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
Teams Meeting ID: 276 516 085 477 4
Password: 4k4Xm24T

Thursday, September 18, 2025, at 1:00 p.m.
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Gray
2. Additions, Deletions, and Changes to the Agenda – Chair Gray
3. Approval of May 15, 2025, Meeting Minutes – Chair Gray* (pg.2-7)
4. LCB Membership (pg.8)
5. Northeast Florida Regional Council Update – Ms. Jones
   a. TD 101 (pg.9-15)
   b. TDSP – updated with demographic information (pg.16-67)
   c. United Way 211 – Ride United Transportation (pg.68)
6. Community Transportation Coordinator (CTC) System Update – Ms. Johnson
   a. Annual Operation Report*
   b. 2025-2026 Rate Model* (pg.69-83)
   c. CTC Quarterly Update (pg.84)
   d. Grants Update* (Approval if required)
7. Old Business
8. New Business
9. Public Comment – <u>LIMITED TO 3 MINUTES PER SPEAKER</u>
10. Member and Department Reports
11. Adjournment – Chair Gray

Next LCB Meeting: November 20, 2025, at 1:00 p.m.
Nassau County Commission Chambers, 96135 Nassau Place, Yulee FL 32097

Florida Commission for the Transportation Disadvantaged

Nassau County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Thursday, May 15, 2025

Northeast Florida Regional Council	Nassau County Commission	State of Florida Transportation Disadvantaged Commission
Elizabeth Payne, AICP	Hon. Jeff Gray, Chair	Monica Russell, Chair
Chief Executive Officer		

Meeting Minutes

*Denotes Required Action Item

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

A quarterly meeting of the Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, May 15, 2025. Vice Chair, Donna Johnson called the meeting to order at 1:01 pm with the following members present:

Representing:	**Voting Member:**
FDOT	Janell Damato (Virtual)
Department of Children and Families	Donna Johnson (In-person)
Public Education	Megan Johnson (In-person)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Bob Sullivan (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)
Regional Workforce Dev. Board	Sean Rush (In-person)

Members Not Present

Representing:	**Voting Member:**
Elected Official/Chair	Jeff Gray
Children at Risk	Patricia Langford
Elderly	Van Dyke Walker
Local Medical Community	Kernice Taylor

Staff Community Transportation Coordinator Present
Mia Johnson, Ervin Flynn (In-Person)

Planning Agency Staff Present
Cassidy Taylor and Summer Jones (In-Person)

DRAFT

Guests
Marshall Eyerman, Krista Long, Paula Crisp (In-Person)
JB Warnock (Virtual)

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

2. Additions, Deletions, and Changes to the Agenda
There were no changes to the agenda.

3. Approval of January 16, 2025, Meeting and Public Hearing Minutes*
There was a motion to approve the January 16, 2025, meeting and public hearing minutes by Ms. Paulk and a second by Mr. Rush. The January 16, 2025, meeting and public hearing minutes were approved unanimously.

4. LCB Membership
LCB Membership was considered next. Ms. Jones went over the LCB membership. Ms. Jones stated Ms. Baptista has retired and is no longer serving on the board. Ms. Jones will reach out to her alternate.

5. Grievance Procedure Review*
Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. The Grievance Procedures are used when a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services.

There were no suggested changes. Ms. Stanford motioned to approve the grievance procedure with a second from Mr. Rush. The grievance procedure passed unanimously.

6. Annual Review of Bylaws*
Ms. Jones conducted an Annual Review of the Bylaws. There were no suggested changes. Ms. Stanford motioned to approve the Bylaws with a second from Ms. Harris. The Annual review of the Bylaws was approved unanimously.

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

a) TDSP Annual Review (Roll Call Vote)*
Ms. Jones stated she had a question regarding how the name in the TDSP should appear since Jacksonville Transportation Authority is the CTC, but they are still operating under the name Nassau Transit. Ms. Mia Johnson stated it should read Nassau Transit powered by JTA.

Ms. Jones also stated there are some formatting issues and images that need to be refined so they show clearer.

Ms. Jones conducted a roll-call vote. The TDSP annual review was approved unanimously.

b) Proposed LCB Meeting Schedule*
1:00 pm on the 3rd Thursday Quarterly: 9/18/25, 11/20/25, 2/19/26, 5/21/26, 9/17/26
Proposed LCB Annual Hearing 2/19/26

Ms. Paulk motioned to approve the schedule. Mr. Rush seconded the motion. The meeting schedule passed unanimously.

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

d) Virtual Meeting Option – Zoom to Teams
Ms. Jones stated this will be the last meeting that Zoom will be utilized. Going forward, Microsoft Teams will be utilized.

8. Community Transportation Coordinator (CTC) System Update

a) CTC Quarterly Update:

Ms. Johnson reviewed the Quarterly report:

- In February, there was a total of 1,902 trips. In March, there was a total of 1,941 trips. In April there was a total of 2,100 trips.
- On-time performance continues to increase as the months progresses. Ms. Johnson stated service has tremendously improved once they figured out the logistics and what really needed to be done.

b) Grants Update*
There are no grant updates.

9. Old Business

There was no old business

10. New Business

There was no new business.

11. Public Comment

Krista Long, who represents the low vision community members in Nassau County, was present. She explained why transportation is so vital to those community members. Since the transition from Nassau County Council on Aging to Jacksonville Transportation Authority, service has drastically changed. Most appointments are now geared towards life sustaining appointments. Ms. Long emphasized the importance of transportation to social activities, shopping, and other trips that are examples of access needs. Paula Crisp, one of the low vision community members, expressed how vital transportation is for her and how it has helped her achieve independence.

DRAFT

12. Member and Department Report.

Jennifer Paulk – Citizen advocate/non-user- Ms. Paulk is a representative from The ARC Nassau. She expressed the need for more trips alongside medical and life sustaining trips.

13. Adjournment

There being no further discussion, Vice Chair Johnson adjourned the meeting at 1:27 p.m. The next LCB meeting will take place on September 18, 2025, at 1:00 p.m. in the Nassau County Board of County Commissioners Meeting Room.

DRAFT

ATTENDANCE RECORD

NASSAU COUNTY

LOCAL COORDINATING BOARD

Position	Name/Alt.	5/15/25	1/16/25	11/21/24	9/19/24
1. Chairperson	Jeff Gray	a	P	P	P
2. Dept. of Transportation	Janell Damato / ALT	P	P	P	P
3. Dept. Of Children and Families	Donna Johnson/ ALT	P	P	P	P
4. Public Education	Brad Underhill	P	a	a	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	P	P	a	P
6. Veteran Services	Bob Sullivan	P	a	a	a
7. Econo. Disadvan (Comm. Action)	Vacant	-	-	-	-
8. Elderly	Van Dyke Walker	a	a	a	a
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate /Non User	Jennifer Paulk/~~Vacant~~	P	P	-	-
12. Children at Risk	Patricia Langford	a	a	a	a
13. Dept. Of Elder Affairs	Janet Dickinson/~~Neil Ambrus~~	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Reeda Harris / ALT	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / ALT	P	P	P	P
17, Regional Workforce Dev. Brd.	Sean Rush / ALT	P	a	a	a
18. Local Medical Community	~~Barb Baptista~~/Kenice Taylor	a	P	P	P

<u>VACANCIES</u>
Economically Disadvantaged
Disabled
Citizen Advocate/User
Private For Profit Transportation

PLEASE SIGN IN!

Florida Commission for the Transportation Disadvantaged COMMISSION FOR THE TRANSPORTATION DISADVANTAGED	Date: Time:	May 15, 2025 1:00 p.m.

