 2024. The Northeast Florida Regional Council (NEFRC) is appointed by the Florida Commission for the Transportation Disadvantaged as the "Designated Official Planning Agency," to assist them in

accomplishing the coordination of transportation services to those who are transportation disadvantaged at the local level. NEFRC conducted a thorough Request for Proposals (RFP) process and selected Jacksonville Transportation Authority (JTA) as the provider and CTC for Nassau County. JTA began serving in this capacity October 1, 2024.

## Organizational Chart



2

## 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.

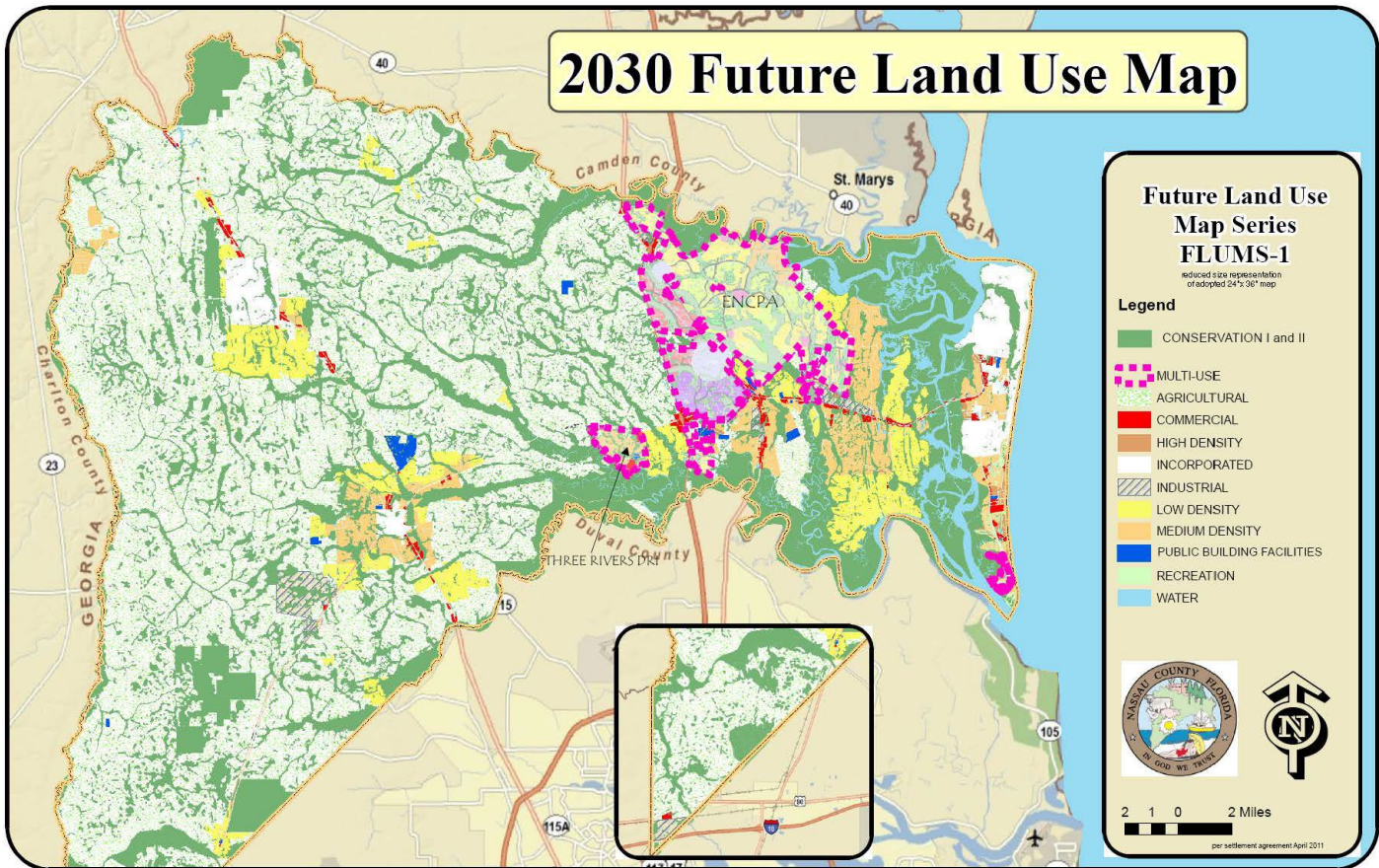
### **Public Participation**

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
2025	26,346
2030	31,567
2035	35,013
2040	37,610
2045	38,727
2050	40,226

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

### Racial Composition

Race	2023
White	84.3%
Black or African American	4.9%
Asian	1.6%
Some Other Race	1.9%

Source: 2023 American Community Survey, U.S. Census Bureau (DP05)

## Population by Age Groups

Ages	Estimate
<b>Under 5</b>	4,595
<b>5-9</b>	4,578
<b>10-14</b>	6,493
<b>15-19</b>	5,715
<b>20-24</b>	4,120
<b>25-34</b>	11,065
<b>35-44</b>	12,777
<b>45-54</b>	12,259
<b>55-59</b>	7,339
<b>60-64</b>	7,706
<b>65-74</b>	14,944
<b>75-84</b>	8,537
<b>85 and over</b>	1,373
<b>Total</b>	101,501

Source: 2023 American Community Survey, U.S. Census Bureau (DP05)

## Veterans - Population

<b>Female</b>	1,208
<b>Male</b>	8,835
<b>Age</b>	
<b>18-34</b>	748
<b>35-54</b>	2,880
<b>55-64</b>	1,631
<b>65-74</b>	2,611
<b>75 years and over</b>	2,173
<b>Total</b>	10,043

Source: 2023 American Community Survey, U.S. Census Bureau (B21001)

## Veterans - Total Population - Projections

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

Source: Veterans Administration, [https://www.va.gov/vetdata/Veteran\\_Population.asp](https://www.va.gov/vetdata/Veteran_Population.asp)

## Poverty Status in the last 12 months by Disability and Employment Status for the Population 2 to 64 years

	Below Poverty Level	Above Poverty Level
<b>With a Disability</b>	1,729	12,087
<b>In Labor Force</b>	493	3,445

Not in Labor Force	1,198	8,376
<b>No Disability</b>	<b>4,595</b>	<b>54,824</b>
In Labor Force	2,821	33,662
Not in Labor Force	1,668	1,989

Source: 2023 American Community Survey, U.S. Census Bureau (B23024)

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

	Percent
All Families	7.5%
w/related children under 18 years	13.9%
w/related children under 5 years only	11.7%
Married couple families	3.9%
w/related children under 18 years	4.8%
w/ related children under 5 years only	0%
Families with female householder no husband present	20.3%
w/related children under 18 years	33.7%
w/ related children under 5 years only	54.4%
All people	11.2%
Under 18	19.7%
Related children under 18 years	19.7%
Related children under 5 years	33.6%
Related children 5 to 17 years	15.4%
18 years and over	8.9%
18 to 64 years	10.5%
65 years and over	5.8%
People in families	7.2%
Unrelated individuals 15 years and over	28.9%
All Families	6.8%
w/related children under 18 years	11.4%

