



NASSAU COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD PUBLIC HEARING



MEETING AGENDA

Nassau County Board of County Commissioner's Conference Room
96135 Nassau Place, Yulee, FL 32097
Teams Meeting ID: 237 098 197 343 6
Password: uQ34JW7p

Thursday, November 20, 2025, at 1:00 p.m.

1. Welcome, Call to Order – Chair Gray
2. Presentation - NEFRC
3. Service Overview – Nassau Transit powered by JTA
4. Public Comment
5. Additional Discussion
6. Adjournment – Chair Gray

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

The Nassau County Transportation Disadvantaged Program

*Prepared by the
Northeast Florida
Regional Council*



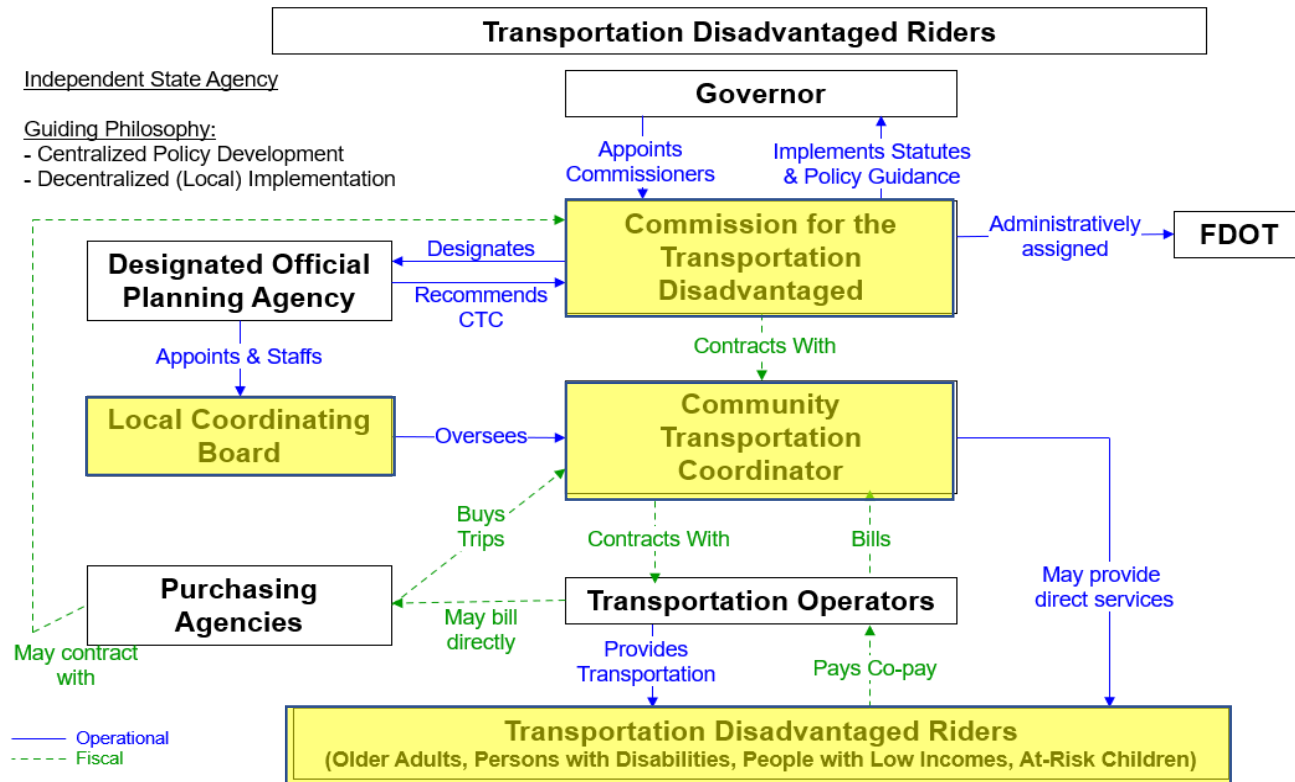
Key Definitions & Governing Statues of Program

Florida State Legislature created the Transportation Disadvantaged Commission (CTD) and Transportation Disadvantaged (TD) Trust Fund in 1989.