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

Name	Address	Phone	E-Mail
Summer Jones	NEFRC		sjones@nefrc.org
Cassidy Taylor	NEFRC		
Jennifer Paulk	86051 Hamilton St., Yulee	760-819-1170	jenniferpaulk@thearcnassau.org
Megan Johnson	Public Education	904-225-0127	Johnsonmeg@nassau.k12.fl.us
Sean Rush	CareerSource NEFL	619-565-0560	SRush@careersourcenefl.com
Donna Johnson	DCF	904-251-5495	Donna.Johnson@myflfamilies.com
Krista Long			
Mia Johnson	JTA		
Erin Flynn	JTA		
Marshall Eyermann	Nassau County		
Paula Crisp			

Salutation	First Name	Last Name	Organization	Representing	Voting / Non-Voting	Grievance Committee	Evaluation Committee	Comment
NASSAU COUNTY								
Hon.	Jeff	Gray	Nassau Co Board of County Commissioners	Elected Official	Voting			Chair
Ms.	Janell	Damato	FDOT, District 2	FDOT	Voting			
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*			
Ms.	Lou Anne	Hasty	CareerSource Northeast Florida	Workforce Development	Voting			
Mr.	*Jerry*	*Box, Jr.*	*CareerSource Northeast Florida*	*Workforce Development*	*Alternate*			
Ms.	*Melissa*	*Terbrueggen*	*CareerSource Northeast Florida*	*Workforce Development*	*Interested Party*			
Ms.	Cara	Gluck	Nassau County Health Department	Medical Community	Voting			
Ms.	Mia	Johnson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Connexion Manager
Ms.	Angela	Brown	Jacksonville Transportation Authority					
Mr.	Taco	Pope	Nassau County BOCC	*Interested Party*				
Mr.	Marshall	Eyerman	Nassau County BOCC	*Interested Party*				
Mr.	Glenn	Akramoff	Fernandina Beach	*Interested Party*				
Ms.	Sabrina	Robertson	Nassau County Commissioners Office	*Include in emails*				
Ms.	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					
			Mikaela Sullivan (msullivan@nassaucountyfl.com) or Amy Grissinger reserves room (agrissinger@nassaucountyfl.com)					

a. TD 101

Quarter One	Quarter Two	Quarter Three	Quarter Four
Nassau	**Nassau**	**Nassau**	**Nassau**
Administrative Items •Annual Operations Report (AOR); Requires CTD approval prior to LCB approval) •Annual Expenditure Report; drafted with information from AER, not subject to LCB review/approval •2025-2026 Rate Model; requires approval from CTD prior to LCB approval **Standing Items** •NEFRC Report •Grants Update •CTC Report **Service Development/Local Issues** •TD 101 •Update demographic info for new TDSP (JTA) •United Way 211 Transportation (possible speaker and discussion on collaboration)	**Administrative Items** •Annual Public Hearing (see Public Hearing folders) •Election of LCB Vice Chair •Election of Grievance Committee •Election of CTC Evaluation Committee •Annual Operations Report (AOR); ***<If not approved in Q1>*** Requires CTD approval prior to LCB approval) •Annual Grievance Procedures Review; Requires LCB approval **Standing Items** • NEFRC Update •Grants Update •CTC Report **Service Development/Local Issues** •TD 101	**Administrative Items** •Annual review of LCB by-laws, subject to LCB amendment and/or approval •Annual TDSP review, subject to LCB amendment and/or approval (Roll Call Vote) •Selection of time and date for CTC Evaluation (March – April) •LCB review/approval of members, final membership review/approval subject to NEFRC Board of Directors action before submission to CTD **Standing Items** • NEFRC Report •Grants Update •CTC Report **Service Development/Local Issues** •TD 101	**Administrative Items** •Review of CTC Evaluation, requires LCB approval •Meeting Schedule (Workplan)(Note: when approved, send to point person in County to reserve meeting room)(SJ) **Standing Items** • NEFRC Report •Grants Update •CTC Report **Service Development/Local Issues** •TD 101

The “Transportation Disadvantaged”

OLDER ADULTS

PERSONS WITH DISABILITIES

PEOPLE WITH LOW INCOME

AT-RISK CHILDREN

They Could Need A Ride To…

Medical Services

Work

School

Grocery Store

"The purpose of the commission is to accomplish the coordination of transportation services provided to the transportation disadvantaged"

OUR PURPOSE

Creation of the Transportation Disadvantaged (TD) Program

Established by the Florida Legislature in 1979.

Intended to ensure TD customers have access to transportation services across the state.

Created Commission and TD Trust Fund in 1989.

Designated provider network responsible for coordinating services in all 67 counties.

Defined “coordination” as services provided in manner that is “cost-effective, efficient, and reduces fragmentation or duplication”.

TD Trust Fund subsidizes a part of a TD person’s transportation “not sponsored” by another agency.

TD Non-Sponsored Eligibility Criteria (adopted in 1997)

No Other Funding Available – Individual has no other purchasing agency "sponsoring" a trip to a certain activity

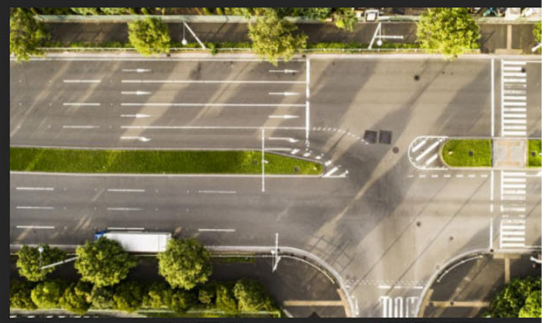
No Other Means of Transportation – Individual does not own a vehicle, have a family member, or others who can provide a trip to an activity.

Public Transit – Individual does not have access to a fixed bus route, or one is not available in their community, to access an activity.

Disability – Individual has a disability as defined by the ADA that presents a barrier to transportation.

Age – The individual's age presents a barrier to transportation [the age limit is defined by the CTC and LCB].

Income – The individual or household income presents a barrier to transportation [the income threshold is defined by the CTC and LCB].



Our Organization:

Independent state agency, housed in FL Dept of Transportation (FDOT).

Consists of 11 board members appointed by the Governor.

Appoints Executive Director and oversees staff in Tallahassee.

Administers TD Trust Fund and grant programs that support TD Services.

Adopts policies and rules governing the Coordinated System.

Designates Community Transportation Coordinators (CTCs) and Planning Agencies in all 67 counties.

Collects data on TD service operations and presents Annual Report to the Governor and Legislature (January 1 each year).

Serves as a clearinghouse of information on TD services.

Florida Commission for the

Transportation Disadvantaged

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

Ms. Donna Johnson, Vice-Chair

with Assistance from

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

May 2025

Table of Contents

SECTION 1: DEVELOPMENT PLAN 5

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

SECTION 2: SERVICE ANALYSIS 26

Forecasts of Transportation Disadvantaged Population 26

Needs Assessment 26

Barriers to Coordination (From Prior Plan) 27

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION PLAN 28

SECTION 3 – SERVICE PLAN 31

OPERATIONS 31

OPERATIONS 31

Types, Hours, and Days of Service 31

Phone Number and Office Hours: 31

Accessing Services 31

Eligibility Process 32

LOCAL SERVICE STANDARDS 33

Trip Prioritization 33

Trip Scheduling Policies 33

Other Local Service Policies 35

COMMISSION SERVICE STANDARDS 36
Driver Safety Policies 36
Rider Policies 37
Vehicle Policies 38
Service Policies 39
Additional Information 40
ADA POLICIES 41
Accommodating Mobility Aids / Life Support Systems 41
Standees on Lift 41
Service Animals 41
Transfer 41
Equipment Operation (Lift and Securement Usage) 41
Passenger Sensitivity 42
Clients' Requirements for Receiving Services 42
CLIENT CODE OF CONDUCT AND DENIAL OF SERVICE 42
Policy Statement 42
Definitions of Prohibited Conduct 42
Disciplinary Procedures 43
Code of Conduct for Nassau TRANSIT 43
APPEALS PROCEDURE FOR VIOLATIONS OF CODE OF CONDUCT 45
LOCAL GRIEVANCE PROCEDURES/PROCESS 46
Definition of a Complaint 46
Filing a Complaint 46
Recording of Complaints 46
Appeal to the Grievance Subcommittee 46
Responsibility of Coordinating Board to Grievances 46
Definition of a Grievance 47
Grievance Procedures 47
Filing a Grievance 47
Grievance Committee Hearing Procedures 47

Appeal to the Grievance Subcommittee 48
CODE OF CONDUCT 49
Purpose and scope 49
Rules of Transit 49
Customer Courtesy 50
Penalties 50
Florida Statutes 51
Publication 51
SECTION 4: QUALITY ASSURANCE **52**
CTC EVALUATION PROCESS 52

APPENDICES – Posted at www.nefrc.org.

SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

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

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

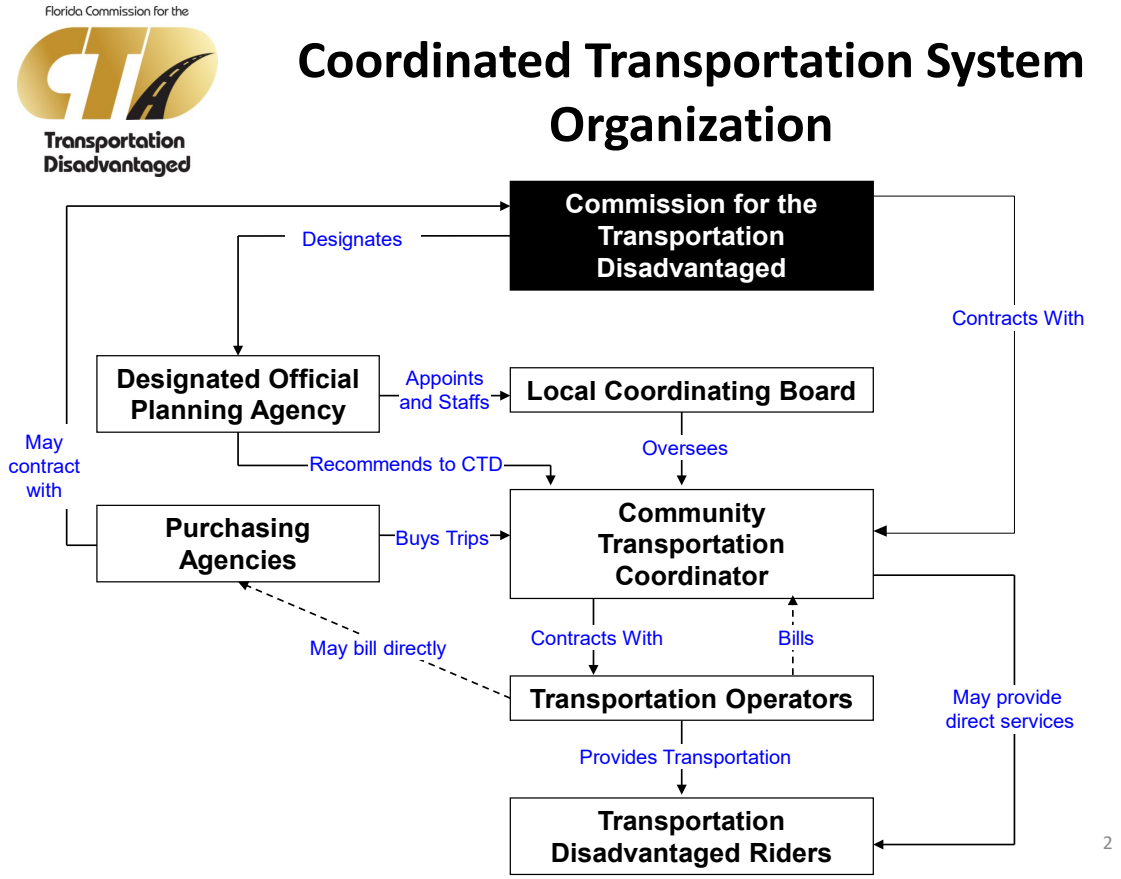
Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in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

Community Transportation Coordinator Designation Date and History

In December of 1982, the Nassau County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Nassau County, recommending the Nassau County Council on Aging, Inc. to serve as the Coordinated Community Transportation Provider. In 1983, the Nassau County Council on Aging amended the Articles of Incorporation to create Caravan as an agency function. The first Memorandum of Agreement was developed and approved in 1983. Beginning in 1984, the Nassau County Council on Aging began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients. The Nassau County COA has 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



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.

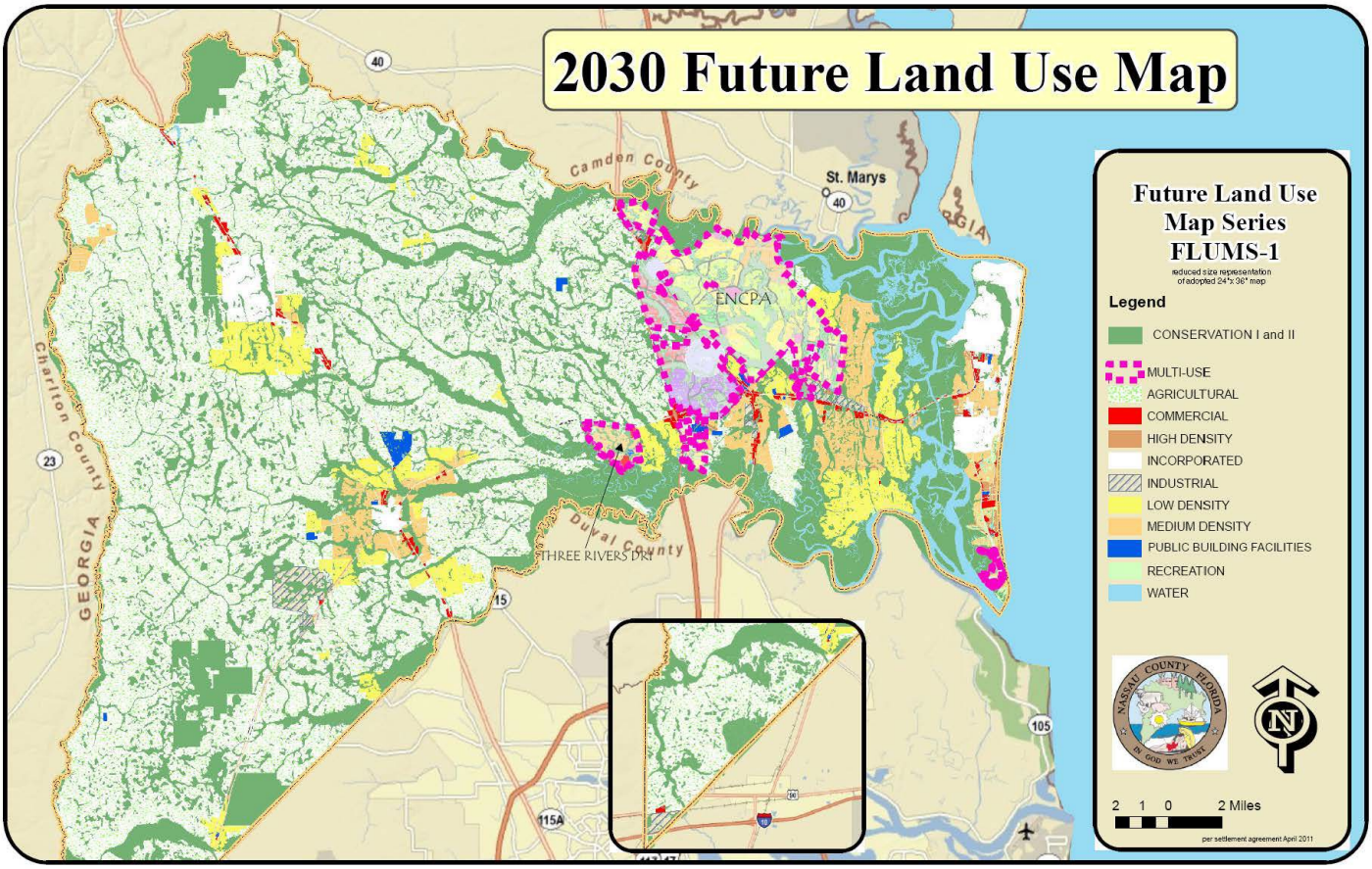
b. Passengers and Advocates – The CTC has close contact with its riders and get input on a continuing basis.