Source: 2023 American Community Survey, U.S. Census Bureau (DP03)

## Statistics Related to County Population Age 60+

<b>Year 2023</b>	<b>Nassau County Projection</b>
At Poverty Level	2,010 (7%)
Minority At Poverty Level	460 (3%)
Below 125% of Poverty Level	2,500 (12%)
Minority Below 125% of Poverty Level	540 (4%)
With a Florida Driver's License	33,187 (35%)

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

## Household Income and Benefits

<b>Income Amount</b>	<b>Estimate</b>
Less than \$10,000	1,682

\$10,000-\$14,999	1,067
\$15,000-\$24,999	1,847
\$25,000-\$34,999	2,832
\$35,999-\$49,999	3,981
\$50,999-\$74,999	5,172
\$75,000-\$99,999	6,198
\$100,000-\$149,999	8,578
\$150,000-\$199,999	4,638
\$200,000 or more	2,196
<b>Total Households</b>	<b>41,045</b>
<b>Median Household Income</b>	<b>\$90,671</b>

Source: 2023 American Community Survey, U.S. Census Bureau (DP03)

Number of Homeless People							
County	2018	2019	2020	2021	2022	2023	2024
Nassau	92	86	86	28	17	55	55

Source: Florida's Council on Homelessness, Annual Report, [Council 2024 Annual Homelessness Report.pdf](#)

Number of Homeless Students PK-12					
Total Homeless Students	Living Situation:	Shelters	Shared Housing	Other	Motels
388		<11	303	52	24

Source: [Florida Department of Education Homeless Students 2022-23](#), Florida Department of Education

Population Over 65 with Disability	
Disability Status	Nassau County Projection
With One Type of Disability	4,335
With Two or More Disabilities	4,440
Total with Disabilities	8,775

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
<b>Population 16 years and over</b>	84,017	56.2%	53.3%	3.7%
<b>AGE</b>				
16 to 19 years	3,897	50.6%	44.2%	12.8%
20 to 24 years	4,120	73.9%	72.7%	1.6%
25 to 29 years	4,738	86.6%	86.6%	0.0%
30 to 34 years	6,327	83.8%	79.1%	2.6%
35 to 44 years	12,777	87.8%	77.7%	7.1%
45 to 54 years	12,259	77.3%	75.0%	2.9%
55 to 59 years	7,339	70.4%	68.6%	2.5%
60 to 64 years	6,662	47.2%	46.5%	1.5%
65 to 74 years	12,030	17.2%	16.8%	2.0%
75 years and over	8,667	7.2%	7.2%	0.0%
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>				
White alone	71,344	54.8%	52.4%	2.6%
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	70,561	54.5%	52.0%	2.7%
Population 20 to 64 years	55,266	75.9%	72.1%	3.4%
<b>SEX</b>				
Male	27,425	79.6%	75.6%	1.9%
Female	27,841	72.3%	68.7%	5.0%
With own children under 18 years	10,432	76.8%	70.1%	8.7%
With own children under 6 years only	1,797	62.4%	48.9%	21.7%
With own children under 6 years and 6 to 17 years	1,586	66.1%	58.4%	11.7%
With own children 6 to 17 years only	7,049	82.9%	78.1%	5.7%

**POVERTY STATUS IN  
THE PAST 12  
MONTHS**

Below poverty level	5,476	52.8%	48.5%	8.2%
At or above the poverty level	49,460	79.0%	75.2%	3.0%

**DISABILITY STATUS**

With any disability	7,138	56.1%	53.1%	2.5%
---------------------	-------	-------	-------	------

**EDUCATIONAL  
ATTAINMENT**

Population 25 to 64 years	51,146	76.1%	72.1%	3.5%
Less than high school graduate	3,363	65.4%	65.4%	0.0%
High school graduate (includes equivalency)	13,569	72.4%	70.8%	2.3%
Some college or associate's degree	16,244	78.5%	72.2%	3.3%
Bachelor's degree or higher	17,970	78.6%	74.1%	5.1%

Source: 2023 American Community Survey, U.S. Census Bureau (S2301)

## Employment Status

**In Labor Force** 47,194

Civilian Labor Force 46,499

Employed 44,797

Unemployed 1,702

Armed forces 695

**Not in Labor Force** 36,823

**Total Population 16 years and over** 84,017

Source: 2023 American Community Survey, U.S. Census Bureau (DP03)

## Employment Status

Employment Status	Estimate	Percentage
<i>Private wage and salary workers</i>	35,070	78.3%
<i>Government workers</i>	7,706	17.2



<i>Self-employed workers in own not incorporated business</i>	2,021	4.5%
---	-------	------

<i>Unpaid family workers</i>	0	0%
------------------------------	---	----

Source: 2023 American Community Survey, U.S. Census Bureau (DP03)

## Housing Occupancy

<b>Total housing units</b>	46,601
----------------------------	--------

<b>Occupied housing Units</b>	41,045
-------------------------------	--------

<i>Owner-occupied housing units</i>	33,298
-------------------------------------	--------

<i>Renter-occupied housing units</i>	7,747
--------------------------------------	-------

<b>Vacant Housing Units</b>	5,556
-----------------------------	-------

Source: 2023 American Community Survey, U.S. Census Bureau (DP04)

## School Enrollment

<b>Population 3 years and over enrolled in school</b>	20,908
---	--------

Nursery school, preschool	1,019	4.9%
---------------------------	-------	------

Kindergarten	864	4.1%
--------------	-----	------

Elementary School (grades 1-8)	10,103	48.3%
--------------------------------	--------	-------

High School (9-12)	4,043	19.3%
--------------------	-------	-------

College or graduate school	4,879	23.3%
----------------------------	-------	-------

Source: 2023 American Community Survey (DP02)

## Graduation Attainment

Less than 9 <sup>th</sup> grade	888	1.2%
---------------------------------	-----	------

9 <sup>th</sup> to 12 <sup>th</sup> Grade, no diploma	3,719	4.9%
---	-------	------

High School graduate (includes equivalency)	20,306	26.7%
---	--------	-------

Some College, no degree	15,521	20.4%
Associates degree	7,684	10.1%
Bachelor's degree	16,074	21.2%
Graduate or professional degree	11,808	15.5%
Percent high school graduate or higher		93.9%
Percent bachelor's degree or higher		36.7%

Source: 2023 American Community Survey (DP02)

### Commuting to Work

Car, truck, or van—drive alone	33,593	75.9%
Car, truck or van—carpooled	1,745	3.9%
Public transportation (excluding taxicab)	0	0%
Walked	507	1.1%
Other means	453	1%
Worked at home	7,949	18%
Mean travel time to work (minutes)	29.8	