What is Transportation Disadvantaged?

- “Transportation disadvantaged” means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202. (F.S)”
427.011 (F.S)
- The Transportation Disadvantaged Program is a coordinated state-wide effort that groups riders together for a shared ride service. Transportation services are available in all 67 Florida counties for those who are eligible and have no access to transportation. Federal, State, and Local agencies join together to provide necessary transportation to medical appointments, employment, educational, and other life-sustaining services.
- [Florida State Statue 427.011-427.017](#)
- [Florida State Administrative Code 41-2](#)

Florida's Coordinated Transportation System Organizational Structure... At A Glance



**Where You
Participate**

Commission for the Transportation Disadvantaged (CTD)

The Commission for the Transportation Disadvantaged (CTD) oversees the coordination of TD services across Florida's 67 counties. The CTD is made up of a 11-member governor-appointed board, representing purchasing agencies, and staff that monitors activity at a regional level.

Responsibilities

- Approves the designation of every CTC at least every five years.
- Administers the TD Trust Fund, including the awarding of grants.
- Reviews and approves Commission publications, including the Annual Performance Report.
- Develops/approves policies governing coordinated transportation (e.g., rules, procedures, etc.).
- Participates in professional development events, including an annual training workshop.
- Appoints and oversees Executive Director.

Designated Official Planning Agency (DOPA)

The Northeast Florida Regional Council has proudly served as the CTD designated official planning agency for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the designated planning agency for Duval county in 2021.

Responsibilities

- Assist the Community Transportation Coordinator and Local Coordinating Board in the implementation of local Transportation Disadvantaged program(s).
- Staffs Local Coordinating Board.
- Appoints members to Local Coordinating Board(s).
- Procures and recommends Community Transportation Coordinator.
- Coordinates and conducts transportation planning activities for its service area.

Local Coordinating Board (LCB)

The Commission for the Transportation Disadvantaged (CTD) outlines 18 suggested stakeholders from varied communities to form LCB voting membership. These representatives collectively advocate the needs of their communities at LCB meetings to create the local coordinated system.

LCB Community Representation

- | | |
|--|---|
| 1. Elected official
<i>*serves as chair of LCB</i> | 9. Disabled Community |
| 2. Florida Department of Transportation | 10. Citizen Advocates (2)
<i>*at least one is a TD rider</i> |
| 3. Florida Department of Children and Family Services | 11. Children at Risk |
| 4. Public Education Community | 12. Mass Transit Representative
<i>*except in cases where a CTC exists</i> |
| 5. Vocational Rehabilitation/Blind Services
<i>*in areas where they exist</i> | 13. Florida Department of Elder Affairs |
| 6. Veterans Services | 14. Private for-profit-transportation |
| 7. Florida Association for Community Action
<i>*representing the economically disadvantaged</i> | 15. Florida Agency for Healthcare Administration |
| 8. Elderly Community | 16. Medical Community |
| | 17. Workforce Development Board |

Local Coordinating Board (LCB) *Continued*

The LCB meets quarterly and provides guidance on local coordination of transportation services.

Responsibilities

- Assists in establishing eligibility guidelines and trip priorities.
- Assist with the development of the TD Service Plan.
- Evaluates the performance of CTC.
- Identifies and prioritizes local service needs.
- Appoints a grievance committee.
- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates local and regional transportation opportunities.

Community Transportation Coordinator (CTC)

CTCs are contracted agencies that provide transportation to TD customers in designated service areas.

CTCs are funded by the CTD and must abide by their standards, including receiving guidance from an LCB.