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

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

Veterans - Population

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

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

Veterans - Total Population - Projections

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

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

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

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

Not in Labor Force	1,198	8,376
No Disability	4,595	54,824
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+

Year 2023	**Nassau County Projection**
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

Income Amount	Estimate
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
Total Households	41,045
Median Household Income	$90,671

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
Population 16 years and over	84,017	56.2%	53.3%	3.7%
AGE				
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%
RACE AND HISPANIC OR LATINO ORIGIN				
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%
SEX				
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
Private wage and salary workers	35,070	78.3%
Government workers	7,706	17.2

Self-employed workers in own not incorporated business	2,021	4.5%
Unpaid family workers	0	0%

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

Housing Occupancy	
Total housing units	46,601
Occupied housing Units	41,045
Owner-occupied housing units	33,298
Renter-occupied housing units	7,747
Vacant Housing Units	5,556

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

School Enrollment		
Population 3 years and over enrolled in school	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 9th grade	888	1.2%
9th to 12th 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%

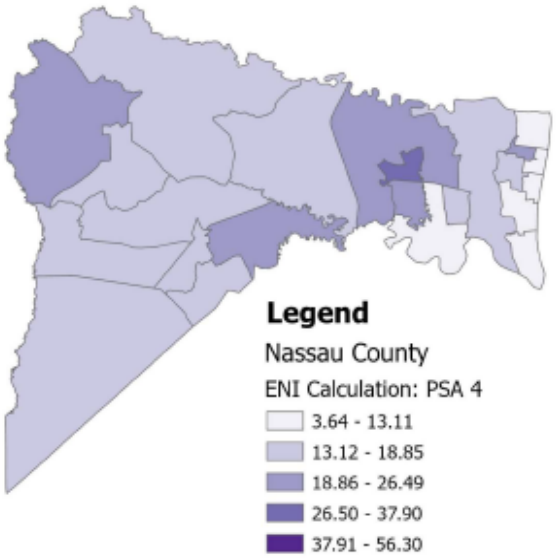
Source: 2019 American Community Survey (DP04)

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

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

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

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.

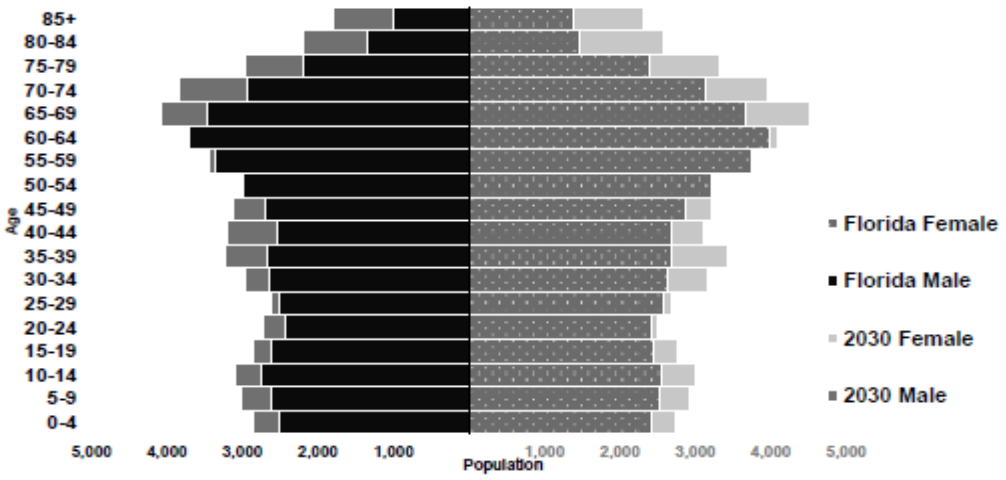
Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

2

2024 Profile of Older Floridians

Nassau County Demographic Profile

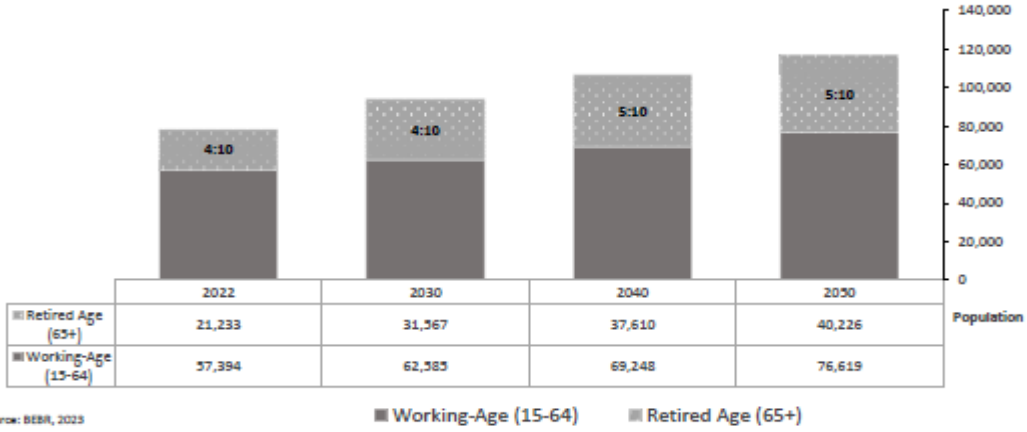
The population pyramid below compares the projected older adult population by gender between 2022 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65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



	2022	2030	2040	2050
Retired Age (65+)	21,233	31,567	37,610	40,226
Working-Age (15-64)	57,394	62,585	69,248	76,619

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.

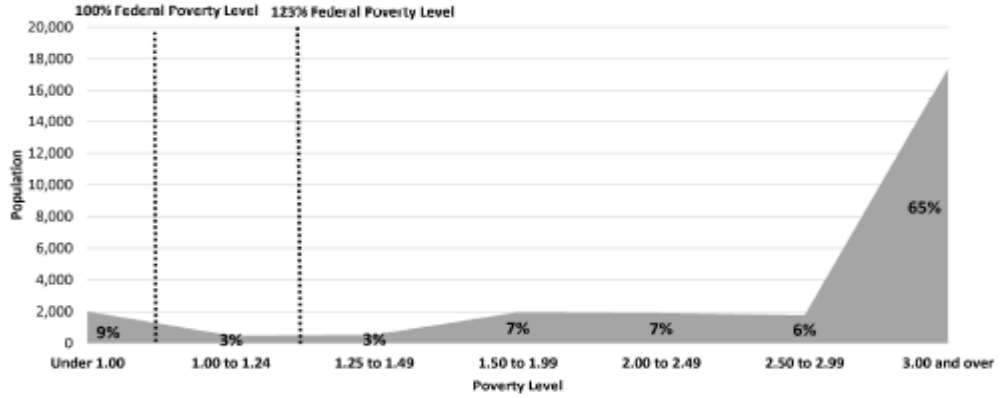
Federal Poverty Level	Value
Single-Person Household	$15,060
Two-Person Household	$20,440
125% Single-Person Household	$18,825
125% Two-Person Household	$25,550

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

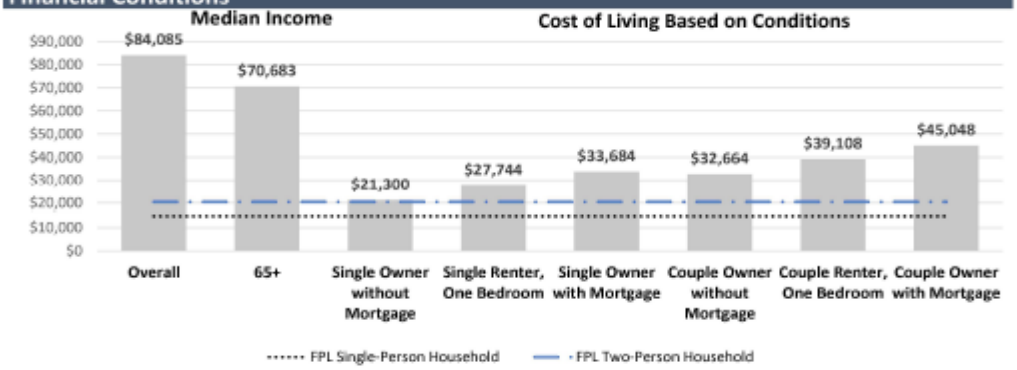
Ratio of Income to Poverty Level



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, FDACS, 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 Shimberg 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 Shimberg 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

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older. 5

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 AGID

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, AGID 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)	Value
Providers	2

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 &

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

Source: FDEM, 2024

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 28 feet, and Zone E up to 35 feet.