Source: 201 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%

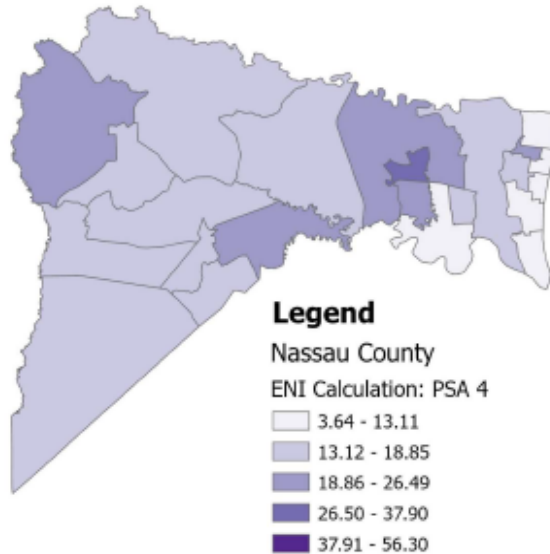
Source: 2019 American Community Survey (DP04)

## 2024 Profile of Older Floridians

### Nassau County

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

### Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. It is not a percentage of the area's population. Interactive maps, viewing software, and a detailed user's guide are available at [http://elderaffairs.state.fl.us/doea/eni\\_home.php](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, 2018-2022 American Community Survey 5-Year Estimates

### Useful Websites

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

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

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

1

## 2024 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	95,809	100%
Under 18	18,447	19%
Under 60	65,105	68%
18-59	46,658	49%
60+	30,704	32%
65+	23,023	24%
70+	15,886	17%
75+	9,797	10%
80+	5,198	5%
85+	2,383	2%

Source: BEBR, 2023

Gender	Value	Percent
Male	14,652	53%
Female	16,052	47%

Source: BEBR, 2023

Living Alone	Value	Percent
Male Living Alone	1,920	6%
Female Living Alone	2,565	8%

Source: AGID 2017-21 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	2,345	8%
High School Diploma	4,700	20%
Some College, No Degree	3,530	18%
Associates Degree or Higher	9,135	39%

Source: AGID 2017-21 ACS

Marital Status	Male	Female
Never Married	625	355
Percentage Never Married	10%	6%
Married	9,245	8,035
Percentage Married	62%	52%
Widowed	1,175	3,415
Percentage Widowed	8%	22%
Divorced	1,595	1,890
Percentage Divorced	20%	20%

Source: AGID 2017-21 ACS

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

Race and Ethnicity	Value	Percent
White	28,417	95%
Black	1,887	4%
Other Minorities	400	1%
Total Hispanic	570	13%
White Hispanic	503	12%
Non-White Hispanic	67	0%
Total Non-Hispanic	30,134	87%
Total Minority	2,857	18%

The minority population is the summation of black, other, and Hispanic.

Source: BEBR, 2023

Driver License Holders	Value	Percent
Drivers	33,187	35%

Source: Florida Department of Highway Safety and Motor Vehicles, 2023

Registered Voters	Value	Percent
Registered Voters	34,330	42%

Source: Florida Department of State, 2023

Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	2,734	35%
Age 65-84	4,199	54%
Age 85+	858	11%

Source: U.S. Department of Veterans Affairs, 2020

Grandparents	Value	Percent
Living With Grandchildren	1,170	2%
Grandparent Responsible for Grandchildren	165	0%
Grandparent Not Responsible for Grandchildren	1,010	2%
Not Living With Grandchildren	24,760	85%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

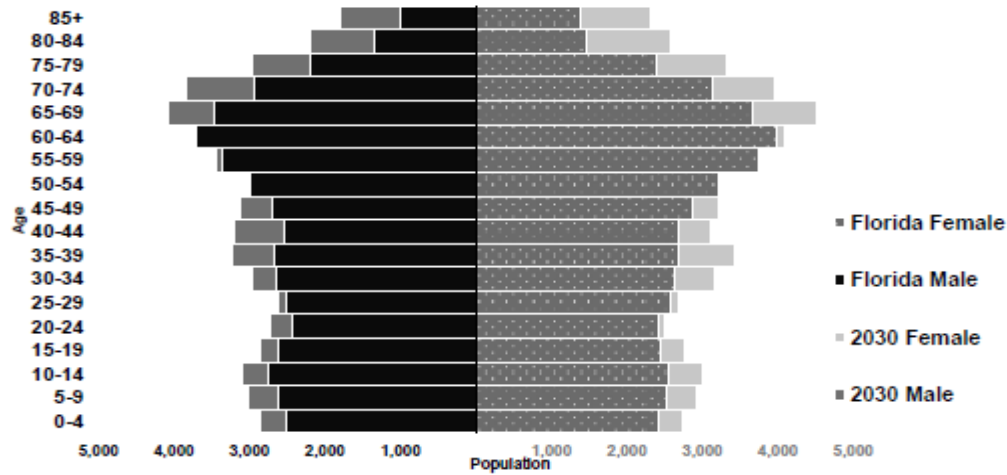
English Proficiency	Value	Percent
With Limited English Proficiency	85	4%

Source: AGID 2017-21 ACS

## 2024 Profile of Older Floridians

### Nassau County Demographic Profile

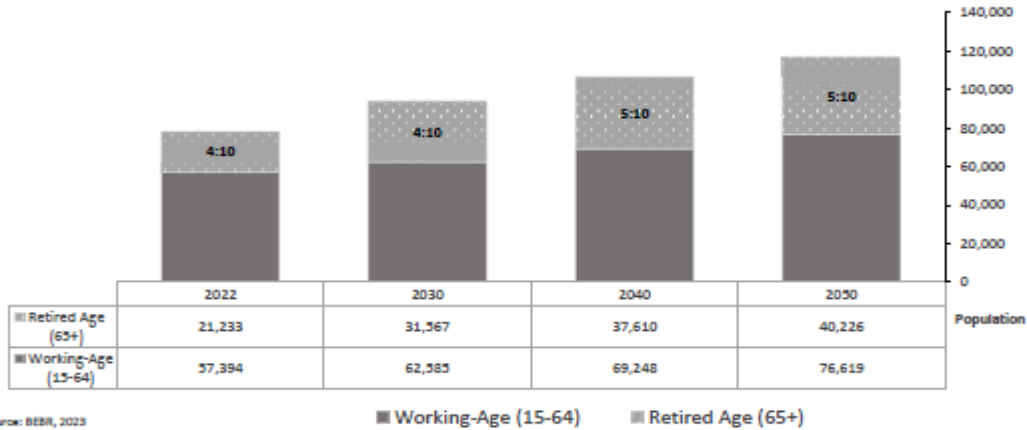
The population pyramid below compares the projected older adult population by gender between 2022 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2023

