



# TRANSPORTATION DISADVANTAGED SERVICE PLAN 2016-2021

PREPARED BY THE NORTH FLORIDA TPO ON BEHALF OF THE  
DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD  
AND THE JACKSONVILLE TRANSPORTATION AUTHORITY

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# I. DEVELOPMENT PLAN

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## *A. Introduction to the Service Area*

### **1. Background of the Transportation Disadvantaged Program**

In 1988, Duval County was one of only seven counties in the State of Florida not in compliance with Chapter 427, Florida Statutes. The law required developing a Transportation Disadvantaged Plan for the county and designating a service provider.

To encourage compliance the Coordinating Council for the Transportation Disadvantaged, an entity of the Florida Department of Transportation, awarded the Metropolitan Planning Organization for the Jacksonville Urbanized Area<sup>1</sup> (MPO) a \$25,000 grant to develop a transportation disadvantaged plan for Duval County. The MPO then circulated a Request for Proposal (RFP) for consultant service to prepare the plan. In late 1988 this contract was awarded to the Center for Local Government Administration at the University of North Florida. A task force was then created to work with the consultant team and the MPO.

Task force members included local transportation providers and potential users of the service. The task force offered four alternative management/administrative schemes for the coordination of transportation services. These were:

- A single service provider/operator acting as the designated provider of all services within the County.
- A centralized agency, a new or specially created nonprofit entity, to provide centralized dispatching, coordinate and management, and contracting with local transportation operators to provide service.
- A coalition retaining all existing service providers with a designated composite entity serving as coordinator.
- A broker, a private for profit entity, providing executive management service, central dispatching and driver training, but contracting with various transportation operators for the provision of service.

The task force ultimately recommended a brokered approach.

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<sup>1</sup> The Metropolitan Planning Organization for the Jacksonville Urbanized Area was designated in 1978. In 2000 the name was changed to the First Coast Metropolitan Planning Organization and again in 2009 to the North Florida Transportation Planning Organization.

During the study the Florida Legislature re-enacted Chapter 427, F.S., replacing the “designated provider” with the more powerful “community transportation coordinator (CTC)”. As part of the revision to the act, the Florida Transportation Disadvantaged Commission was established as an autonomous agency, replacing the Coordinating Council for the Transportation Disadvantaged. The name of the Commission was later changed to the Florida Commission for the Transportation Disadvantaged.

The Duval County Study was completed in late 1989 and shortly thereafter the plan was adopted by the MPO.

## **2. Community Transportation Coordinator Designation Date / History**

As prescribed by the study, the MPO then prepared and circulated an RFP for a Community Transportation Coordinator (CTC)—Broker. Concurrent with this effort, the MPO established the Duval County Transportation Disadvantaged Coordinating Board (August 1990). The newly created Board reviewed the responses to the RFP and participated in the selection of the CTC. COMSIS Corporation (later re-named ATC Paratransit) was selected as the CTC and service was initiated February 18, 1991. Within two years 25 local agencies were brought into the coordinated system.

On October 12, 2000 the MPO recommended designating the Jacksonville Transportation Authority (JTA)<sup>2</sup> as the CTC for Duval County. The Florida Transportation Disadvantaged Commission subsequently approved the MPO’s recommendation and JTA became the CTC effective March 1, 2001. JTA used the City of Jacksonville’s procurement process to issue an RFP for Paratransit Management services and selected MV Transportation, Inc. as the new management contractor. The new CTC started operation on October 1, 2001 under the new name JTA Connexion. In the interim, (March 1-October 1) ATC Intellitrans continued to operate the system.

In 2006, JTA issued an RFP for a provider of drivers and operations management of the Connexion service. First Transit was awarded this contract which began in April 2007. JTA assumed responsibility for provision of reservations, dispatch, scheduling and quality assurance for TD/non-sponsored and ADA complementary paratransit service. The full range of services provided by JTA/JTA Connexion as the CTC included call intake (reservations), trip scheduling, data entry, customer service, vehicle maintenance, compliance monitoring and reporting, and complaints.

In January 1, 2014, JTA contracted with MV Transportation to provide drivers (hiring and training), vehicle operations, road supervision, insurance and claim

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<sup>2</sup> The Jacksonville Transportation Authority (JTA) is the operator of federally funded fixed-route bus service in Duval County.

management, service monitoring, dispatch and trip scheduling for paratransit services.

JTA currently manage in house call intake/reservations, data entry, customer service, vehicle maintenance, compliance monitoring and reporting and complaints.

JTA Connexion has been re-designated as Duval County's CTC by the Florida Commission for the Transportation Disadvantaged in June 5, 2006 and October 28, 2011 and June 10, 2016.

### **3. Organization Chart**

Currently, paratransit services in Duval County are provided by the JTA Connexion, the Community Transportation Coordinator (CTC). As illustrated on Figure A on the following page. JTA Connexion provides paratransit services transportation disadvantaged residents of Duval County who are "non-sponsored" meaning for a specific trip purpose they do not qualify for ADA paratransit service<sup>3</sup> or are not eligible for Medicaid service.<sup>4</sup> Medicaid trips are provided by a separate Medicaid provider contracted by AHCA. The two systems operate independently with no overlap in reservations or service delivery.

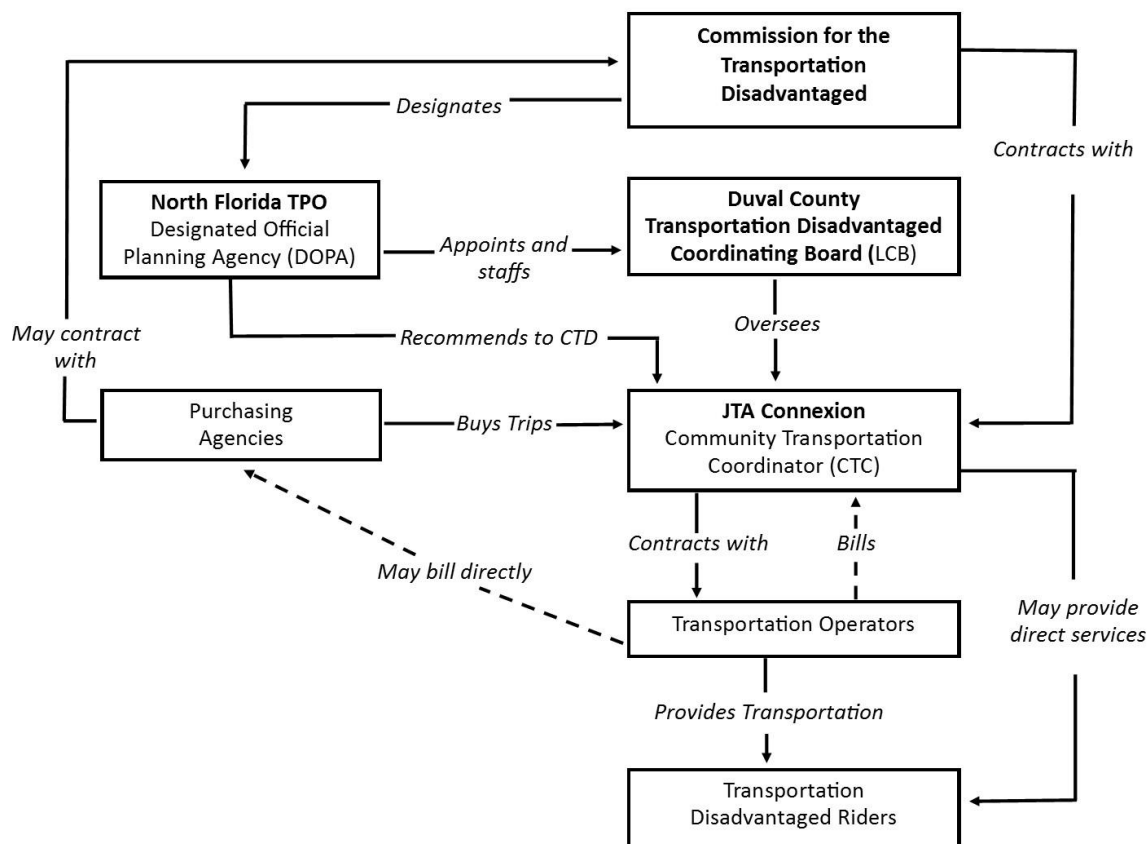
JTA Connexion fully assumed the paratransit management functions that had previously been contracted to MV Transportation in April 2007. This included full in-house call intake/reservations, trip scheduling, data entry, customer service, compliance monitoring and reporting, and complaints.