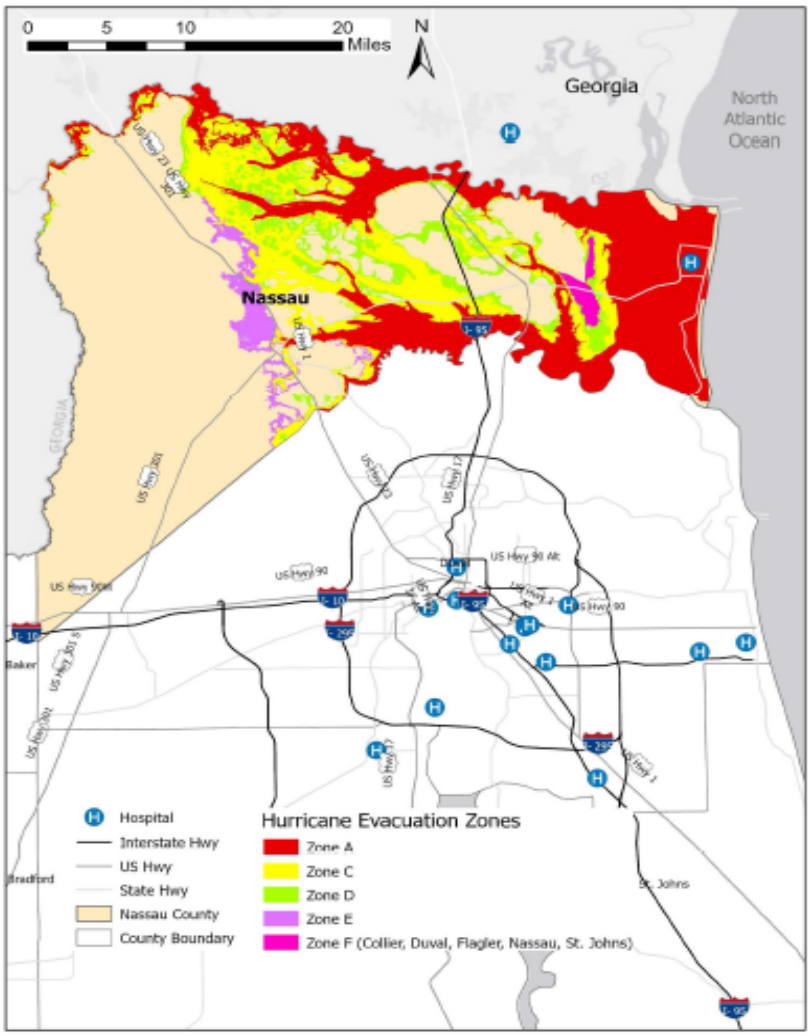
*Note: There are additional county-specific evacuation zones not listed on this table.

Source: Florida DOEA CIRTS, 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

Nassau County Disaster Preparedness

Evacuation Zones



Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.
Source: FDEM, 2024

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older. 8

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

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

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

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

Needs Assessment

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

Section 5310 - Transit for the Elderly and Persons with Disabilities – This program provides formula funding to states 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 powered by Jacksonville Transportation Authority.

Types, Hours, and Days of Service

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

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

Phone Number and Office Hours:

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

Accessing Services

Ridership Eligibility

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

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

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

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

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

• Americans with Disabilities Act (ADA): Individuals with disabilities.

• Transportation Disadvantaged (TD): Includes qualifying individuals in areas where fixed route service does not operate who have no other means of transportation.

- Agencies: Includes people whose trips are under a negotiated agency contract with the Nassau County Board of County Commissioners and an amendment to the Funding Agreement between Nassau County Board of County Commissioners and the Jacksonville Transportation Authority has been fully executed.

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

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

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

Local Service Standards

Trip Prioritization

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

Category 1: Life Sustaining/Medical Services

A. Life Sustaining Appointment (e.g., Dialysis/Cancer Treatment)

B. Medical Appointments (e.g. visit to a doctor's medical offices or medical facilities)

Category 2: Essential Services

A. Nutrition/Grocery Shopping/Pharmacy

B. Social Services

C. Employment/Training

Category 3: Other

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

Trip Scheduling Policies

Advance Notification

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

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

Trip Cancellation

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

No-Show Policy

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

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

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

First thirty (30) day period:

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

Second thirty (30) day period:

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

Third thirty (30) day period:

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

Fourth thirty (30) day period:

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

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

• 1st offense - Seven (7) day suspension after written notification and opportunity for the customer to appeal.

• 2nd offense – Fifteen (15) day suspension after written notification and opportunity for the customer to appeal.

• 3rd offense – Thirty (30) day suspension after written notification and opportunity for the customer to appeal.

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

Standing Order/Subscription Trip

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

á ╤Ñ╗Á╝ÖÏ ╚©╗ÞÕ¾ÞÈ╝Ñ╝

Agency-Sponsored Trips

Definition:

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

Door-to-Door

Definition:

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

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

Commission Service Standards

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

Driver Safety Policies

Drug and Alcohol Testing

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

Driver Background Screening

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

Driver Identification

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

Cardiopulmonary Resuscitation

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

Preventable Accidents

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

Rider Policies

Escorts

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

Children and Restraints

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

Rider Property

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

Passenger Assistance

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

Wheelchair Assistance

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

Smoking

Smoking is prohibited in any vehicle.

Food and Drinks

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

Harassment/Disruptive Behavior

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

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

Vehicle Policies

Vehicle Cleanliness

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

Adequate Seating

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

Vehicle Availability

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

Communication Equipment

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

Air Conditioning/Heating of Vehicles

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

Road Calls

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

Vehicle Inventory

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

Service Policies

Out-of-Service Area Trips

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

Rider/Trip Database

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

Hazardous Driveways

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

Call Hold Time

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

On-Time Performance

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

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

earlier appointment times. Nassau Transit powered by Jacksonville Transportation Authority strives to maintain a 90% On-Time Performance for all medical/life sustaining trips.

Pick-Up Window

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

Additional Information

Local Toll-Free Telephone Number

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

Billing Requirements

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

Complaints

See Local Complaint and Grievance Procedure/Process below.

Emergency Preparedness and Response

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

Education Efforts/Marketing

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

System Safety Plan

The JTA System Safety Program Plan will be included.

ADA Policies

Accommodating Mobility Aids / Life Support Systems

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

©╤ τ ×¾⅞╤└ ╤└ ╤└ ╤└

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

Service Animals

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

Transfer

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

Equipment Operation (Lift and Securement Usage)

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

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

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

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

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

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

Clients' Requirements for Receiving Services

Proper Function of Client Equipment

a. Wheelchair Transport

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

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

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

Wheelchair Riders

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

Clients with Illnesses and/or Wound(s)

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

Client Code of Conduct and Denial of Service

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

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

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

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

Disciplinary Procedures

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

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

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

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

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

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

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

Code of Conduct for Nassau TRANSIT

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

1. All passengers must pay the proper fare, if applicable.

2. Appropriate clothing (shirt and shoes) is required of all passengers.

3. No smoking on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle or under a transit shelter covering.

4. No throwing of items.

5. No eating or drinking on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle, unless required for health reasons.

6. No alcoholic beverages are allowed on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle or at a Nassau Transit powered by Jacksonville Transportation Authority passenger facility.

7. No vandalism or graffiti of Nassau Transit powered by Jacksonville Transportation Authority vehicles or property.

8. Possession or consumption of illegal drugs is prohibited. Passengers may not ride a Nassau Transit powered by Jacksonville Transportation Authority vehicle under the influence of alcohol or illegal drugs.

9. Congregating or loitering on a Nassau Transit powered by Jacksonville Transportation Authority vehicle or other passenger facility in a way that causes an inconvenience to other passengers is prohibited.

10. No rider shall interfere with the safe operation of any Nassau Transit powered by Jacksonville Transportation Authority vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.

11. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.

12. Conversations between riders or on cell phones shall be kept at a reasonable volume on Nassau Transit powered by Jacksonville Transportation Authority vehicles or other passenger facilities.

13. Physical violence, intimidation, and/or harassment of other passengers or the driver are

prohibited.

14. Vulgar, abusive, or threatening language or actions are prohibited on Nassau Transit powered by Jacksonville Transportation Authority vehicles or at transit shelters or other passenger facilities. Use of racial slurs or displaying racist behaviors is prohibited.

15. Use of personal radios, cassette tape players, compact disc players or other sound generating equipment is prohibited on Nassau Transit powered by Jacksonville Transportation Authority vehicles or other passenger facilities, unless utilized solely with earphones. Volume on the earphones shall be kept at a level which does not disturb other passengers or the driver.