### Older Adult Dependency Ratio

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



Source: BEBR, 2023

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

3

## 2024 Profile of Older Floridians

### Nassau County Financial Profile

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

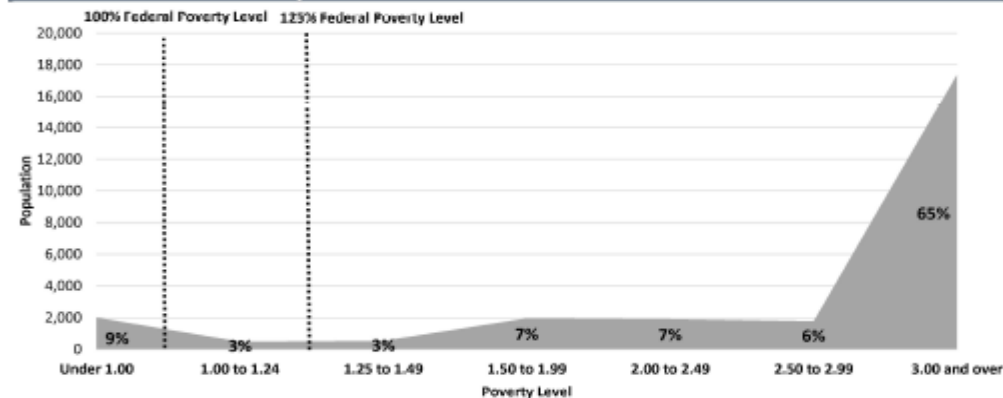
Federal Poverty Level	Value
Single-Person Household	\$15,060
Two-Person Household	\$20,440
125% Single-Person Household	\$18,825
125% Two-Person Household	\$25,550

Source: U.S. Department of Health & Human Services, 2024

Poverty	Value	Percent
At Poverty Level	2,010	7%
Below 125% of Poverty Level	2,500	12%
Minority At Poverty Level	460	3%
Minority Below 125% of Poverty Level	540	4%

Source: AGID 2017-21 ACS

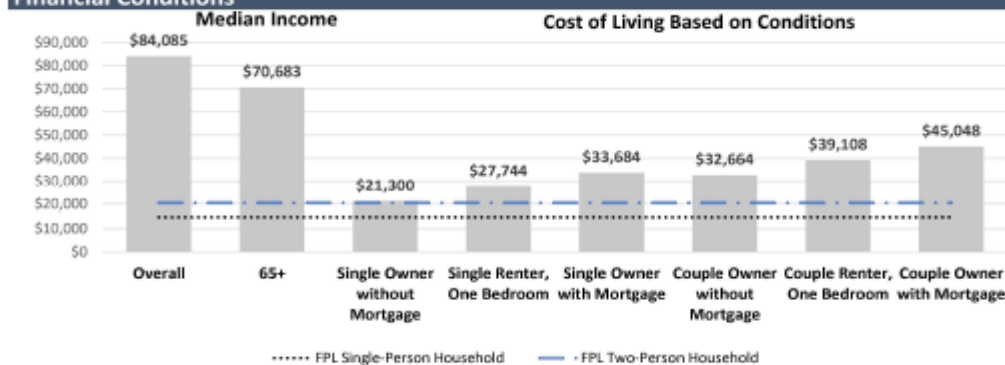
### Ratio of Income to Poverty Level



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

Source: AGID 2017-21 ACS

### Financial Conditions



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

Source: U.S. Census Bureau, 2018-2022 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts

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

4

## 2024 Profile of Older Floridians

### Nassau County Livability Profile

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

#### Pedestrian Safety

	Percent
--	---------

Sidewalks with Barriers	36%
-------------------------	-----

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

Source: Florida Department of Transportation, 2023

#### Road Incidents

	Value
--	-------

Total Involved in Fatal Car Crashes per 100,000	11
---	----

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

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

#### Internet Access (65+)

	Percent
--	---------

Have Internet Access	97%
----------------------	-----

Source: U.S. Census Bureau, 2018-2022 ACS

#### Food Resource Centers

	Value
--	-------

SNAP Access Sites	3
-------------------	---

Fresh Access Bucks Outlet	0
---------------------------	---

Farmer's Market	2
-----------------	---

Food Distribution (No Cost)	2
-----------------------------	---

SNAP Retailers	71
----------------	----

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, 2023, FIDACS, 2023, and Florida DOEA, 2022

#### Public Transportation Options

	Value
--	-------

Bus Operations at least at the County	0
---------------------------------------	---

Rail Operations at least at the County	0
--	---

Public Transit Service Area (sq. mi.)	0
---------------------------------------	---

Public Transit Service Area Population	0
--	---

Annual Unlinked Trips	0
-----------------------	---

Vehicles Operated in Maximum Service (VOMS)	0
---	---

Total Miles of Bike Lanes	99
---------------------------	----

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, 2022, and FDOT, 2022-2023

#### Green Space

	Value
--	-------

Number of Nearby State Parks	4
------------------------------	---

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

Source: Florida Department of Environmental Protection, 2023

#### Rural-Urban Designation

	Value
--	-------

Census Tracts Rural	50%
---------------------	-----

Census Tracts Urban	50%
---------------------	-----

Number of Census Tracts	12
-------------------------	----

Source: U.S. Department of Agriculture, 2019

#### Households With High Cost Burden (65+)

	Value
--	-------

Owner-Occupied Households	3,401
---------------------------	-------

Percent of Owners with High Cost Burden	15%
---	-----

Renter-Occupied Households	1,520
----------------------------	-------

Percent of Renters with High Cost Burden	35%
--	-----

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 Shimbarg Center for Housing Studies, 2022, U.S. Census Bureau, 2018-2022 ACS

#### Affordable Housing Inventory

	Value
--	-------

Properties	5
------------	---

Properties Ready for Occupancy	5
--------------------------------	---

Total Units	263
-------------	-----

Units with Rent and/or Income Restrictions	231
--	-----

Units Receiving Monthly Rental Assistance	159
---	-----

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

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

#### Housing Units by Occupancy (65+)

	Percent
--	---------

Owner-Occupied Housing Units	48%
------------------------------	-----

Renter-Occupied Housing Units	26%
-------------------------------	-----

Source: U.S. Census Bureau, 2018-2022 ACS

#### Vehicle Access (65+)

	Percent
--	---------

Owner-Occupied Households with Access to Vehicle(s)	98%
---	-----

Renter-Occupied Households with Access to Vehicle(s)	86%
--	-----

Source: U.S. Census Bureau, 2018-2022 ACS

#### Employment Status (65+)

	Value	Percent
--	-------	---------

Number of Seniors Employed	11,286	49%
----------------------------	--------	-----

Number of Seniors Unemployed	248	2%
------------------------------	-----	----

Source: U.S. Census Bureau, 2018-2022 ACS

#### Retirement (65+)

	Value	Percent
--	-------	---------

Social Security Beneficiaries	21,520	82%
-------------------------------	--------	-----

SSI Recipients	623	53%
----------------	-----	-----

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, 2022

#### SNAP or Food Stamps

	Value
--	-------

Potentially Eligible	2,500
----------------------	-------

Annual Participants	1,594
---------------------	-------

Current Beneficiaries as of Dec-23	1,139
------------------------------------	-------

Percent of Total Population Receiving Benefits	4%
--	----

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

Source: Florida Department of Children and Families, 2023



## 2024 Profile of Older Floridians

### Nassau County Health Profile and Medical Resources

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

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

Source: Florida AHCA, 2023

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

Source: Florida AHCA, 2023

Medical Professionals	Value
Medical Doctors	
Licensed	128
Limited License	1
Critical Need Area License	0
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0

Other Professionals	
Licensed Podiatric Physicians	5
Licensed Osteopathic Physicians	26
Dentists	38
Licensed Registered Nurses	1,728
Pharmacies	15