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<sup>3</sup> Their trip may be outside the ADA service area.

<sup>4</sup> May be eligible for Medicaid transportation, but not making a medical trip.

**Figure A - Duval County's Coordinated Transportation Program**

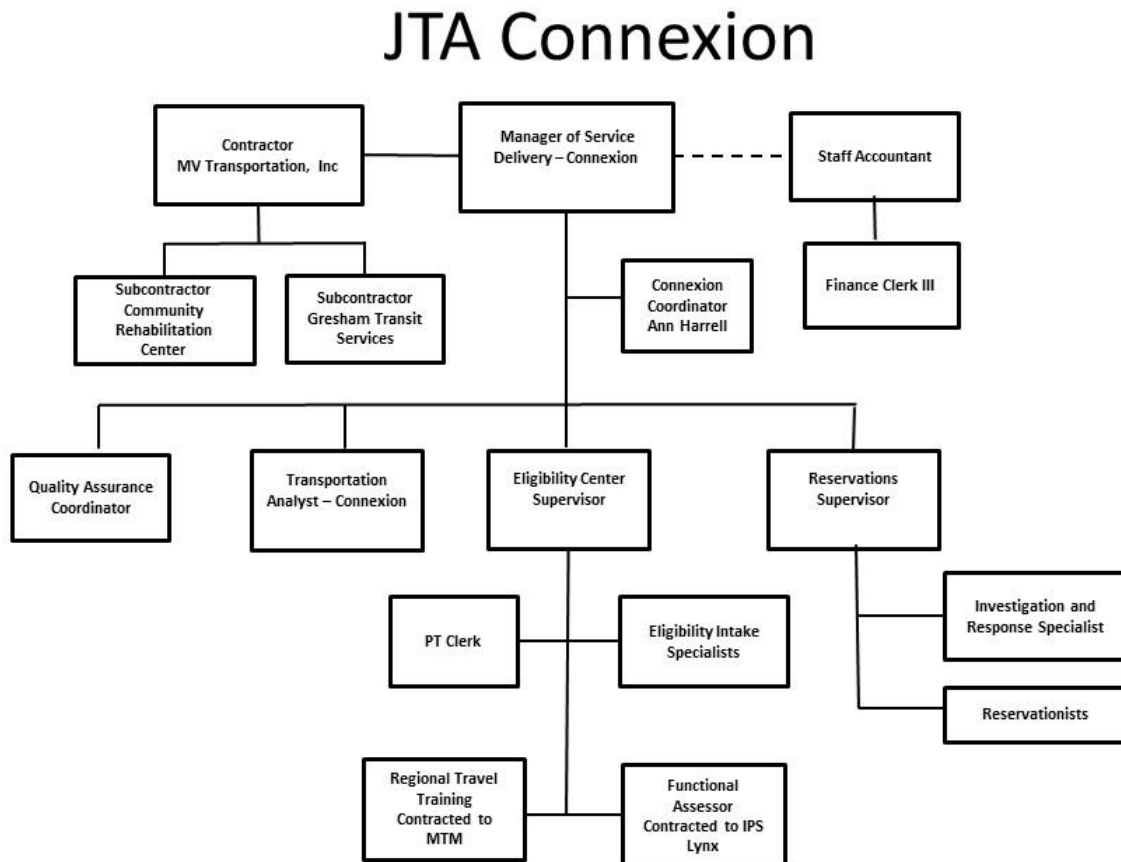


The Community Transportation Coordinator/JTA Connexion is managed by the **Senior Manager Service Delivery Connexion**. The Senior Manager Service Delivery Connexion has full responsibility for ensuring all elements required for an effective and efficient CTC are planned, budgeted and implemented. The Senior Manager Service Delivery Connexion directly supervises the Quality Assurance Coordinator, the Transportation Analyst, the Eligibility Center Supervisor and the Reservations Supervisor. Works closely with the Senior Manager of Budgets, Grants and Financial Analysis and maintains close coordination with the contractor and Maintenance Department. This position serves as a technical advisory to the Duval County Transportation Disadvantaged Coordinating Board and the Jacksonville Transportation Advisory Committee and is responsible to develop the request for

proposals for contracted service. The Senior Manager Service Delivery Connexion reports to the Vice-President of Transit Operations.

Figure B is the organization chart of the JTA Connexion.

**Figure B- JTA Connexion –Organization Chart**



#### **4. Consistency Review of Other Plans**

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following documents.

- Jacksonville 2030 Comprehensive Plan
- Northeast Florida Regional Council—Regional Policy Plan
- Jacksonville Transportation Authority—Transit Development Plan
- Commission for the Transportation Disadvantaged Five Year/Twenty Year Plan
- North Florida TPO—Envision 2040 Long Range Transportation Plan (Adopted November 2014)
- North Florida TPO—Transportation Improvement Program

#### **5. Public Participation**

The Duval County Transportation Disadvantaged Coordinating Board advises the TPO on issues related to the provision of transportation services for the transportation disadvantaged of Duval County. The Committee structure serves as a forum for local planning staff, agency staff and members of the public to meet on a regular basis to resolve issues or address concerns and make recommendations to the TPO on transportation disadvantaged issues. All meetings are held at the offices of the North Florida TPO at 980 N. Jefferson St. Jacksonville FL 32209.

Chapter 427, F.S. requires the Duval Coordinating Board to advise the TPO on any issue pertaining to providing transportation services to the “transportation disadvantaged.” The “transportation disadvantaged” include the elderly, persons with disabilities, children at-risk and those who economically cannot afford to transport themselves or purchase transportation. Chapter 427, F.S. also specifies the Boards duties and the required membership. The Duval County Transportation Disadvantaged Coordinating Board meets the first Thursday of March, May, September and November at 9 a.m. The members include:

- Representative, Jacksonville Transportation Authority
- Advocate for the elderly
- Advocate for veterans
- Advocate for users of the system
- Representative, Agency for Health Care Administration
- Representative, Florida Department of Elder Affairs (Elder Source)

- Representative, Florida Department of Children and Families
- Representative, Florida Division of Vocational Rehabilitation
- Representative, Florida Department of Transportation
- Representative, NE Florida Community Action Agency
- Representative, Jacksonville Disabled Services Division
- Representative, Medical Community
- Representative, Regional Work Source Development Board (Career Source)
- Representation, Private for-Profit Transportation Industry
- Representation, School Board Transportation Office
- Representative, Children at Risk (Head Start)
- Member, Jacksonville City Council/North Florida TPO Member, Serve as Chairman

All issues concerning the transportation disadvantaged, including but not limited to this Service Plan, are discussed and approved by the Board through the following process.