CTC by County	
Baker	Baker Council on Aging
Clay	Jacksonville Transportation Authority <i>*MV Transportation (Contracted Operator)</i>
Duval	Jacksonville Transit Authority
Flagler	Flagler County Public Transit
Nassau	Jacksonville Transit Authority (NassauTransit)
Putnam	The Ride Solution
St. Johns	St. Johns Council on Aging

Responsibilities

- Coordinates transportation services for a county.
- Provides and/or contracts with transportation operators to deliver trips for TD customers.
- Determines TD eligibility and performs gatekeeping duties.
- Invoices purchasing agencies.
- Assists Local Coordinating Board in developing their Transportation Disadvantaged Service Plan.
- Submits annual operating report (AOR) data.





THE JTA EXPANDS SERVICES TO NASSAU COUNTY FOR TRANSPORTATION DISADVANTAGED RESIDENTS

As of Tuesday, October 1, the Jacksonville Transportation Authority (JTA) will have assumed all responsibility as the Community Transportation Coordinator for the Transportation Disadvantaged residents of Nassau County.



**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: 237 098 197 343 6
Password: uQ34JW7p

Thursday, November 20, 2025, immediately following the Public Hearing

*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 September 18, 2025, Meeting Minutes – Chair Gray* (pg.2-6)
4. LCB Membership (pg. 7)
5. Election of LCB Vice-Chair*
6. Annual Grievance Procedure Review* (pg.8-10)
7. Election of Grievance of Committee*
8. Election of CTC Evaluation Committee*
9. Northeast Florida Regional Council Update – Ms. Jones
 - a. TD 101 (pg. 11-15)
10. Community Transportation Coordinator (CTC) System Update – Ms. Johnson
 - a. Annual Operation Report* (pg. 16-22)
 - b. CTC Quarterly Update (pg.23)
 - c. Grants Update* (Approval if required)
11. Old Business
12. New Business
13. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
14. Member and Department Reports
15. Adjournment – Chair Gray

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



Nassau County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Thursday, September 18, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Nassau County Commission
Hon. Jeff Gray, Chair

State of Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

Meeting Minutes

*Denotes Required Action Item

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

A quarterly meeting of the Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Microsoft Teams on Thursday, September 18, 2025. Chair Jeff Gray called the meeting to order at 1:00 pm with the following members present:

Representing:	Voting Member:
Elected Official/Chair	Jeff Gray (In-person)
Public Education	Brad Underhill (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Bob Sullivan (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Reeda Harris (Virtual)
Regional Workforce Dev. Board	Jerry Box Jr. (Virtual)
Local Medical Community	Cara Gluck (In-person)

Members Not Present

Representing:	Voting Member:
FDOT	Janell Damato
Department of Children and Families	Donna Johnson
Citizen Advocate/Non-User	Jennifer Paulk
Children at Risk	Patricia Langford
Elderly	Van Dyke Walker
Agency for Persons with Disabilities	Sheryl Stanford

Staff Community Transportation Coordinator Present

Mia Johnson, Ervin Flynn, Angela Brown, Marty Burke, Thomas Caulder (In-Person)

Planning Agency Staff Present

Cassidy Taylor and Summer Jones (In-Person)

Guests

Marshall Eyerman (In-Person)

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

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of May 15, 2025, Meeting Minutes*

There was a motion to approve the May 15, 2025, meeting minutes by Ms. Dickinson and a second by Ms. Price. The May 15, 2025, meeting minutes were approved unanimously.

4. LCB Membership

LCB Membership was considered next. Ms. Jones went over the LCB membership and vacancies. Ms. Cara Gluck is a new member and is representing the Medical Community.

5. Northeast Florida Regional Council Update

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

a) TD 101

Summer Jones provided an overview of the Transportation Disadvantaged program, highlighting the groups that fall under this category, such as older adults and individuals with disabilities. She discussed the establishment of the Commission for the Transportation Disadvantaged in 1979 and its role in coordinating services statewide. Additionally, she mentioned the criteria for non-sponsored eligibility for transportation services.

b) TDSP

Ms. Jones stated that she has updated the TDSP with up-to-date demographic information.

c) United Way 211

Ms. Jones discussed United Way's Ride United Program. The conversation included information about the United Way 211 service, which offers Lyft rides for eligible individuals, emphasizing the need for advance scheduling. It was mentioned that the program is not intended as a permanent solution and that the available funding will be investigated. Interest was also expressed in coordinating transportation options with local transit services, and more details will be reported back in the next meeting.