Source: Florida Department of Health, 2023

Assisted Living Facility	Value
Total ALF Beds	436
Optional State Supplementation (OSS) Beds	190
Non-OSS Beds	58
Total ALF Facilities	7
Facilities with Extended Congregate Care License	2
Facilities with Limited Mental Health License	2
Facilities with Limited Nursing Service License	1

Source: Florida AHCA, 2023

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

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

Health Insurance 65+	Value	Percent
Insured	20,746	89%
Uninsured	20	11%

Source: U.S. Census Bureau, 2018-2022 ACS

Disability Status	Value	Percent
With One Type of Disability	4,335	10%
With Two or More Disabilities	4,440	8%
Total With Any Disability		
Hearing	3,770	7%
Vision	2,095	3%
Cognitive	1,845	4%
Ambulatory	5,290	11%
Self-Care	1,590	3%
Independent Living	2,705	7%
With No Disabilities	17,325	70%
Probable Alzheimer's Cases (65+)	2,060	9%

Source: U.S. Census Bureau, 2018-2022 ACS, AID 2017-21 ACS

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	2,074	14%
60+ Dual Eligible	1,843	73%

Source: Florida AHCA, 2023

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

Source: Florida AHCA, 2023

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

Source: Florida AHCA, 2023

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

6



## 2024 Profile of Older Floridians

### Nassau County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	2
Community Beds	2
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNF Beds	240
Community Beds	240
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNFs With Community Beds	2
Community Bed Days	87,600
Community Patient Days	66,828
Medicaid Patient Days	42,543
Occupancy Rate	73%
Percent Medicaid	68%

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, 2023

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

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

Source: Florida Department of Health, 2023

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2023

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2023

Dialysis	Value
End-Stage Renal Disease Centers	2

Source: Florida AHCA, 2023

### Nassau County Disaster Preparedness

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

Electricity-Dependent	Value
Medicare Beneficiary	1,108
Medicaid Beneficiary	21

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

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA, U.S. Centers for Medicare & Medicaid Services, 2022, and U.S. Department of Health & Source: FDEM, 2024

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

Evacuation Zones	Value	Percent
DOEA HCBS Clients	205	100%
Zone A	21	10%
Zone B	9	4%
Zone C	27	13%
Zone D	28	14%
Zone E	27	13%
Lives in an Evac Zone and Has Memory Problems*	47	23%
Lives in an Evac Zone and Lives Alone*	89	43%

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 25 feet, and Zone E up to 35 feet.

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

Source: Florida DOEA CRTS, Florida Division of Emergency Management (FDEM), 2024

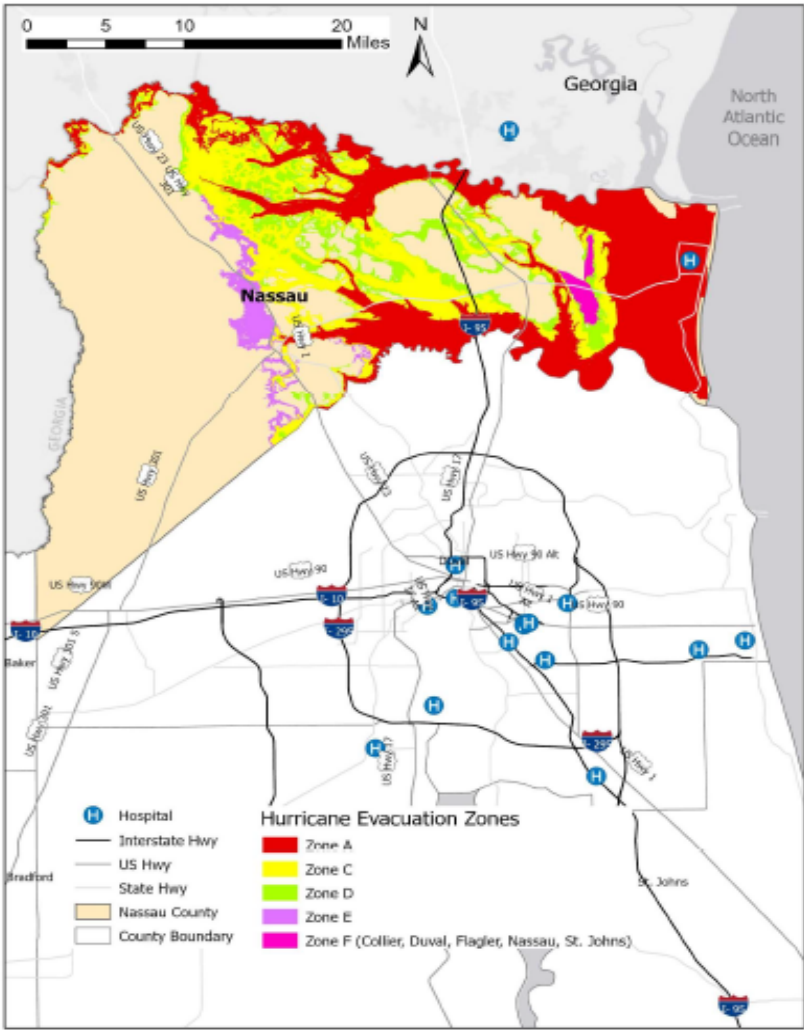
Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

7

2024 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 25 feet, and Zone E up to 35 feet.  
Source: FDEM, 2024

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 2021) 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 \$75,981 was higher than the statewide average of \$63,062. The ALICE report identified the household survival budget for a single adult as \$28,308 and for a family with two working adults and two children in childcare it was \$70,128. 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/Jacksonville Transportation Authority and transportation network companies that provide rides to or from Nassau County, the following taxi services are based in the County:

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

## SECTION 2: SERVICE ANALYSIS

### Forecasts of Transportation Disadvantaged Population

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

### Needs Assessment

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

**Section 5310 - Transit for the Elderly and Persons with Disabilities** – This program provides formula funding to states 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. This formula funding will now be used to provide funding for the deviated fixed route service from the west side and eastern Nassau County to Yulee and on to Jacksonville. This service was previously funded through Section 5316 funding.

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

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

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

## 5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results

Fiscal Year	Section 5310	Section 5311	Section 5339	Funded (updated the next year)
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

#### Operations

The operations element is a profile of the Nassau County coordinated transportation system. This element is intended to provide basic information about the daily operations of Nassau TRANSIT.

#### Types, Hours, and Days of Service

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

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

#### **Phone Number and Office Hours:**

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

#### Accessing Services

##### **Ridership Eligibility**

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

- Are not allowed to determine their eligibility.
- Are 60 years of age or older
- Must have no other means of transportation available or cannot purchase transportation. (Household Income (HHI) guidelines may be used to meet this standard)

##### **AND**

- No other funding sources are available to provide them with transportation.
- Are eligible if they are: disabled, or their household income is less than 150% of the Federal Poverty Guidelines as established by the Department of Housing and Urban Development.
- If available, they must use flex route or micro transit if they have the ability to use.

- Must pay appropriate co-pay per trip as determined by LCB.