***Regular Meetings of the Local Coordinating Board***—Discussions at regular meetings throughout the year help the Board understand how the system operates, assess problems and recommend improvements. Before making any recommendations the TD Board Chairman appoints a TD Service Plan Subcommittee from among the membership. Citizens are invited to share their comments during regular meetings.

***TD Service Plan Subcommittee Meetings***—This Subcommittee is composed of representatives of ACHA, DOT, JTA, the designated Medicaid Provider and one or more citizen advocates. The Subcommittee meets as frequently as needed to discuss possible revisions to the Service Plan to address performance issues or citizens' concerns. The Monthly Board Report, Annual Operating Report, CTC Evaluation and citizen complaints are tools the Board uses to evaluate the performance of the CTC and efficiency and effectiveness of the service provided. Committee members use input and recommendations gleaned from these documents to recommend updates to the Service Plan. Their recommendations are subsequently forward to the TD Board for approval.

***Annual Public Meeting***—A public meeting is held to provide an opportunity for citizens of Duval County to share their insights and voice their concerns about

transportation services for the transportation disadvantaged in Duval County. The date, time and location of the meeting is advertised in the *Florida Times-Union*, the largest general circulation newspaper in Northeast Florida. It is published at least seven days prior to the meeting. Meeting notices are also posted at the TPO Public Notice Board and on the TPO's webpage [www.northfloridatpo.com](http://www.northfloridatpo.com). Persons needing special accommodations are advised to contact the TPO at least 48 hours prior to the meeting.

***Meeting Agendas***— Are available at least seven (7) days before the meeting and posted on the North Florida TPO webpage.

***Internet***— Meeting agendas are posted on the TPO webpage prior to the meeting. Also, the TD Service Plan is posted on the TPO webpage allowing citizens and agency staff easy access to the information. The document is in PDF format, which is easy to download.

## **6. Local Coordinating Board Certification**

As noted earlier, the Metropolitan Planning Organization for the Jacksonville Urbanized Area (now the North Florida TPO) established the Duval County Transportation Disadvantaged Coordinating Board in August 1990. Board membership is outlined on the Certification Form on page 15 (**FIGURE C**) and is consistent with the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code.

During the first year the Board met monthly to adopt bylaws, develop a grievance procedure (included in the Bylaws), and to closely monitor the transition to coordination. Coordination was initiated in February 1991. Currently, the Board meet the 1<sup>st</sup> Thursday of March, May, September and November.

### **FIGURE C - Membership Certification**

Duval County Transportation Disadvantaged Coordinating Board

North Florida Transportation Planning Organization,

980 North Jefferson Street, Jacksonville, FL 32209

The North Florida Transportation Planning Organization hereby certifies to the following: The membership of the Duval County Transportation Disadvantaged Coordinating Board, established pursuant to Rule 41.1012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and the membership represents, to the maximum extent feasible, a cross-section of the local community.

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Chairman

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Date

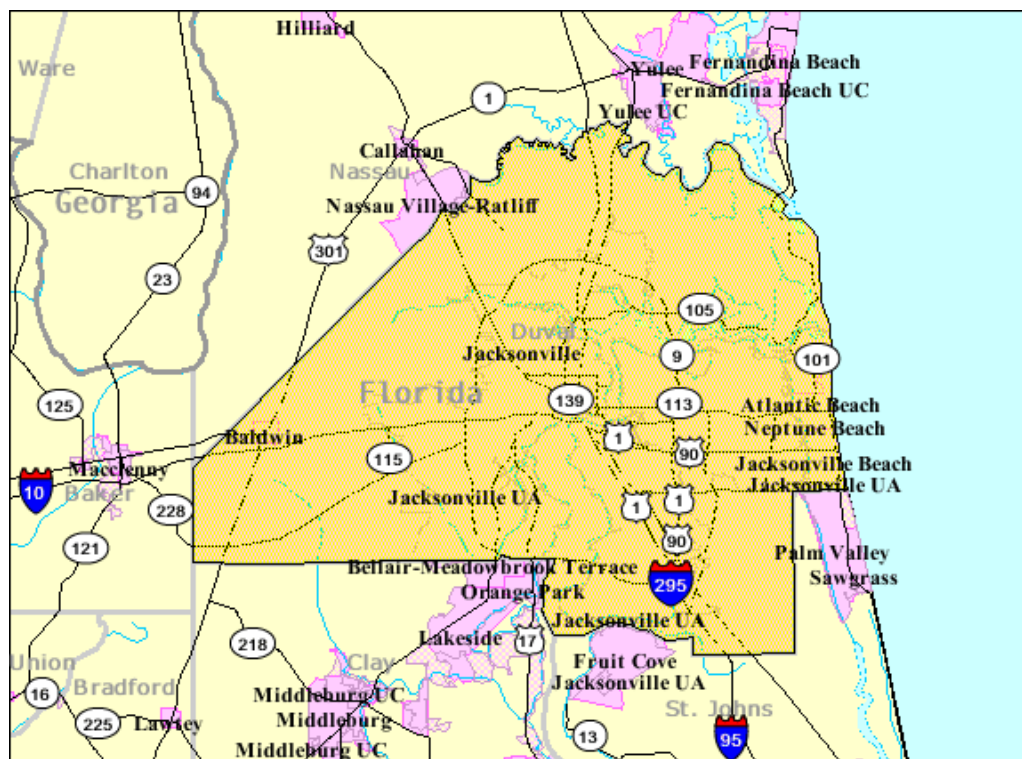
Member	Representing	Alternate
The Honorable Samuel Newby	Chairman (Member, North Florida TPO)	
John E. Markiewicz	Vice Chair (Veterans)	
Terry Campbell	Florida Dept. of Children & Families	Norie Moore-Berlin
Gary Chambers	Citizen Advocate (System User)	Wanda Hathaway
Daniel O'Connor	Citizen Advocate	Sherry Guthrie
Debbie Stokes	Florida Agency for Health Care Admin.	DeWeece Ogden
Theodis Perry	Florida Department of Transportation	Janell Damato
Berneitha Mcnair	NE Florida Community Action Agency	Ronald Howell
Nancy Tufts	Florida Department of Elder Affairs	Patti Simmons / Vanessa Boyer
Charisa Munroe	Local Medical Community (UF Health)	Montrez Lucas
Lisa Parlapiano	CareerSource	
Donald Ingram	The Elderly (Jacksonville- Duval County Council on Elder Affairs)	
Kevin McDaniel	Persons With Disabilities - COJ	
Julie Gilson	Private Transportation Industry	
Jeff Aboumrad	Florida Dept. of Vocational Rehab.	Yovancha Lewis-Brown
Vacant	Children-at-risk	

### ***B. Service Area Profile/Demographics***

## 1. Service Area Description

The City of Jacksonville is a predominately urban community located in the northeast section of the state adjacent to the Atlantic Ocean. It is one of a handful of consolidated city/counties in the United States, and with the exception of three beach communities and a small municipality in the southwest, makes up the vast majority of Duval County. At over 840 square miles, it is the largest city in land area in the contiguous United States. The St. Johns River, one of only a small number of rivers in the world that travel northward, flows through the city and empties into the Atlantic Ocean. Jacksonville is situated at the crossroads of two Interstate Highways; 1-95 that runs north and south along the US eastern seaboard and 1-10 that runs west from Jacksonville along the southern portion of the nation to California. Jacksonville is the most populous city in the region, surrounded by Nassau County to the north, Baker County to the west, Clay and St. Johns Counties to the south. The map in Figure D illustrates the service area.