6. Community Transportation Coordinator (CTC) System Update

a) Annual Operation Report*

The Annual Operation Report has been submitted but is not ready for review. The AOR will be brought back to the November LCB meeting.

b) 2025-2026 Rate Model*

Ms. Jones reviewed the 2025-2026 Rate Model. Ambulatory rate is \$32.96, and the wheelchair rate is \$56.51. Ms. Dickinson motioned to approve the 2025-2026 Rate Model with a second from Ms. Harris.

c) CTC Quarterly Update

- In May, there were a total of 1,965 trips. In June, there were a total of 1,761 trips. In July, there was a total of 1,918 trips.
- On-time performance continues to increase as the months progress.

d) Grants Update*

There are no grant updates.

7. Old Business

There was no old business

8. New Business

There was no new business.

9. Public Comment

There was no public comment.

10. Member and Department Report.

There were no member and department reports.

11. Adjournment

There being no further discussion, Chair Gray adjourned the meeting at 1:22 p.m. The next LCB meeting will take place on February 19, 2026, at 1:00 p.m. in the Nassau County Board of County Commissioners Meeting Room.

ATTENDANCE RECORD
NASSAU COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	9/18/25	5/15/25	1/16/25	11/21/24
1. Chairperson	Jeff Gray	P	a	P	P
2. Dept. of Transportation	Janell Damato / ALT	a	P	P	P
3. Dept. Of Children and Families	Donna Johnson/ ALT	a	P	P	P
4. Public Education	Brad Underhill	P	P	a	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	P	P	P	a
6. Veteran Services	Bob Sullivan	P	P	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	a	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	a	P	P	P
17, Regional Workforce Dev. Brd.	Sean Rush Lou Anne Hasty/ ALT	P	P	a	a
18. Local Medical Community	Barb Baptista / Cara Gluck	P	a	P	P

VACANCIES

Economically Disadvantaged
Disabled
Citizen Advocate/User
Private For Profit Transportation

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: September 18, 2025
Time: 1:00 p.m.

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

Name	Address	Phone	E-Mail
Jeff Gray	BOCC		
Summer Jones	NEFRC		sjones@nefrc.org
Thomas Caulder	JTA		TCAULDER@JTAFLA.com
Cassidy Taylor	NEFRC		
MIA JOHNSON	JTA		mjohnson@jtafla.com
Angela Brown	JTA		abrown@jtafla.com
Ervin Flynn	JTA		eflynn@JTA-fla.com
Cara Gluck	FL Dept of Health 1620 Nectarine FB, FL	9047531231	cara.gluck@flhealth.ga
Marty Burke	JTA/MU	7744004725	Marty.Burke@MTTransit.com
Marshall Exerman	Nassau County		

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.	Davina	Brown	Vocational Rehabilitation	Dept. of Education	Voting			
Mr.	Bob	Sullivan	Nassau County Veterans' Services	Veterans	Voting			
VACANT				Economically Disadvantaged	VACANT			
Mr.	Van Dyke	Walker		Elderly	Voting			
VACANT				Disabled	VACANT			
VACANT				Citizen Advocate/User	VACANT			
Ms.	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	Eyerma	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)					

Local Grievance Procedures/Process

Definition of a Complaint

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

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

Filing a Complaint

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

Recording of Complaints

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

Appeal to the Grievance Subcommittee

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

Responsibility of Coordinating Board to Grievances

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

Definition of a Grievance

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

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

Grievance Procedures

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

Filing a Grievance

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

Grievance Committee Hearing Procedures

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

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

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

Appeal to the Grievance Subcommittee

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

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

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

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

Recommendation to the County Transportation Disadvantaged Local Coordinating Board

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

Appeal to the State Transportation Disadvantaged Commission

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

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

TD 101

Planning Agency

- ▶ Can be a Metropolitan/Transportation Planning Organization
- ▶ Regional Planning Council
- ▶ Local Planning Organization

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- Staffs Local Coordinating Board.
- Appoints members to Local Coordinating Board(s).
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Local Coordinating Board

Responsibilities

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- Assist with the development of the TD Service Plan.
- Evaluates the performance of CTC.
- Identifies and prioritizes local service needs.
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- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates local and regional transportation opportunities.