## Eligibility Process

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

Nassau Transit  
102 N. 13<sup>th</sup> Street  
Fernandina Beach, Florida 32034

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

The Nassau TRANSIT serves a limited group of people, including the following:

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

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

The Nassau County Transportation Disadvantaged Local Coordinating Board has established an eligibility process for the provision of TD service to Nassau County residents. Recognizing that the TD funding is very limited the CTC has decided to recertify clients every three (3) years. Clients will need to reapply every three (3) years to continue eligibility. If there is a change in a customer's financial or medical condition, they should contact eligibility immediately to discuss. Proof of income is required to qualify for TD funding.

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

## Local Service Standards

### **Trip Prioritization**

Nassau TRANSIT Transportation Non-Sponsored Priority Listing: Utilized to prioritize trip types based on available funding.

#### **Category 1: Life Sustaining/Medical Services**

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

#### **Category 2: Essential Services**

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

#### **Category 3: Other**

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

### **Trip Scheduling Policies**

#### **Advance Notification**

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

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

#### **Trip Cancellation**

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

## **No-Show Policy**

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

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

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

### **First thirty (30) day period:**

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

### **Second thirty (30) day period:**

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

### **Third thirty (30) day period:**

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

### **Fourth thirty (30) day period:**

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

Nassau Transit  
102 N. 13<sup>th</sup> Street  
Fernandina Beach, Florida 32034

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

customer to appeal.

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

### **Standing Order/Subscription Trip**

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

## **Other Local Service Policies**

### **Agency-Sponsored Trips**

Definition:

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

### **Door-to-Door**

Definition:

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

Nassau TRANSIT transports clients on a door-to-door basis depending on the needs of those individuals who are ambulatory or clients in wheelchairs. The driver should also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining in the vehicle. Drivers may not assist wheelchairs up and down steps. Clients requiring additional assistance will be required to travel with an escort.

## **Commission Service Standards**

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

## **Driver Safety Policies**

### **Drug and Alcohol Testing**

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

### **Driver Background Screening**

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

### **Driver Identification**

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

### **Cardiopulmonary Resuscitation**

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

### **Preventable Accidents**

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

## **Rider Policies**

### **Escorts**

Escorts must be provided by the passenger. Any escort must have the same origin and destination as the client. The escorts must be able to provide the necessary assistance to the passengers and must ride on the vehicle with the client they are assisting. Escorts do not ride for free under the TD program. The Escort is required to pay the

same fare as the eligible individual. Only one escort may travel with the customer at any time, provided space is reserved when the trip is booked. When scheduling trips, the customer must tell the reservationist that you will be traveling with an escort. Drivers cannot add escorts who are not included on the reservation.

### **Children and Restraints**

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

### **Rider Property**

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

### **Passenger Assistance**

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

### **Wheelchair Assistance**

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

### **Smoking**

Smoking is prohibited in any vehicle.

### **Food and Drinks**

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

### **Harassment/Disruptive Behavior**

Nassau TRANSIT may deny service for those clients that violate the code of conduct. The Code of Conduct referenced in Section E.

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

## **Vehicle Policies**

### **Vehicle Cleanliness**

The interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, foul smells and strong odors, graffiti, scratches, vandalism, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule. The exterior of all vehicles shall be free of dirt, grime, oil, trash, torn logos, leaks, graffiti, scratches, vandalism, extensive damage and dents.

### **Adequate Seating**

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

### **Vehicle Availability**

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

### **Communication Equipment**

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

### **Air Conditioning/Heating of Vehicles**

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

### **Road Calls**

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

### **Vehicle Inventory**

A vehicle inventory for Nassau TRANSIT will be included.

## **Service Policies**

### **Out-of-Service Area Trips**

Nassau TRANSIT can provide out-of-service area trips as needed up to 15 miles with the approval of the funding source and JTA Operations. Documentation from the client's physician that the requested service or treatment is not available within Nassau County may be required prior to the transportation service being rendered. Because of the time and distance required to travel into the Jacksonville area (or other areas outside of service area), Nassau TRANSIT can restrict how many days these routes will run; limit destinations along defined corridors to maximize loading; establish higher co-pays based on distances; and other such measures to prevent long trips with low passenger rates that are not cost effective to overall operations.



## **Rider/Trip Database**

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

## **Hazardous Driveways**

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

## **Call Hold Time**

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

## **On-Time Performance**

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

Clients are asked to be ready 30 minutes before their scheduled (estimated) pickup times. Nassau TRANSIT will make every effort to reduce the length of travel and time delivered prior to the appointment time to a minimum based on that day's schedule. Because of multi-loading requirements, especially trips cross-county, pick up times may be hours before appointment times to accommodate others with earlier appointment times.

Nassau TRANSIT strives to maintain a 90% On-Time Performance for all medical/life sustaining trips.

## **Pick-Up Window**

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

## **Additional Information**

### **Local Toll-Free Telephone Number**

A local toll-free telephone number shall be posted in all vehicles within the system for passengers to contact the Transportation Office (Nassau TRANSIT). These telephone numbers shall be included in the complaint process in

addition to the Ombudsman Telephone number in the complaint process. All Nassau TRANSIT vehicles will also display local contact numbers visible from outside the vehicle.

### **Billing Requirements**

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

### **Complaints**

See Local Complaint and Grievance Procedure/Process below.

### **Emergency Preparedness and Response**

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

### **Education Efforts/Marketing**

Currently, Nassau TRANSIT advertises transportation services through the following methods: driver distribution of collateral, printed mailers, social media campaigns, outreach efforts, and on the JTA website:

**[www.jtafla.com/nassau](http://www.jtafla.com/nassau)**

### **System Safety Plan**

The JTA System Safety Program Plan will be included.

## **ADA Policies**

### **Accommodating Mobility Aids / Life Support Systems**

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

### **Standeers on Lift**

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

### **Service Animals**

Service animals shall be permitted to accompany their users in any Nassau TRANSIT vehicle or facility.

### **Transfer**

When transporting users of three-wheeled wheelchairs or other mobility devices that pose securement problems, entities can request that the user transfer to a vehicle seat. The regulations do not, however, allow entities to require such a transfer. For some users of these devices, transfers pose a safety risk. Vehicle seats also are not always designed to provide the specific support that an individual may need. Entities can explain to riders the reasons for requesting a transfer but must allow them to make the final decision on whether a transfer is appropriate given their particular disability.

### **Equipment Operation (Lift and Securement Usage)**

Section 37.165 of the ADA regulations establishes the policy regarding the use of lifts and securement devices. Subsection (b) requires that all "common wheelchairs" and their users be transported. A common wheelchair is a

wheelchair that does not exceed 30 inches in width and 48 inches in length, measured 2 inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three-wheeled and four-wheeled mobility aids. Three-wheeled “scooters” and other non-traditional designs that fit within these standards must be transported.

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

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

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

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

### **Passenger Sensitivity**

All employees of Nassau TRANSIT will receive initial and ongoing passenger sensitivity training.