**FIGURE D -Duval County Service Area Map**



## 2. Demographics

### a) Land Use

The City of Jacksonville's growth over the last century has been directly linked to developing transportation facilities. As facilities have been constructed, growth in connected areas has followed. In the early 1900's, almost the entire population of Jacksonville was consolidated in the Riverside, Springfield, and Downtown area. With the crossing of the St. Johns River with the original Acosta Bridge in the early 1920's, "sprawl" began with the development of San Marco and San Jose. During the 1950's, the construction of the Mathews Bridge and the beginning of the Interstate system led to the rapid development of Arlington, Southside, Northside and Westside. The opening of both the Buckman Bridge and J. Turner Butler in the 1970's led to the rapid growth of Mandarin, Orange Park and the Beaches. In each of these roughly 25-year increments, a new ring of development occurred in the City. By the end of the 20th century, however, the rings of development had followed construction of transportation facilities to the borders of Duval County and the newest growth rings are occurring in the adjacent counties. As growth continues to follow the developing transportation facilities in the traditional sense, it is now occurring not just within Duval County or Jacksonville but on a regional, inter-county basis.

Another recent phenomenon related to transportation growth in Duval County has been the reduction in identifying and developing new transportation corridors. With the Wonderwood Connector, State Road 9A and Branan Field-Chaffee Road completed, the number of future major corridors for highway construction is virtually nonexistent. Instead, most of the attention of future transportation plans and the available funding are focused on redeveloping or expand existing major corridors. In fact, most of Duval's major existing transportation corridors are currently either under reconstruction or scheduled for reconstruction.

The fact that the traditional transportation-led development has moved beyond Duval County does not, however, diminish the relationship between transportation facilities and land use. Instead, forging an even stronger bond between land use plans and transportation infrastructure is required.

### b) Population / Composition

As discussed previously, in 1967 the numerous small communities in Duval County consolidated to form the Consolidated City of Jacksonville. Only four small communities elected not to consolidate and include the Cities of Atlantic Beach, Jacksonville Beach and Neptune Beach and the Town of Baldwin constitute the balance of Duval County. The population of the County and its

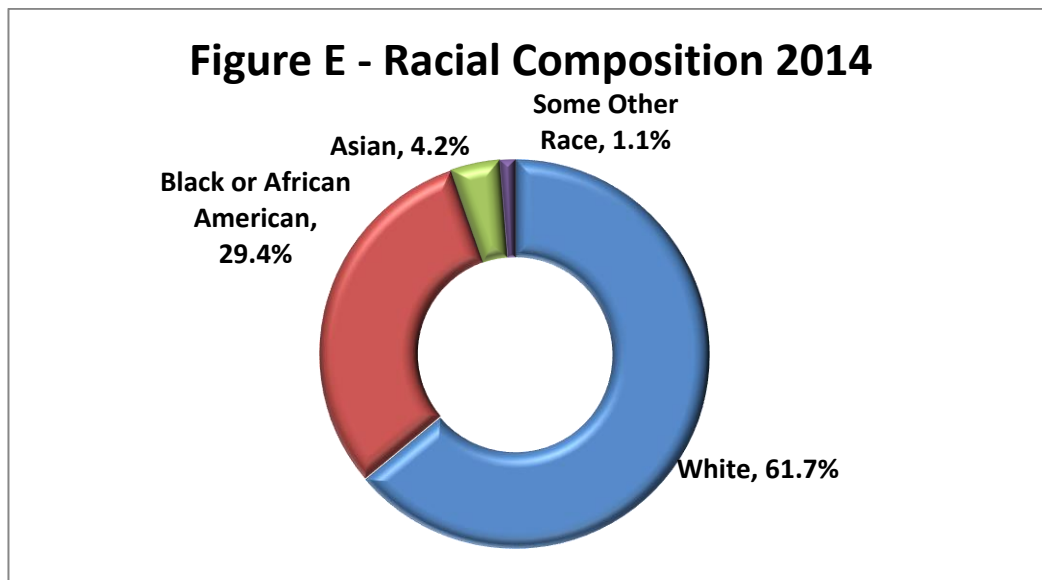
municipalities, as reported in the 1990, and 2010 U.S. Census, with estimates for 2015 as illustrated on **Table 1**.

**Table 1—Duval County Population**

Municipality	2000	2010	% Change 2000-2010	Est. 2015	% Change 2010-2015
Atlantic Beach	13,368	12,655	-5%	13,012	2.7%
Baldwin	1,634	1,425	-13%	1,385	-2.9%
Jacksonville Beach	20,990	21,362	2%	22,805	6.3%
Neptune Beach	7,270	7,037	-3%	7,120	1.2%
TOTAL Other Municipalities	43,262	42,479	-19%	44,322	4.2%
TOTAL Jacksonville	735,617	821,784	12%	861,252	4.6%
TOTAL Duval County	778,879	864,263	11%	905,574	4.6%

Source: Bureau of Economic and Business Research (BEBR), University of Florida,  
Florida Estimates of Population 2015

**Figure E- Racial Composition 2014**



Source 2014 American Community Survey

## *Population Characteristics*

**Table 2—2014 Duval County Population Breakdown by Age Groups**

Ages	Estimate
Under 5	60,216
5-9	56,528
10-14	54,428
15-19	55,051
20-24	67,128
25-34	135,827
35-44	114,982
45-54	125,293
55-59	56,633
60-64	49,696
65 and Over	104,968
Total	880,750

Source : 2014 American Community Survey (DP05)

## *Population Density*

As the table that follows illustrates, Duval County population is urban in character. The U.S. Census defines urbanized areas based on population density. Areas with 1,000 persons per square mile or more are considered urbanized. It should be noted that net land area minus inland water was used to calculate population density.

**Table 3—Duval County Population Density**

Municipality	Land Area (Sq. Ft.)	2010 Population	2010 Persons/Sq. Mile	2015 Population	2015 Persons/Sq . Mile
Atlantic Beach	2.39	12,655	5,295	13,012	5,444
Jacksonville Beach	7.97	21,362	2,680	22,805	2,861
Neptune Beach	2.37	7,037	2,969	7,120	3,004
Combined Beaches	12.37	41,054	3,319	42,937	3,471
Baldwin	1.5	1,425	950	1,385	923

**Table 3—Duval County Population Density**

Municipality	Land Area (Sq. Ft.)	2010 Population	2010 Persons/Sq. Mile	2015 Population	2015 Persons/Sq . Mile
TOTAL Other Municipalities	14.23	42,479	2,985	44,322	3,115
Jacksonville	762	821,784	821	861,252	1,130
Duval County*	776	864,263	1,114	905,574	1,167

Source: Bureau of Economic and Business Research (BEBR), University of Florida,  
Florida Estimates of Population 2015

In 2014, Duval County had an estimated 80,818 veterans of which 8,202 were females (11 percent) and 72,616 were males (89 percent). See **Table 4**.