16. Possession of weapons or flammable materials is prohibited on a Nassau Transit powered by Jacksonville Transportation Authority vehicle or other passenger facility.

17. Guide, signal, or service animals are allowed for passengers who have visual, hearing or mobility impairments. All other animals are prohibited on Nassau Transit powered by Jacksonville Transportation Authority vehicles or other passenger facilities.

18. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle, facilities, transit areas, buildings or any other Nassau Transit powered by Jacksonville Transportation Authority properties.

19. Passengers may not bring objects on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle that block an aisle or stairway or occupy a seat if to do so would cause a danger to or displace passengers or expected passengers.

20. Passengers are prohibited from extending an object or portions of one's body through a door or window of a Nassau Transit powered by Jacksonville Transportation Authority vehicle.

21. Panhandling, sales, or soliciting activities are prohibited on board a Nassau Transit powered by Jacksonville Transportation Authority vehicle or other passenger facility.

22. Infant strollers and similar articles must be folded prior to boarding a Nassau Transit powered by Jacksonville Transportation Authority vehicle.

23. Children under six years of age must be accompanied by an adult or guardian 14 years of age or older. Nassau Transit powered by Jacksonville Transportation Authority does not accept any responsibility for any unaccompanied minor.

Appeals Procedure for Violations of Code of Conduct

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

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

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

• The name and address of the appellant.

• Location, bus number, date and approximate time of the incident(s).

• A statement of the grounds for the appeal and supporting documentation.

• An explanation of the relief desired by the appellant.

The Director shall immediately forward the request for an appeal to the grievance committee of the Nassau County Local Coordinating Board via the Designated Official Planning Agency. Within thirty (30) calendar days of receipt of the appeal request, the Grievance Committee shall meet and render a decision on the appeal. Furthermore, if a client elects to pursue the appeals process for a SECOND or THIRD OFFENSE, the agency funding the client's service shall be notified of the appeal and requested to attend the grievance committee meeting. A written copy of

the decision of the grievance committee will be forwarded to the appellant, via certified mail with return receipt requested, within ten (10) calendar days of the conclusion of the committee meeting. Additional copies of the decision shall be sent to the funding agency for the trip in question, as well as the Local Coordinating Board. If the appeal fails, the notification of the decision will also state the effective date(s) of the suspension or expulsion.

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

Local Grievance Procedures/Process

Definition of a Complaint

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

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

Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. 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.

[ňĩřτ ěЄ̈́ЄЄ̈́ ╗ř¼◘Ї τ ð¾

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

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

1. The name and address of the grievant.

2. Location, bus number, date and approximate time of the incident(s).

3. A statement of the grounds for grievance and supporting documentation.

4. An explanation of the relief desired by the grievant.

Grievance Committee Hearing Procedures

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

a. Call to order - Planning Staff
b. Election of Grievance Committee Chairman - Committee Members
c. Presentation of Grievance by Planning Staff
d. Presentation of Grievance by Complainant
e. Response of party(s) concerned
f. Discussion of grievance - Shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievances.
g. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance.
h. Close Hearing.

i. Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within fifteen (15) working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (CTC) staff will respond, in writing, to the system user/advocate or other party concerning the registered grievance. The Community Transportation Coordinator's response shall explain the factors that influenced the decision and shall identify the action, if any, that will be taken.

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

Appeal to the Grievance Subcommittee

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

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

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

1. A statement that a meeting was held in which the parties involved, their representatives, and witnesses were given an opportunity to present their position.

2. A statement that clearly defines the issues discussed.

3. An opinion and reasons for the decision based on the information provided.

4. A finding that the issue affects safety, provision of service, or efficiency; and

5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Recommendation to the County Transportation Disadvantaged Local Coordinating Board

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

Appeal to the State Transportation Disadvantaged Commission

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

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

Code of Conduct

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

Purpose and scope

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

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

Rules of Transit

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

1. Please think of others and follow our no eating, drinking or smoking policy on board any JTA vehicle.

2. Please do not open containers of food or drink. Not only are they not allowed on the JTA, but this rule also helps us to keep our vehicles clean and comfortable.

3. We are very protective of our customers, including you, so please don't use physical violence, profanity, intimidation, and/or harass other passengers or the operator. All of these actions are prohibited by JTA.

4. Possession or consumption of illegal drugs is not allowed by law.

5. To assure the safety of you, our operator and our customers, please remain behind the yellow line and minimize conversation with the operator.

6. Please remain seated and/or secure yourself until the vehicle comes to a complete stop.

7. Panhandling, sales, or solicitation is prohibited on-board a JTA vehicle. The distribution of printed materials at JTA public facilities should not interfere with bus operations.

8. The use of sound-generating electronic devices- like cell phones or portable disc players can only be used on our buses if you are using earphones. Conversations and other noise should be kept at a level that does not disturb other passengers or the operator.

9. Possession of weapons or flammable materials is prohibited on JTA vehicles, transit

shelters and other JTA customer facilities.

10. All objects, such as strollers, should be folded prior to boarding and cannot block the aisle or stairway.

11. Appropriate clothing, shirt and shoes, is required to board the bus.

12. Operating or tampering with any JTA equipment is dangerous and prohibited.

13. Children under six years of age must be accompanied by an adult or guardian 15 years of age or older. JTA employees are not allowed to accept responsibility for unaccompanied minors.

14. All animals are prohibited unless used as service animal.

15. Vandalism or graffiti of JTA vehicles or property is illegal and therefore prohibited.

Customer Courtesy

• Please have the correct fare ready when boarding.

• Please occupy only one seat and make room for other passengers.

• Please consider offering you seat to the elderly or disabled passengers when

possible.

• Please keep conversation and other noises to a minimum for the comfort of all JTA

customers.

• Please allow customers in wheelchairs to board the bus first.

• Please reserve front seats for customers with disabilities.

Penalties

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

1. Verbal warning by transit driver or JTA supervisor to correct a customer's non-compliance with JTA rules.

2. Offensive conduct on the part of a JTA customer may require their removal from the transit vehicle. If a passenger is removed from a transit vehicle, the passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or passenger facility for the remainder of the day. When a passenger is in violation of the Code of Conduct and is asked to leave a JTA vehicle, their fare is forfeited. If a suspended passenger is seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be considered trespassed and law enforcement will be contacted.

3. A passenger may be suspended from all use of the JTA transit system for a determined period of time. A suspended passenger is not allowed to use any JTA vehicle or any JTA transit shelter or other passenger facility for the duration of the suspension period. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of non-compliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and / or have all JTA transit privileges permanently terminated.

4. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a safety hazard.

Florida Statutes

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

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

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

Publication

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

Community Transportation Coordinator: _____Jacksonville Transportation Authority_
Effective Date: _____July 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.

211
Northeast Florida

NEED A RIDE?

RIDE UNITED TRANSPORATION ACCESS

We believe that everyone should have safe, reliable and easily accessible transportation.

Ride United offers temporary, prescheduled Lyft rides to residents in Duval, Clay, Putnam, St. Johns, Nassau, Baker, Columbia, Suwannee and Hamilton counties.

Those in need of transportation assistance to critical services such as education, employment, health care, or food access should contact United Way 211 to determine ride eligibility.

Ride scheduling is available during operating business hours (Monday through Friday from 8 a.m. to 5 p.m.).

- Drivers are not employed through United Way.
- All riders must be 18 years of age or accompanied by an adult.

Dial 2-1-1 to learn more

For additional information please contact Brittny Woodard, 211 Operations Supervisor at brittnyw@uwnefl.org or 904-390-3227

lyft BAPTIST HEALTH MAYO CLINIC UNITED WAY

From: Zeruto, Dan
To: Eron Thompson; Carl Weckenmann
Cc: Summer Jones
Subject: 2025-2026 Nassau County Rate Model Approved
Date: Friday, May 23, 2025 11:18:41 AM
Attachments: image003.png
image004.png
image005.png
image006.png
image007.png
image008.png
image009.png
image001.png
image011.png
image012.png
2025-2026 Nassau Rate Model Approved.xls

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

Good Morning,

I have reviewed the corrections and adjustments made to the attached 2025-26 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered, nor does it address the reasonableness of the unsubsidized cost of services.