## **Clients’ Requirements for Receiving Services**

### **Proper Function of Client Equipment**

#### **a. Wheelchair Transport**

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

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

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

#### **Wheelchair Riders**

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

### Clients with Illnesses and/or Wound(s)

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

## Client Code of Conduct and Denial of Service

### **Policy Statement**

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

### **Definitions of Prohibited Conduct**

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

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

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

### **Disciplinary Procedures**

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

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

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

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

**SECOND OFFENSE:** For a second offense that occurs within one calendar year of a first offense, written notification shall be sent, via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be suspended for a period of time not exceeding thirty (30) days. The

exact length of the suspension shall be determined by the General Manager. A copy of the notification shall be forwarded to the Designated Official Planning Agency.

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

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

### **Code of Conduct for Nassau TRANSIT**

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

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

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

### **Appeals Procedure for Violations of Code of Conduct**

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

Anyone wishing to appeal a written notification of a First Offense shall present their request for appeal in writing to the General Manager of Nassau TRANSIT within ten (10) calendar days of receipt of notification of such offense. The Manager shall investigate the circumstances surrounding the appeal and render a decision within seven (7) calendar days. The decision of the Manager shall be final. If a client elects to pursue the appeals process for a first offense, the agency funding the client's service shall be notified of the appeal and the final decision by the Manager.

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

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

- An explanation of the relief desired by the appellant.

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

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

## **Local Grievance Procedures/Process**

### **Definition of a Complaint**

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

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

### **Filing a Complaint**

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. If a system user/advocate, sponsoring agency, or community service provider/subcontractor has a complaint, the CTC will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action to address each complaint. Complaints that cannot be resolved by the CTC directly or through mediation with operators and/or sponsoring agency, can be brought before the Nassau County Transportation Disadvantaged Coordinating Board Grievance Committee.

### **Recording of Complaints**

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

### **Appeal to the Grievance Subcommittee**

The Community Transportation Coordinator (CTC) shall advise and provide directions to all customers, system user/advocates, sponsoring agencies, and/or community service providers from which a complaint has been received by the CTC of the right to file a formal written grievance. If after the CTC attempts to resolve the

complaint, the complainant is not satisfied with the action taken by the CTC, the individuals should proceed to the next grievance step.

### **Responsibility of Coordinating Board to Grievances**

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

### **Definition of a Grievance**

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

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

### **Grievance Procedures**

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

### **Filing a Grievance**

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

1. The name and address of the grievant.
2. Location, bus number, date and approximate time of the incident(s).
3. A statement of the grounds for grievance and supporting documentation.
4. An explanation of the relief desired by the grievant.

### **Grievance Committee Hearing Procedures**

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

- a. Call to order - Planning Staff
- b. Election of Grievance Committee Chairman - Committee Members
- c. Presentation of Grievance by Planning Staff
- d. Presentation of Grievance by Complainant



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

## **Appeal to the Grievance Subcommittee**

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

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

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

1. A statement that a meeting was held in which the parties involved, their representatives, and witnesses were given an opportunity to present their position.
2. A statement that clearly defines the issues discussed.
3. An opinion and reasons for the decision based on the information provided.
4. A finding that the issue affects safety, provision of service, or efficiency; and
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

### Recommendation to the County Transportation Disadvantaged Local Coordinating Board

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

### Appeal to the State Transportation Disadvantaged Commission

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

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

### Code of Conduct

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

#### **Purpose and scope**

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

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

#### **Rules of Transit**

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

1. Please think of others and follow our no eating, drinking or smoking policy on board any JTA vehicle.
2. Please do not open containers of food or drink. Not only are they not allowed on the JTA, but this rule also helps us to keep our vehicles clean and comfortable.

3. We are very protective of our customers, including you, so please don't use physical violence, profanity, intimidation, and/or harass other passengers or the operator. All of these actions are prohibited by JTA.
4. Possession or consumption of illegal drugs is not allowed by law.
5. To assure the safety of you, our operator and our customers, please remain behind the yellow line and minimize conversation with the operator.
6. Please remain seated and/or secure yourself until the vehicle comes to a complete stop.
7. Panhandling, sales, or solicitation is prohibited on-board a JTA vehicle. The distribution of printed materials at JTA public facilities should not interfere with bus operations.
8. The use of sound-generating electronic devices- like cell phones or portable disc players can only be used on our buses if you are using earphones. Conversations and other noise should be kept at a level that does not disturb other passengers or the operator.
9. Possession of weapons or flammable materials is prohibited on JTA vehicles, transit shelters and other JTA customer facilities.
10. All objects, such as strollers, should be folded prior to boarding and cannot block the aisle or stairway.
11. Appropriate clothing, shirt and shoes, is required to board the bus.
12. Operating or tampering with any JTA equipment is dangerous and prohibited.
13. Children under six years of age must be accompanied by an adult or guardian 15 years of age or older. JTA employees are not allowed to accept responsibility for unaccompanied minors.
14. All animals are prohibited unless used as service animal.
15. Vandalism or graffiti of JTA vehicles or property is illegal and therefore prohibited.

### **Customer Courtesy**

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

## **Penalties**

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

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

## **Florida Statutes**

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

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

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

## **Publication**

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

Community Transportation Coordinator: Nassau COA  
 Effective Date: May 2024

Type of Service to be Provided	Unit (Passenger Mile or Trip)	Cost Per Unit \$
Ambulatory	Trip	\$18.87
Wheelchair	Trip	\$32.35
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**  
**2025/2026 SCHEDULE**

<b>Baker County</b> <i>3rd Thursday</i>	<b>Clay County</b> <i>3rd Monday, 2nd Monday in February</i>	<b>Duval County</b> <i>1st Thursday, 4th Thursday in February</i>	<b>Flagler County</b> <i>2nd Wednesday</i>	<b>Nassau County</b> <i>3rd Thursday</i>	<b>Putnam County</b> <i>3rd Monday, 2nd Monday in February</i>	<b>St. Johns County</b> <i>2nd Tuesday</i>
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.
11/20/25 Board Mtg. 10:00 a.m.	11/17/25 Board Mtg. 2:00 p.m.	11/06/25 Board Mtg. 2:00 p.m.	11/12/25 Board Mtg. 10:00 a.m.	11/20/25 Board Mtg. 1:00 p.m.	11/17/25 Board Mtg. 10:30 a.m.	11/11/25 Board Mtg. 1:30 p.m.
2/19/26 Board Mtg. 10:00 a.m. (Annual PH)	2/09/26 Board Mtg. 2:00 p.m. (Annual PH)	2/26/26 Board Mtg. 2:00 p.m. (Annual PH)	2/11/26 Board Mtg. 10:00 a.m. (Annual PH)	2/19/26 Board Mtg. 1:00 p.m. (Annual PH)	2/09/26 Board Mtg. 10:30 a.m. (Annual PH)	2/10/26 Board Mtg. 1:30 p.m. (Annual PH)
5/21/26 Board Mtg. 10:00 a.m.	5/18/26 Board Mtg. 2:00 p.m.	5/07/26 Board Mtg. 2:00 p.m.	5/13/26 Board Mtg. 10:00 a.m.	5/21/26 Board Mtg. 1:00 p.m.	5/18/26 Board Mtg. 10:30 a.m.	5/12/26 Board Mtg. 1:30 p.m.
9/17/26 Board Mtg. 10:00 a.m.	9/21/26 Board Mtg. 2:00 p.m.	9/03/26 Board Mtg. 2:00 p.m.	9/09/26 Board Mtg. 10:00 a.m.	9/17/26 Board Mtg. 1:00 p.m.	9/21/26 Board Mtg. 10:30 a.m.	9/08/26 Board Mtg. 1:30 p.m.