**Table 4- Veterans Status 2014**

Age	Female	Male	Total
18-34	1,117	7,257	8,374
35-54	3,930	23,181	27,111
55-64	2,348	16,518	18,866
65-74	442	14,380	14,822
75 years and over	365	11,280	11,645
Total	8,202	72,616	80,818

Source: 2014 American Community Survey (B21001) (Sex by Age by Veteran Status for the Civilian Population 18 Years and Over)

**Table 5- Poverty Status in the last 12 months by Disability Status by Employment Status for the Population 20 to 64 years – Duval County- 2010-2014**

	Below Poverty Level	Above Poverty Level
With a Disability	17,268	43,471
In Labor Force	4,623	21,181
Not in Labor Force	12,645	22,290
No Disability	67,075	411,976
In Labor Force	41,418	355,510
Not in Labor Force	25,657	56,466

Source: 2010-2014 American Community Survey, U.S. Census Bureau (B23024)

In 2014, the median household income in Duval County was \$47,582.

**Table 6—Duval County Household Income and Benefits 2014**

(In 2014 Inflation-Adjusted Dollars)

Income Amount	Estimate
Less than \$10,000	28,602
\$10,000-\$14,999	19,612
\$15,000-\$24,999	37,659
\$25,000-\$34,999	38,887
\$35,999-\$49,999	49,339
\$50,999-\$74,999	62,000
\$75,000-\$99,999	38,490
\$100,000-\$149,999	37,083
\$150,000-\$199,999	11,934
\$200,000 or more	11,115
Total Households	334,721
Median Household Income	\$47,582

Source: 2014 American Community Survey, U.S. Census Bureau (DP03)

In 2015, there were 358,861 households in Duval County with an average household size of 2.4<sup>5</sup>. As illustrated on **Table 7** in 2014, 21.3 percent of families with children under age 18 lived below poverty level.

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<sup>5</sup> BEBR Household and Average Household Size in Florida: April 1, 2015

**Table 7—Duval County Percentage of Families and People whose income in the past 12 months is below the Poverty Level (2014)**

	Percent
All Families	13.4%
w/related children under 18 years	21.3%
w/related children under 5 years only	21.7%
Married couple families	5.6%
w/related children under 18 years	7.7%
w/ related children under 5 years only	7.3%
Families with female householder no husband present	33.3%
w/related children under 18 years	43.3%
w/ related children under 5 years only	46.1%
All people	17.4%
Under 18	25.4%
Related children under 18 years	25.1%
Related children under 5 years	28.1%
Related children 5 to 17 years	23.8%
18 years and over	15%
18 to 64 years	16%
65 years and over	9.8%
People in families	15.1%
Unrelated individuals 15 years and over	26.3%

Source: 2014 American Community Survey, U.S. Census Bureau (DP03)

The U.S. Census Bureau and the U.S. Department of Health and Human Service both record poverty statistics for the country. Each has its own methodology for calculating poverty level. The Census Bureau's estimates are used to determine the number of American's living in poverty whereas the Department of Health and Human Service's estimate is used to determine financial eligibility for many federal programs. The two estimates, however, do not differ dramatically.

The Census Bureau determines poverty level by looking at money income, plus family size and composition. "Money income" is income before taxes and does not include capital gains and non-cash benefits (i.e. Food stamps). Geography is not taken into account, but annual inflation levels are taken into consideration.

**Figure F - 2015 Poverty Threshold by Size of Family and Number of Children — U.S. Census**

One person, under 65 years—\$12,331  
One person, 65 years and over—\$11,367  
Nine People or more—\$45,822 (with 8 or more Children under 18 yrs.)

The Department of Health and Human Services does not make distinctions based on age, but does separate Alaska and Hawaii where the cost of living is “traditionally believed to be significantly higher than in other states.”

### ***Employment status***

As illustrated on **Table 8**, based on data provided from the 2014 American Community Survey, Duval County has a large civilian labor force. This labor force is augmented by a military labor force that varies in size depending on the number and type of vessels based at NS Mayport and air craft stationed at NAS Jacksonville. At last report this number was approximately 10,738.

**Table 8—Duval County Employment Data 2014**

<b>Employment Status</b>	<b>Estimate</b>
In Labor Force	460,454
Civilian Labor Force	449,716
Employed	399,633
Unemployed	50,083
Armed forces	10,738
Not in Labor Force	238,567
Total Population 16 years and over	699,021

Source: 2014 American Community Survey, U.S. Census Bureau (DP03)

Jacksonville’s unemployment rate was 7.2 percent in 2014, down from 8 percent in 2014. As illustrated on **Table 9**, 83 percent of the employed worked in the private sector, 12.5 percent in the public sector in state or local government.

**Table 9—Duval County Class of Worker 2014**

<b><i>Employment Status</i></b>	<b><i>Estimate</i></b>	<b><i>Percentage</i></b>
<i>Private wage and salary workers</i>	<i>331,528</i>	<i>83%</i>
<i>Government workers</i>	<i>49,997</i>	<i>12.5%</i>
<i>Self-employed workers in own not incorporated business</i>	<i>17,689</i>	<i>4.4%</i>
<i>Unpaid family workers</i>	<i>419</i>	<i>0.1%</i>

Source: 2014 American Community Survey (DP03)

In a publication dated September 2011, the U. S. Bureau of Labor Statistics reported the unadjusted unemployment in the Jacksonville metropolitan area as 10 percent.

### ***Housing***

In 2014, Duval County had 391,719 housing units, 14.6 percent of which were vacant. 65.6 percent of these units were single-family homes, 29.7 percent were multi-family homes and 4.6 percent were mobile homes. 36.4 percent were constructed after 1990.

**Table 10—Duval County Housing Occupancy 2014**

Housing Occupancy	Estimate
Total housing units	391,719
Occupied housing Units	334,721
Owner-occupied housing units	201,882
Renter-occupied housing units	132,839
Vacant Housing Units	56,998

Source: 2014 American Community Survey, U.S. Census Bureau (DP04)

In 2014, Duval County had 334,721 occupied housing units of which 201,882 were owner occupied (60.3%) and 132,839 (39.7%) were renter occupied. Three percent of households did not have telephone service. The median monthly housing cost for mortgage holders was \$1,411, non-mortgage holders costs was \$455 and renters was \$941. It is also reported that 8.4 percent of the housing units did not have access to a car, truck, or van for private use. Multi-vehicle households were not rare. 38.5 percent had two vehicles and another 13.7 percent had three or more vehicles (Figure G).

### ***Education***

In 2014, 88.4 percent of Duval County residents 25 years and over had at least graduated from high school and 26.5 percent had a bachelor's degree or higher.

**Table 11—School Enrollment 2014**

<b>Population 3 years and over enrolled in school</b>		<b>228,963</b>
Nursery school, preschool	15,245	6.7%
Kindergarten	11,432	5%
Elementary School (grades 1-8)	89,737	39.2%
High School (9-12)	43,949	19.2%
College or graduate school	68,600	30%

#### Graduation Attainment

Less than 9 <sup>th</sup> grade	19,769	3.4%
9 <sup>th</sup> to 12 <sup>th</sup> Grade, no diploma	48,428	8.2%
High School graduate (includes equivalency)	169,500	28.9%
Some College, no degree	137,262	23.4%
Associates degree	56,962	9.7%
Bachelor's degree	106,991	18.2%
Graduate or professional degree	48,487	8.3%
Percent high school graduate or higher		88.4%
Percent bachelor's degree or higher		26.5%

Source: 2014 American Community Survey (DP02)

The following institutions of higher education are located in Duval County:

- Jacksonville University
- Florida State College at Jacksonville
- University of North Florida