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CTC Organization

County: Nassau

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete

CTD Status: Complete

Date Initiated: 8/6/2025

CTC Organization Name: Jacksonville Transportation Authority

Address: 100 Myrtle Ave N

City: Jacksonville

State: FL

Zip Code: 32204

Organization Type: Public Transit Authority

Network Type: Complete Brokerage

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: County Commissioner

CTC Contact: Angela A. Brown

CTC Contact Title: Director, Mobility Services

CTC Contact Email: abrown@jtafla.com

Phone: (904) 633-5805

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

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

LCB Chairperson (signature): _____



CTC Trips

County: Nassau

CTC Status: Complete

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	5,943	N/A	5,943
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	29,921	0	29,921	32,292	0	32,292
Non-Ambulatory	5,060	0	5,060	6,387	0	6,387
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	34,981	0	34,981	44,622	0	44,622
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	25,763	N/A	25,763	1,309	N/A	1,309
Total - Contracted Transportation Operator Trips	25,763	0	25,763	1,309	0	1,309
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	34,637	N/A	34,637	38,351	N/A	38,351
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	344	0	344	6,271	0	6,271
Local Government	0	0	0	0	0	0
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	34,981	0	34,981	44,622	0	44,622



CTC Trips (cont'd)

County: Nassau

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	23,908	0	23,908	30,221	0	30,221
Children At Risk	0	0	0	44	0	44
Persons With Disabilities	6,362	0	6,362	7,707	0	7,707
Low Income	2,996	0	2,996	3,421	0	3,421
Other	1,715	0	1,715	3,229	0	3,229
Total - Passenger Type	34,981	0	34,981	44,622	0	44,622
Trip Purpose - One Way						
Medical	8,792	0	8,792	21,606	0	21,606
Employment	1,605	0	1,605	2,755	0	2,755
Education/Training/Daycare	4,692	0	4,692	4,940	0	4,940
Nutritional	12,474	0	12,474	8,080	0	8,080
Life-Sustaining/Other	7,418	0	7,418	7,241	0	7,241
Total - Trip Purpose	34,981	0	34,981	44,622	0	44,622
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	271	0	271	932	0	932
Total - UDPHC	271	0	271	932	0	932
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	258	N/A	258
No Shows	244	N/A	244	585	N/A	585
Customer Feedback						
Complaints	1	N/A	1	0	N/A	0
Commendations	0	N/A	0	0	N/A	0



CTC Vehicles & Drivers

County: Nassau

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	18,620	N/A	18,620
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	223,322	0	223,322	366,200	0	366,200
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	223,322	0	223,322	384,820	0	384,820
Roadcalls & Accidents						
Roadcalls	0	0	0	12	0	12
Chargeable Accidents	3	0	3	0	0	0
Vehicle Inventory						
Total Number of Vehicles	13	0	13	23	0	23
Number of Wheelchair Accessible Vehicles	0	0	0	23	0	23
Drivers						
Number of Full Time & Part Time Drivers	8	0	8	20	0	20
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Nassau

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 670,356	N/A	\$ 670,356	\$ 524,090	N/A	\$ 524,090
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 243,244	\$ 0	\$ 243,244	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 110,196	\$ 0	\$ 110,196
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 55,860	\$ 0	\$ 55,860	\$ 150,000	\$ 0	\$ 150,000
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 332,095	\$ 0	\$ 332,095	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 12,919	\$ 0	\$ 12,919	\$ 12,118	\$ 0	\$ 12,118
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 50,460	\$ 0	\$ 50,460
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 611,550	\$ 0	\$ 611,550
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 1,314,474	\$ 0	\$ 1,314,474	\$ 1,458,414	\$ 0	\$ 1,458,414