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, 4<sup>th</sup> Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL

**Duval County** Jessie Ball duPont Center, 40 E Adams Street, Jacksonville, FL (201 / Rich Magill Seminar Room)

**Flagler County** Gov. Service Building Budget & Finance Mtg. Rm, 3<sup>rd</sup> 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



Serving the communities of Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns Counties

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Jacksonville, FL 32202  
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(904) 279-0881  
www.nefrc.org  
info@nefrc.org

***Bringing Communities Together***

**DATE:** May 15, 2025

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

**FROM:** SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

**RE:** JACKSONVILLE TRANSPORTATION AUTHORITY/ COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

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On April 2, 2025, Jacksonville Transportation Authority was evaluated by the Northeast Florida Regional Council and Evaluation Committee members, Donna Johnson and Jennifer Paulk. 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 Jacksonville Transportation Authority's Annual CTC Evaluation.**

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**Follow Us.**



EQUAL OPPORTUNITY EMPLOYER



# ***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***

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

## **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.

*“...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.”*

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.

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes    ☐ No

## DRIVER REQUIREMENT CHART

[illegible]

<b>Sample Size:</b>	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.)]

	<b>CTC</b>	<b>Alt. #1</b>	<b>Alt. #2</b>	<b>Alt. #3</b>	<b>Alt. #4</b>
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:

<b>Provision of Service</b>	<b>Training Provided</b>	<b>Written Policy</b>	<b>Neither</b>
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> 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: Jacksonville Transportation Authority / Nassau Transit

Vehicle Number (either VIN or provider fleet number): # 80

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

Person Conducting Review: Summer Jones

Date: April 2, 2025

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

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

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:

4/2/25

Please list any special guests that were present:

Location:

102 N 13<sup>th</sup> Street, Fernandina Beach

Number of Passengers picked up/dropped off:

2

Ambulatory

11 2

Non-Ambulatory

0

Was the driver on time?

☐

Yes

☐

No - How many minutes late/early?

Did the driver provide any passenger assistance?

☐

Yes

☐

No

Was the driver wearing any identification?

☒

Yes:

☒

Uniform

☒

Name Tag

☐

ID Badge

☒

No

Yes in uniform - maroon shirt

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?

N/A

☐

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: \_\_\_\_\_

County: Nassau

Date of Ride: 4/2/25

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**

### 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: 4/2/2025

Please list any special guests that were present:

Location: 102 N. 13th Street, Fernandina Beach

Number of Passengers picked up/dropped off:

2

Ambulatory

0

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? Not used

☐ 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: Not needed

CTC: \_\_\_\_\_ County: Nassau

Date of Ride: 4/2/2025

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**



### 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: 4/2/2025

Please list any special guests that were present:

Location: 102 N 13th street, Fernandina Beach

Number of Passengers picked up/dropped off:

2

Ambulatory

2

Non-Ambulatory

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

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

Was the driver wearing any identification? ☐ Yes: ☒ Uniform ☐ Name Tag

NO Name tag/identification ☐ 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:

N/A

CTC: Jacksonville Transportation Authority County: Nassau

Date of Ride: \_\_\_\_\_

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**

## 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:**

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Route: NC121

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobais	Fare Type	Fare Amount	Fare Collected	Pass Type	Space Type
	09:06 Dropoff	09:03 09:06	62924.7	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	WHITE, THOMAS 9042610701  C					
10:15 <del>10:00</del> 10:31	10:15 Pickup		0.0	1836 SURF SIDE DR, ##5475, FERNANDINA BEACH, 32034  GATE CODE#5475 CELL 804-201-6702 ----- POC SUSAN (SISTER) 804-467-7822 *ADHC MEMBER GATE CODE #5475 **ADHC MEMBER	PALMER, ELIZABETH 9047755949  C,M	NOFARE	\$ 0.00	\$ 0.00	CLI	AM
	10:21 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 GATE CODE #5475 **ADHC MEMBER	PALMER, ELIZABETH 9042610701  C,M					
10:30  10:15 10:46	10:30 Pickup		0.0	914 CALHOUN ST, FERNANDINA BEACH, 32034  cell 904-441-2920 POC EDITH (AUNT) 904-844-2945	HART, DRAWNN 9045571128  M	NS-NAS	\$ 2.00	\$ 0.00	CLI	AM
11:00	10:44 Dropoff		0.0	960144 GATEWAY BLVD, FERNANDINA BEACH 32034 FRESENIUS FERN BCH	HART, DRAWNN 9042772511  M					
12:00  11:45 12:16	11:56 Pickup		0.0	1901 ISLAND WALK WAY, FERNANDINA BEACH 32034 JANICE ANCRUM LIFE CENTER -FB  JUST FRIENDS MEMBER	MARSALA, MARIA 9042610701  M WLK	NOFARE	\$ 0.00	\$ 0.00	CLI	AM



## RIDER/BENEFICIARY SURVEY

Staff making call: Summer J.  
Date of Call: 4 / 3 / 2025

County: Nassau  
Funding Source: \_\_\_\_\_

1) Did you receive transportation service on 4/2/25? ☒ 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 4/2/25?

☐ 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
- ☐ Vehicle condition

- ☐ Reservations - specify length of wait
- ☐ Other

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

8

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

**Additional Comments:**

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# Contractor Survey

## \_\_\_\_\_ County

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**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? \_\_\_\_\_

<b>Level of Cost Worksheet 1</b>
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**Insert Cost page from the AOR.**



## CTC Expense Sources

County: Nassau

CTC Status: Complete

CTC Organization: Nassau County  
Council on Aging,  
Inc.

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

CTD Status: Complete

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

## 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				
<b>Total</b>				

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		Scope of Work
	Age of company		Safety Program
	Previous experience		Capacity
	Management		Training Program
	Qualifications of staff		Insurance
	Resources		Accident History
	Economies of Scale		Quality
	Contract Monitoring		Community Knowledge
	Reporting Capabilities		Cost of the Contracting Process
	Financial Strength		Price
	Performance Bond		Distribution of Costs
	Responsiveness to Solicitation		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?

Nassau County Transportation Disadvantage Operational Report  
October 2024 - September 2025

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Trips	2017	1746	1709	1871	1902	1941	2100					
Passengers	2056	1790	1740	1920	1974	2011	2201					
Service Days	22	20	23	23	20	21	22					
On-time Performance (OTP)	81%	88%	94%	86%	90%	95%	95%					
OTP (Appointment)	60%	67%	81%	86%	90%	97%	97%					
OTP (Medical)	73%	86%	91%	93%	92%	97%						
Passenger Per Hour	1.98	1.86	1.69	1.87	1.97	1.61	1.92					
Average Daily Vehicle Use	6	6	6	6	6	6	6					