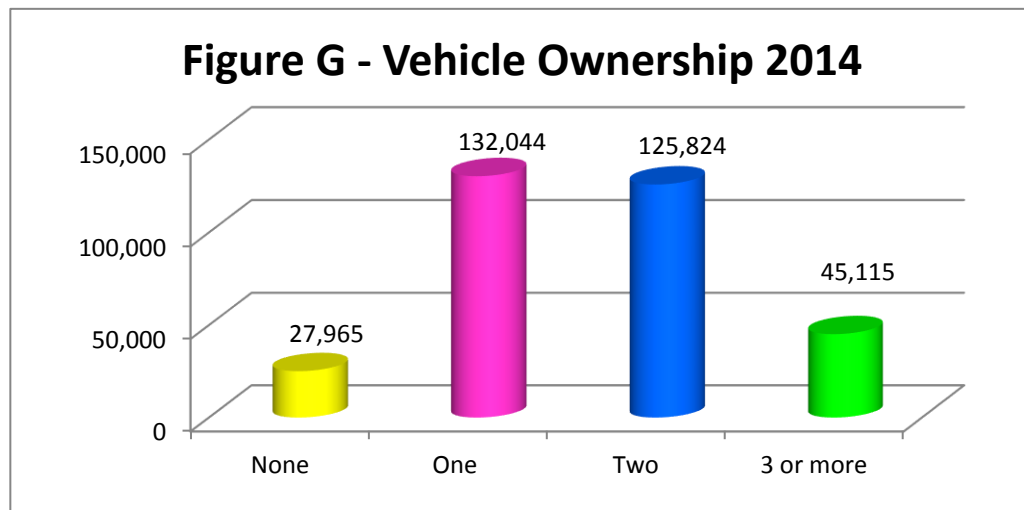
These institutions are also major employers.

**Table 12—Commuting to Work 2014**

	Estimate	Percentage
Car, truck, or van—drive alone	324,214	80.4%
Car, truck or van—carpooled	39,897	9.9%
Public transportation (excluding taxicab)	6,947	1.7%
Walked	5,191	1.3%
Other means	7,695	1.9%
Worked at home	19,259	4.8%
Mean travel time to work (minutes)	23.5	

Source: 2014 American Community Survey (DP03)

**Figure G – Vehicle Ownership 2014**



Source: 2010-2014 American Community Survey- (DP04)

**c) Employment**

The Florida Research and Economic Database (FRED) reports the February 2016 seasonally adjusted unemployment rate at 4.8 percent. FRED

estimates the average wage for Duval County in 2015 was \$908. This equates to \$22.70 per hour or \$47,216 per year, assuming a 40-hour week worked the year.

The total number of individuals employed in Duval County for February 2016 was 444,098. Total labor force was 466,575. The largest major industry sector was Health Care and Social Assistance with 67,049 employees, followed by Retail Trade with 53,056, and Accommodations and Food Services with 46,575. (FRED Duval County Area Profile)

d) **Major Trip Generators / Attractors**

This section identifies major locations where trips would be generated from or to. This includes facilities, parks or employers. Major employers in the area include the following **medical facilities**:

- Baptist Hospital (Downtown)
- Baptist Hospital (Beaches)
- Brooks Pain and Rehabilitation Center
- Baptist Hospital South
- Mayo Clinic/Hospital
- Nemours Clinic
- St Vincents South Hospital
- St. Vincent's Hospital
- UF Health Hospital (Shands)
- Wolfson Children's Hospital

The following **military installations**:

- Naval Air Station Jacksonville
- Naval Station Mayport
- U.S. Marine Corps Blount Island Logistics Command

The following list of **major employers**:

- Anheuser-Busch, Inc.
- Atlantic Marine Inc.
- American Heritage Life, Inc.
- Citicard, Inc.
- Coastal Marine, Inc.

- Comcast
- Gator Freightway, Inc.
- Landstar Global Logistics
- Miller Electric
- North Florida Shipyards
- Stein Mart, Inc.
- Sysco Food Services of Jacksonville
- Swisher, Inc.
- Vistakon

Other major trip attractors/generators include:

- Public buildings including Atlantic Beach, Baldwin, Jacksonville, Jacksonville Beach and Neptune Beach City Halls
- Federal County House, Jacksonville
- County Court House, Jacksonville
- Various locations of Florida Department of Motor Vehicles, Duval County Tax Collector, and other state offices
- 20+ Jacksonville Public Libraries
- Jacksonville Town Center (shopping), Regency Center Mall, Avenues Mall, River City Mall, Orange Park Mall (Clay County)
- Jacksonville International Airport, Cecil Field Airport, Craig Airport, Herlong Airport
- JAXPORT (Blount Island and Dames Point Marine Terminals, Talleyrand Marine Terminal)

e) **Inventory of Available Transportation Services**

Transportation services currently available in Duval County include the following:

- Traditional fixed-route, trolley, commuter express bus services and a limited area general public demand response (Community Shuttle) service are provided by the Jacksonville Transportation Authority (JTA). This bus system provides approximately 11,600,000 trips annually with 8.5 million revenue miles.

- In addition to bus service, JTA operates an automated fixed-guideway (Skyway) system in Downtown Jacksonville that spans the St. Johns River linking both banks of the central business district. This system operates Monday through Friday from 6 a.m. to 9 p.m. and only during special events on Saturday and Sunday. Skyway has around 1,315,000 boardings annually.
- JTA provides complementary paratransit service as required by the Americans with Disabilities Act (ADA). The paratransit service has been branded as JTA Connexion. JTA is also under contract with the Florida Commission for the Transportation Disadvantaged to serve as the Community Transportation Coordinator for Duval County and provide paratransit service using these State funds. JTA does not provide Medicaid transportation.
- TransPortal hosted by JTA is a web-based mobility management solution that covers a 12-county region. Riders can connect with car and van pools, volunteer driver programs, motor coach, passenger rail, bicycling, walking, taxi and traditional bus programs. These tool is accessible to the general public by vising the webpage at [www.transportal.net](http://www.transportal.net)
- AHCA has contracted with MTM to provide Medicaid non-emergency medical transportation in Duval County for patients not enroll in a managed care plan. For more information visit MTM's webpage at <https://www.mtm-inc.net/floridaffs/> or call 1-844-239-5974. Patients enrolled in a managed care plan or HMO must contact their respective HMO directly to request transportation to medical appointments.
- Inter-City transportation services are provided by Amtrak (passenger rail), Greyhound, MegaBus and Red Coach.
- The City of Jacksonville Community and Veterans Services Department provides transportation to and from the city's Senior Centers. To be eligible, seniors must be 60 years of age or older and enrolled in one of the Senior Center programs. The programs operate weekdays from 7 a.m. to 4 p.m. Transportation service can be requested by calling 904-630-0801.
- The Disabled American Veterans group provides transportation between the VA Clinic in Jacksonville and the VA Medical Centers in Gainesville and Lake City. Only certain veterans with appointments at these medical centers are eligible for travel.