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

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

		Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	23,505 =	20,109 +	3,396 +	+		
Rate per Passenger Trip =		$32.96	$56.51	$0.00	$0.00 per passenger	$0.00 per group

Thank you,
-Dan-

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

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

From: Eron Thompson <EThompson@jtafla.com>
Sent: Tuesday, May 20, 2025 6:36 PM
To: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Cc: Eron Thompson <EThompson@jtafla.com>
Subject: RE: 05 19 2025 RE: FY26 T&E Grant Application Documents for Nassau/Clay/Duval counties

Good Afternoon Dan,

Attached please find the updated documents.

Thanks,
Eron

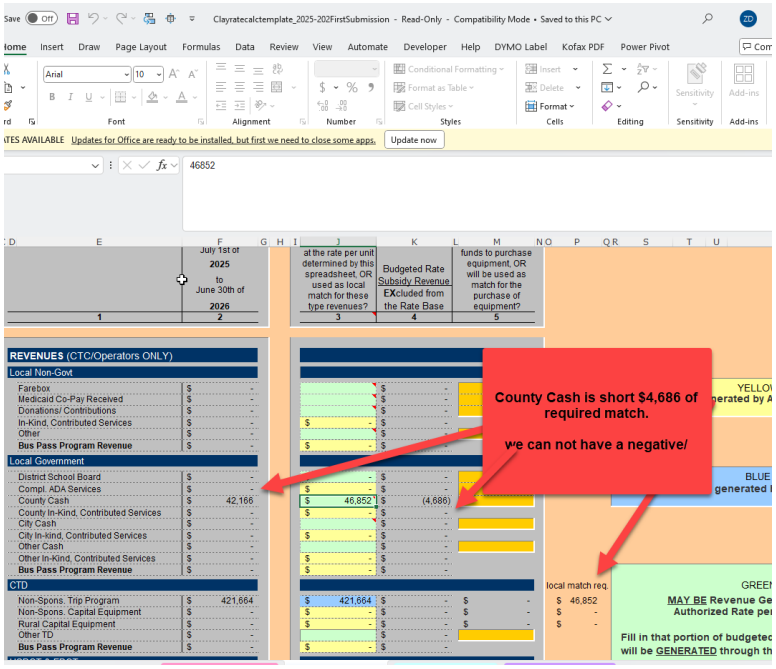
Eron D. Thompson, AICP
Director – Grants Management
Jacksonville Transportation Authority
100 LaVilla Center Drive, Jacksonville, FL 32204
Email: ethompson@jtafla.com
Office: (904) 630-3187
www.jtafla.com

From: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Sent: Monday, May 19, 2025 3:17 PM
To: Eron Thompson <EThompson@jtafla.com>
Subject: RE: 05 19 2025 RE: FY26 T&E Grant Application Documents for Nassau/Clay/Duval counties

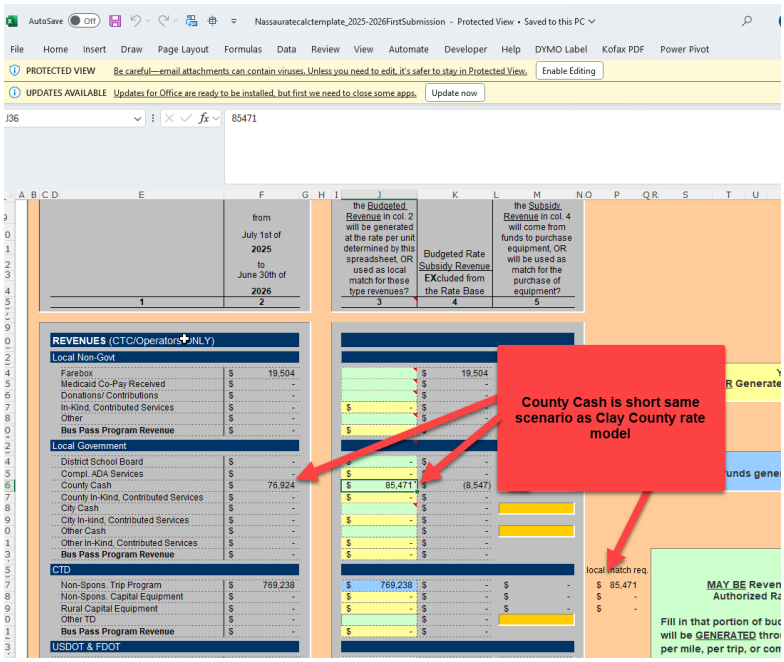
EXTERNAL EMAIL: This email originated from a non-JTA email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank Eron,

I am reviewing the rates and Clay County's Rate Model has an error. The funds needed for Local Match as to be $46,852 see below to correct the negative amount on the Budgeted Rate Base tab you will need to change $42,166 on County Cash line item on the Comprehensive Budget tab to 46,852. When this is adjusted the rates will also adjust by a few cents for AMB and WC trips, so the grant application will probably need to be adjusted as well.



Nassau same issue; if you don't have the 8,547 in County Cash you can take 8,547 from Farebox and enter it in column J4 and enter 76,924 in cell J36 to remove the -8,547. Rates on the grant application will probably need to be adjusted as well



Also double check that revenues and expenses balance on the Comprehensive Budget tabs they are off by 1.00

Let me know if you have any questions,

Dan

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

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

From: Eron Thompson <EThompson@jtafla.com>
Sent: Monday, May 19, 2025 2:35 PM
To: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Cc: Eron Thompson <EThompson@jtafla.com>
Subject: 05 19 2025 RE: FY26 T&E Grant Application Documents for Nassau/Clay/Duval counties

Good Afternoon Dan,

I trust you are having a great start to the week. Attached are the files that were provided to me.
Please let me know if you need anything else.

Thanks,
Eron

Eron D. Thompson, AICP
Director – Grants Management
Jacksonville Transportation Authority
100 LaVilla Center Drive, Jacksonville, FL 32204
Email: ethompson@jtafla.com
Office: (904) 630-3187
www.jtafla.com

From: Eron Thompson
Sent: Tuesday, May 13, 2025 9:10 AM
To: 'Zeruto, Dan' <Dan.Zeruto@dot.state.fl.us>
Cc: Eron Thompson <EThompson@jtafla.com>
Subject: RE: FY26 T&E Grant Application Documents for Nassau/Clay/Duval counties

Good Morning Dan,

Let me get with the team and I will get back to you.

Thanks,
Eron

Eron D. Thompson, AICP
Director – Grants Management
Jacksonville Transportation Authority
100 LaVilla Center Drive, Jacksonville, FL 32204
Email: ethompson@jtafla.com
Office: (904) 630-3187
www.jtafla.com

From: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Sent: Tuesday, May 13, 2025 8:21 AM
To: Eron Thompson <EThompson@jtafla.com>
Subject: RE: FY26 T&E Grant Application Documents for Nassau/Clay/Duval counties

EXTERNAL EMAIL: This email originated from a non-JTA email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you Eron,

The applications appear to have new rates. Do you know when I am going to receive the new 2025-2026 Rate Model Rates for me to review and approve prior to the execution of the new grant?

Thank you,
Dan

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

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

From: Eron Thompson <EThompson@jtafla.com>
Sent: Monday, May 12, 2025 9:25 PM
To: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Cc: Eron Thompson <EThompson@jtafla.com>
Subject: FY26 T&E Grant Application Documents for Nassau/Clay/Duval counties

EXTERNAL SENDER: Use caution with links and attachments.

Good Afternoon Dan,

Attach please find the application documents for Clay, Duval and Nassau Counties.
The required resolutions and the signed agreements will be submitted after approval at the JTA Board meeting later this month.

Thanks,
Eron

Eron D. Thompson, AICP
Director – Grants Management
Jacksonville Transportation Authority
100 LaVilla Center Drive, Jacksonville, FL 32204
Email: ethompson@jtafla.com
Office: (904) 630-3187
www.jtafla.com

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

Connect with JTA!

This email message and any attachments are confidential and intended solely for the use of the recipient named above. If you have received this email message in error and you are not the intended recipient, please notify the sender immediately and destroy this email message and any attachments. If you are not the intended recipient, you are hereby notified that disclosing, copying, distributing or taking any action in reliance on the contents of this email message is strictly prohibited. Views or opinions in this email message are solely those of the sender and may not represent the views or opinions of the Jacksonville Transportation Authority (JTA).