CTC Expense Sources

County: Nassau

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 230,004	\$ 0	\$ 230,004	\$ 916,315	\$ 0	\$ 916,315
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 162,395	\$ 0	\$ 162,395	\$ 263,695	\$ 0	\$ 263,695
Materials & Supplies Consumed	\$ 110,439	\$ 0	\$ 110,439	\$ 199,186	\$ 0	\$ 199,186
Utilities	\$ 10,738	\$ 0	\$ 10,738	\$ 4,077	\$ 0	\$ 4,077
Casualty & Liability	\$ 52,840	\$ 0	\$ 52,840	\$ 216,971	\$ 0	\$ 216,971
Taxes	\$ 0	\$ 0	\$ 0	\$ 408	\$ 0	\$ 408
Miscellaneous	\$ 5,600	\$ 0	\$ 5,600	\$ 2,001	\$ 0	\$ 2,001
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 32,480	\$ 0	\$ 32,480	\$ 56,375	\$ 0	\$ 56,375
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 709,978	N/A	\$ 709,978	\$ 110,196	N/A	\$ 110,196
Total - Expense Sources	\$ 1,314,474	\$ 0	\$ 1,314,474	\$ 1,769,224	\$ 0	\$ 1,769,224

County: Nassau
 CTC: Jacksonville Transportation Authority
 Contact: Angela A. Brown
 100 Myrtle Ave N
 Jacksonville, FL 32204
 904-633-5805
 Email: abrown@jtafla.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	271



Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	449,248	384,820	223,322
Deviated FR	5,766	5,943	0	Roadcalls	17	12	0
Complementary ADA	0	0	0	Accidents	0	0	3
Paratransit	54,877	38,679	34,981	Vehicles	23	23	13
TNC	0	0	0	Drivers	20	20	8
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	60,643	44,622	34,981				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	29,654	21,606	8,792	Expenses	\$1,772,110	\$1,769,224	\$1,314,474
Employment	3,916	2,755	1,605	Revenues	\$1,722,110	\$1,458,414	\$1,314,474
Ed/Train/DayCare	6,526	4,940	4,692	Commendations	0	0	0
Nutritional	11,130	8,080	12,474	Complaints	0	0	1
Life-Sustaining/Other	9,417	7,241	7,418	Passenger No-Shows	922	585	244
TOTAL TRIPS	60,643	44,622	34,981	Unmet Trip Requests	277	258	0
Passenger Trips By Revenue Source				Performance Measures			
CTD	54,588	38,351	34,637	Accidents per 100,000 Miles	0	0	1.34
AHCA	0	0	0	Miles between Roadcalls	26,426	32,068	0
APD	0	0	0	Avg. Trips per Passenger	54.24	47.88	129.08
DOEA	0	0	0	Cost per Trip	\$29.22	\$39.65	\$37.58
DOE	0	0	0	Cost per Paratransit Trip	\$29.22	\$39.65	\$37.58
Other	6,055	6,271	344	Cost per Total Mile	\$3.94	\$4.60	\$5.89
TOTAL TRIPS	60,643	44,622	34,981	Cost per Paratransit Mile	\$3.94	\$4.60	\$5.89
Trips by Provider Type							
CTC	59,130	43,313	9,218				
Transportation Operator	1,513	1,309	25,763				
Coordination Contractor	0	0	0				
TOTAL TRIPS	60,643	44,622	34,981				

Nassau County Transportation Disadvantage Operational Report

October 2024 - September 2025

	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Trips	2011											
Passengers	2137											
Service Days	23											
On-time Performance (OTP)	93%											
OTP (Appointment)	97%											
OTP (Medical)	89%											
Passenger Per Hour	1.58											
Average Daily Vehicle Use	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	2011											
Passengers	2137											
Service Days	23											
On-time Performance (OTP)	93%											
OTP (Appointment)	97%											
OTP (Medical)	89%											
Passenger Per Hour	1.58											
Average Daily Vehicle Use	6											