- Vision Education and Rehabilitation Center operates a service from 8 a.m. to 11 a.m. and from 2 p.m. to 5 p.m. for visually impaired students registered with the Center.
- Several agencies within the Jacksonville area offer day care and employment services for people with developmental disabilities. These agencies also provide their clients with transportation to these services. These agencies include ARC Jacksonville, Pine Castle, Challenge Enterprises and BASCA.
- The Beaches Dial-a-Ride offers door-to-door transportation to seniors 60 years or older and persons with disabilities for transportation to doctor appointments, shopping and errands in the Jacksonville Beach area. This service operates from 8:30 a.m. to 4:00 p.m. Monday through Friday. The phone number to request service is 904-246-1477
- American Cancer Society Road to Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves. The telephone to request service in 1-800-227-2345 or visit their webpage below for more information: <https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html>
- Hart Felt Ministries provide transportation for their clients. Their clients are 60 years of age or older with one or more chronic health conditions preventing them from performing daily living activities. Service is available from 8 a.m. to 4 p.m. in the beaches area of Duval County and Ponte Vedra beach exclusively. To obtain more information the telephone is 904-861-2799 or visit their webpage at [www.hartfelt.org](http://www.hartfelt.org)

## ***C. Service Analysis***

### **1. Forecast of Transportation Disadvantaged Population**

To serve as an aid in the development of TD population and travel demand estimates, the National Center for Transit Research developed a tool for the Florida Commission for the Transportation Disadvantaged (CTD). The tool uses a series of formulas to project future travel demand using the most current U.S. Census Bureau demographic and socio-economic data available.

The TD demand methodology will no longer use the 1993 process terminology to describe trip types (e.g., program trip or general trip) and trip categories (Category I and II). The new approach uses general TD populations, based upon estimates of all disabled, elderly and low-income persons, and children who are “high-risk” or “at-risk”.

These population groups are further refined to identify the “critical need TD” population. The critical need TD population includes individuals who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

After the critical need TD population is defined, daily trip rates are applied to calculate daily and annual travel demand. This methodology uses trip rates for persons who live in households without any vehicles available from the 2009 National Household Travel Survey (NHTS).

The new forecasting tool utilizes more current data and assumptions. Data sources are the U.S. Census, American Community Survey (ACS) and the Bureau of Economic and Business Research (BEBR) at the University of Florida. Some of the data input is: percent transit coverage; Number of annual service days (transit); Population projections; Population by age; Population below poverty level by age; Population with a disability by age; and total population with a disability and below poverty level by age. The table in the next page is the information obtained from the US Census for 2011-2013 for Duval County. This demographic data is the basis for the calculations in Tables 13-16.

Area Name: **Duval County**

Last Year of Census Data Used: **2013**

Percent Transit Coverage: **42%**

Number of Annual Service Days: **365**

County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	<b>59,396</b>	<b>17,608</b>	<b>178</b>	<b>109</b>
5-17	<b>140,156</b>	<b>34,459</b>	<b>8,082</b>	<b>2,792</b>
18-34	<b>210,762</b>	<b>42,360</b>	<b>12,829</b>	<b>3,812</b>
35-64	<b>343,541</b>	<b>46,636</b>	<b>48,468</b>	<b>13,972</b>
Total Non Elderly	753,855	141,063	69,557	20,685
65-74	<b>59,087</b>	<b>5,413</b>	<b>16,308</b>	<b>2,067</b>
75+	<b>42,195</b>	<b>4,565</b>	<b>22,132</b>	<b>2,667</b>
Total Elderly	101,282	9,978	38,440	4,734
Total	855,137	151,041	107,997	25,419

County Population Projections	
2015	<b>887,202</b>
2020	<b>928,135</b>
2025	<b>967,649</b>
2030	<b>1,003,844</b>
2035	<b>1,038,403</b>
2040	<b>1,071,594</b>

5-year growth      Annual % Growth  
40,933                      0.92%

In Table 13, the population totals (age, income and disability) are displayed. Because some individuals may fall into one or more of these demographic or socio-economic categories, it is necessary to eliminate the “double counts”. The spreadsheet will automatically calculate the overlapping populations as displayed in the spreadsheet and graphic. Duval County has a non-duplicated general TD population of 291,217 individuals or 34.1 percent of its total population.

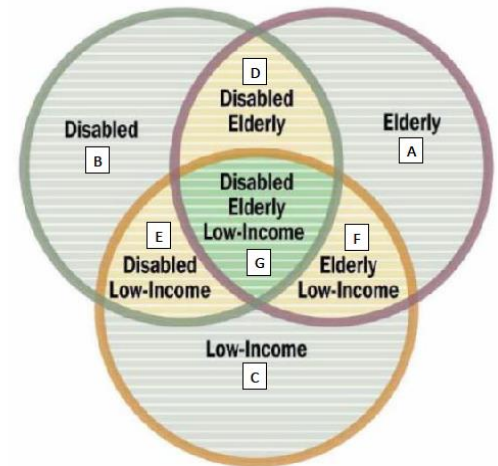
**Table 13—General Transportation Disadvantaged Population**

**CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION**

<i>Duval County</i>					Census Data from 2013			
County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	59,396	6.9%	17,608	2.1%	178	0.2%	109	0.43%
5-17	140,156	16.4%	34,459	4.0%	8,082	0.9%	2,792	0.33%
18-34	210,762	24.6%	42,360	5.0%	12,829	1.5%	3,812	0.45%
35-64	343,541	40.2%	46,636	5.5%	48,468	5.7%	13,972	1.63%
<b>Total Non Elderly</b>	<b>753,855</b>	<b>88.2%</b>	<b>141,063</b>	<b>16.5%</b>	<b>69,557</b>	<b>8.1%</b>	<b>20,685</b>	<b>2.42%</b>
65-74	59,087	6.9%	5,413	0.6%	16,308	1.9%	2,067	0.24%
75+	42,195	4.9%	4,565	0.5%	22,132	2.6%	2,667	0.31%
<b>Total Elderly</b>	<b>101,282</b>	<b>11.8%</b>	<b>9,978</b>	<b>1.2%</b>	<b>38,440</b>	<b>4.5%</b>	<b>4,734</b>	<b>0.55%</b>
<b>Total</b>	<b>855,137</b>	<b>100%</b>	<b>151,041</b>	<b>17.7%</b>	<b>107,997</b>	<b>12.6%</b>	<b>25,419</b>	<b>2.97%</b>

<i>Double Counts Calculations</i>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	20,685
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	48,872
G - Estimate elderly/disabled/low income	From Base Data (I14)	4,734
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	33,706
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	5,244
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	57,598
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	120,378
<b>Total - Non-Duplicated</b>		<b>291,217</b>

<b>General TD Population</b>		<b>% of Total</b>
Non-Duplicated General TD Population Estimate	<b>291,217</b>	34.1%



Ideally, comparisons of disability estimates should be made using the same survey, geographic parameters, and disability definitions. However, because the severity of an individual's disability is not clearly captured by questions in the American Community Survey, particularly as it relates to the need for specialized transportation, another source is used in the demand methodology.

The U.S. Census Bureau's 2010 Survey of Income and Program Participation (SIPP) is a continuous series of national surveys conducted over the course of 2 ½ to 4-year

period with a sample size ranging from approximately 14,000 to 36,700 households. The SIPP collects demographic and socio-economic data used to measure the effectiveness and future costs associated with government programs.

The SIPP, through its supplemental questionnaires on adult and child functional limitations, asks questions about the ability of respondents to perform functional and participatory activities. When a respondent indicates having difficulty performing an activity, a follow-up question is used to determine the severity of the limitation. The responses to these and other questions are used to develop three overall measures of disability: any disability, severe disability, and needs assistance.

Because the SIPP age thresholds do not directly correspond to the ACS data used to calculate the general TD population, the severe disability rates (or average rates) that most closely correspond to the ACS age brackets are used in the demand methodology to estimate the prevalence of a severe disability by Florida County. In the demand methodology, these are the individuals identified as having a “critical need” for transportation based on their disability status.

In table 14 Duval county has an estimated 22,588 residents with a need for transportation due to a severe disability.