The JTA accepts no liability for any damage caused by any virus transmitted by this email. Under Florida's very broad public records law, email communications to and from JTA officials are subject to public disclosure.

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

Connect with JTA!

This email message and any attachments are confidential and intended solely for the use of the recipient named above. If you have received this email message in error and you are not the intended recipient, please notify the sender immediately and destroy this email message and any attachments. If you are not the intended recipient, you are hereby notified that disclosing, copying, distributing or taking any action in reliance on the contents of this email message is strictly prohibited. Views or opinions in this email message are solely those of the sender and may not represent the views or opinions of the Jacksonville Transportation Authority (JTA).
The JTA accepts no liability for any damage caused by any virus transmitted by this email. Under Florida's very broad public records law, email communications to and from JTA officials are subject to public disclosure.

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

Connect with JTA!

This email message and any attachments are confidential and intended solely for the use of the recipient named above. If you have received this email message in error and you are not the intended recipient, please notify the sender immediately and destroy this email message and any attachments. If you are not the intended recipient, you are hereby notified that disclosing, copying, distributing or taking any action in reliance on the contents of this email message is strictly prohibited. Views or opinions in this email message are solely those of the sender and may not represent the views or opinions of the Jacksonville Transportation Authority (JTA).

The JTA accepts no liability for any damage caused by any virus transmitted by this email. Under Florida's very broad public records law, email communications to and from JTA officials are subject to public disclosure.

Preliminary Information Worksheet

Version 1.4

CTC Name:	Jacksonville Transportation Authority Connnexion Services
County (Service Area):	Nassau
Contact Person:	Carl Weckenmann
Phone #	(904) 633-5805

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- (●) Governmental
- ( ) Private Non-Profit
- ( ) Private For Profit

NETWORK TYPE:

- ( ) Fully Brokered
- (●) Partially Brokered
- ( ) Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: **Jacksonville Transportation Authority Connnexion Services**
County: **Nassau**

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

	Prior Year's **ACTUALS** from July 1st of **2023** to June 30th of **2024**	Current Year's **APPROVED** Budget, **as amended** from July 1st of **2024** to June 30th of **2025**	Upcoming Year's **PROPOSED** Budget from July 1st of **2025** to June 30th of **2026**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do **NOT** include coordination contractors!)						
Local Non-Govt						
Farebox		$ 18,664	$ 19,504		4.5%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash		$ 73,611	$ 76,924		4.5%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program		$ 736,113	$ 769,238		4.5%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: **Jacksonville Transportation Authority Connnexion Services**
County: **Nassau**

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

	Prior Year's **ACTUALS** from July 1st of **2023** to June 30th of **2024**	Current Year's **APPROVED** Budget, **as amended** from July 1st of **2024** to June 30th of **2025**	Upcoming Year's **PROPOSED** Budget from July 1st of **2025** to June 30th of **2026**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =		None				
Total Revenues =	**$0**	**$828,388**	**$865,666**		**4.5%**	

EXPENDITURES (CTC/Operators ONLY / Do **NOT** include Coordination Contractors!)

Operating Expenditures						
Labor						
Fringe Benefits						
Services						
Materials and Supplies		$ 166,150	$ 173,627		4.5%	
Utilities						
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services		$ 747,085	$ 780,704		4.5%	
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ -	$ -	$ -			
Allocated Indirect		$ (84,848)	$ (88,665)		4.5%	
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	**$0**	**$828,388**	**$865,666**		4.5%	

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Jacksonville Transportation Authority Connnexion Services**

County: **Nassau**

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

	Upcoming Year's **BUDGETED** Revenues from July 1st of **2025** to June 30th of **2026**	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 19,504	$ 8,547	$ 10,957		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 76,924	$ 76,924	$ (0)		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 769,238	$ 769,238	$ -	$ -	$ 85,471
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ -		$ -		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ -	$ -	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Jacksonville Transportation Authority Connnexion Services**

County: **Nassau**

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

1	2	3	4	5
	Upcoming Year's **BUDGETED** Revenues from July 1st of **2025** to June 30th of **2026**	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
xxx	$ -		$ -	
xxx	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
xxxx	$ -		$ -	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	**$ 865,666**	**$ 854,709**	**$ 10,957**	**$ -**

EXPENDITURES (CTC/Operators ONLY)

$ 10,957

Amount of Budgeted Operating Rate Subsidy Revenue

Operating Expenditures	
Labor	$ -
Fringe Benefits	$ -
Services	$ -
Materials and Supplies	$ 173,627
Utilities	$ -
Casualty and Liability	$ -
Taxes	$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 780,704
Other	$ -
Miscellaneous	$ -
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ -
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ -
Allocated Indirect	$ (88,665)
Capital Expenditures	
Equip. Purchases with Grant Funds	$ -
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	**$ 865,666**
minus **EXCLUDED** Subsidy Revenue =	$ 10,957
Budgeted Total Expenditures **INCLUDED** in Rate Base =	$ 854,710
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	**$ 854,710**

$

[1] Rate Base Adjustment Cell

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

[1] The Difference between Expenses and Revenues for Fiscal Year: **2023 - 2024**

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

Worksheet for Program-wide Rates

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

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

Do NOT include trips or miles related to Coordination Contractors!
Do NOT include School Board trips or miles UNLESS…….
INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
Do NOT include trips or miles for services provided to the general public/private pay UNLESS..
Do NOT include escort activity as passenger trips or passenger miles unless charged the full rate for service!
Do NOT include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected **Passenger** Miles = 166,236

Rate Per Passenger Mile = $ 5.14

Total Projected **Passenger** Trips = 23,505

Rate Per Passenger Trip = $ 36.36

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length = 7.1 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = $ 5.21

Rate Per Passenger Trip = $ 36.83

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

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

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

CTC: Jacksonville Tra Version 1.4
County: Nassau

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) No	( ) Yes (●) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) No	( ) Yes (●) No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No
	Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Jacksonville Tra Version 1.4
County: Nassau

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..... ○ Yes ◉ No — Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... ◉ Pass. Trip ○ Pass. Mile — Leave Blank
   per passenger mile?.....
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? — Leave Blank
4. How much will you charge each escort?..... — Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... — Do NOT Complete Section IV

……. And what is the projected total number of Group Vehicle Revenue Miles? — Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Mulitple Services:

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

RATES FOR FY: 2025 - 2026

		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	166,236 =	141,001 +	25,235 +	+	0	
Rate per Passenger Mile =		$4.64	$7.95	$0.00	$0.00 per passenger	$0.00 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	23,505 =	20,109 +	3,396 +	+	+	
Rate per Passenger Trip =		$32.96	$56.51	$0.00	$0.00 per passenger	$0.00 per group

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

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
…INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$4.64	$7.95	$0.00	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$4.70	$8.05	$0.00	$0.00 per passenger	$0.00 per group
Rate per Passenger Trip =	$33.38	$57.23	$0.00	$0.00 per passenger	$0.00 per group

Worksheet for Multiple Service Rates

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

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

Program These Rates Into Your Medicaid Encounter Data

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	1965	1761	1918	1831	
Passengers	2056	1790	1740	1920	1974	2011	2201	2030	1832	2009	1945	
Service Days	22	20	23	23	20	21	22	22	21	23	21	
On-time Performance (OTP)	81%	88%	94%	86%	90%	95%	95%	92%	89%	91%	93%	
OTP (Appointment)	60%	67%	81%	86%	90%	97%	97%	96%	93%	96%	96%	
OTP (Medical)	73%	86%	91%	93%	92%	97%	97%	96%	87%	88%	86%	
Passenger Per Hour	1.98	1.86	1.69	1.87	1.97	1.61	1.92	1.83	1.91	1.96	1.65	
Average Daily Vehicle Use	6	6	6	6	6	6	6	6	7	6	6	

Averages	*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		*1824*			*1905*			*1942*			*1875*	
Passengers		*1862*			*1968*			*2021*			*1977*	
Service Days		*22*			*21*			*22*			*22*	
On-time Performance (OTP)		*88%*			*90%*			*92%*			*92%*	
OTP (Appointment)		*69%*			*91%*			*95%*			*96%*	
OTP (Medical)		*83%*			*94%*			*93%*			*87%*	
Passenger Per Hour		*1.84*			*1.82*			*1.89*			*1.81*	
Average Daily Vehicle Use		*6*			*6*			*6*			*6*	