**Table 14—Critical Need TD Population with Severe Disabilities**

**CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

<b>Duval County</b>					<b>Census Data from: 2013</b>	
<b>County Pop. By Age</b>	<b>Total Population with a Disability by Age</b>	<b>% with a Severe Disability by Age</b>	<b>Total Population with a Severe Disability by Age</b>	<b>% of Total Pop with Severe Disability by Age</b>	<b>% of Severe Disability Below Poverty Level</b>	<b>Total Severe Disability Below Poverty Level</b>
< 5 Years of Age	178	4.20%	7	0		
5-17	8,082	4.20%	339	0.24%		
18-34	12,829	6.30%	808	0.38%		
35-64	48,468	13.84%	6,708	1.95%		
<b>Total Non Elderly</b>	<b>69,557</b>		<b>7,863</b>	<b>1.04%</b>	<b>28.60%</b>	<b>2,249</b>
65-74	16,308	27.12%	4,423	7.49%		
75+	22,132	46.55%	10,302	24.42%		
<b>Total Elderly</b>	<b>38,440</b>		<b>14,725</b>	<b>14.54%</b>	<b>11.70%</b>	<b>1,723</b>
<b>Total</b>	<b>107,997</b>		<b>22,588</b>	<b>2.64%</b>		<b>3,972</b>

Data from the most recent (2009) National Household Travel Survey NHTS is also use for the demand methodology. Sponsored by the Federal Highway Administration, the NHTS is conducted approximately every eight years to collect in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time. List –assisted random digit dialing computer –assisted telephone interviews were utilized to collect a sample of 150,147 households for the most recent NHTS.

For purposes of forecasting paratransit demand, the trip rates for households with zero vehicles available are used. This is based on the assumption that the elderly, low income, and disabled who make up Florida's TD population are more likely to reside in households with zero vehicles and/or their travel demand would be similar to households with zero vehicles available versus households with vehicles and unconstrained use.

Based on the 2009 NHTS, the per capita trip rate for Florida households with zero vehicles available averaged 2.4 trips per day. Of the 2.4 trips per day, 0.389 were made on transit, 0.063 on school buses, and 0.049 on special services for people with disabilities. These three modes are subtracted from the 2.4 trips per day to arrive at the daily trip rate for the low income, non-disabled without access to automobiles or public transit. These trips were made using a variety of modes including: privately operated (but not household owned) vehicles as a passenger or driver, bicycle, walking, taxi or other.

The daily trip rate for those individuals with severe disabilities would fall within the specialized transit rate of 0.049 trips per day.

In the spreadsheet tool, these rates are applied to the various critical need TD population group as follows:

- Based on rates from the 2009 NHTS for the United States, of the 125,622 low-income, non-disabled residents of Duval County, approximately 27.2 percent (34,169) live in zero vehicle households.
- Based on user provided input, 58 percent of the low income, non-disabled population without auto access also does not have access to public transit (19,818 individuals). This group is reliant on other means of transportation for 37,635 daily trips.
- The TD population with critical needs due to severe disabilities (i.e. critical need TD population) of 22,588 could be expected to make 1,107 daily paratransit trips.
- Combined, the estimated total daily demand for critical need TD trips in Duval County is 38,741 trips.

Table 15—Calculation of Critical Need TD Population and Trips

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	5,614	2,249	7,863
Elderly	13,002	1,723	14,725
<b>TOTAL</b>	<b>18,617</b>	<b>3,972</b>	<b>22,588</b>

TRIP RATES USED	
<b>Low Income Non Disabled Trip Rate</b>	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
<b>Severely Disabled Trip Rate</b>	
Special Transit	0.049

<b>Low Income &amp; Not Disabled = C + F</b>	
<u>Assumes</u>	125,622
27.2% xx % without auto access	34,169
58.0% xx % without transit access	19,818
<b>Calculation of Daily Trips</b>	
<b>FOR THE CRITICAL NEED TD POPULATION</b>	
<b>Calculation of Daily Trips</b>	
<b>Total Actual Critical TD Population</b>	
Severely Disabled	22,588
Low Income ND	19,818
<b>Totals</b>	
<b>42,406</b>	

Calculation of Daily Trips		
Daily Trip Rates		Total
Per Person	Daily Trips	
0.049	1,107	
1.899	37,635	
<b>Totals</b>		<b>38,741</b>

Based on the 2011 ACS, projections can be developed for specific populations at future points in time. Table 16 displays the forecasts of the general and critical need TD population for Duval County. The projections are based on the estimates prepared using the Bureau of Economic and Business Research data. Table 16 shows that Duval County's daily trip demand for the critical need population will increase from 38,741 in the 2011 base year to 45,936 in 2021.

**Table 16—Forecast of General and Critical Need TD Population and Trips**

**FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS**

**Duval County**

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	20,685	20,876	21,069	21,263	21,459	21,657	21,857	22,059	22,262	22,468	22,675
B - Estimate non-elderly/ disabled/not low income	48,872	49,323	49,778	50,237	50,701	51,169	51,641	52,117	52,598	53,084	53,574
G - Estimate elderly/disabled/low income	4,734	4,778	4,822	4,866	4,911	4,956	5,002	5,048	5,095	5,142	5,189
D - Estimate elderly/ disabled/not low income	33,706	34,017	34,331	34,648	34,967	35,290	35,616	35,944	36,276	36,611	36,949
F - Estimate elderly/non-disabled/low income	5,244	5,292	5,341	5,391	5,440	5,490	5,541	5,592	5,644	5,696	5,748
A - Estimate elderly/non-disabled/not low income	57,598	58,129	58,666	59,207	59,754	60,305	60,861	61,423	61,990	62,562	63,139
C - Estimate low income/not elderly/not disabled	120,378	121,489	122,610	123,741	124,883	126,035	127,198	128,372	129,557	130,752	131,959
<b>TOTAL GENERAL TD POPULATION</b>	<b>291,217</b>	<b>293,904</b>	<b>296,616</b>	<b>299,353</b>	<b>302,115</b>	<b>304,903</b>	<b>307,717</b>	<b>310,556</b>	<b>313,422</b>	<b>316,314</b>	<b>319,233</b>
<b>TOTAL POPULATION</b>	<b>855,137</b>	<b>863,028</b>	<b>870,991</b>	<b>879,028</b>	<b>887,139</b>	<b>895,325</b>	<b>903,587</b>	<b>911,925</b>	<b>920,340</b>	<b>928,832</b>	<b>937,403</b>

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
<b>Total Critical TD Population</b>											
Disabled	22,588	22,797	23,007	23,219	23,434	23,650	23,868	24,088	24,311	24,535	24,761
Low Income Not Disabled No Auto/Transit	19,818	20,001	20,186	20,372	20,560	20,750	20,941	21,134	21,329	21,526	21,725
<b>Total Critical Need TD Population</b>	<b>42,406</b>	<b>42,798</b>	<b>43,193</b>	<b>43,591</b>	<b>43,993</b>	<b>44,399</b>	<b>44,809</b>	<b>45,223</b>	<b>45,640</b>	<b>46,061</b>	<b>46,486</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	1,107	1,117	1,127	1,138	1,148	1,159	1,170	1,180	1,191	1,202	1,213
Low Income - Not Disabled - No Access	37,635	37,982	38,332	38,686	39,043	39,403	39,767	40,134	40,504	40,878	41,255
<b>Total Daily Trips Critical Need TD Population</b>	<b>38,741</b>	<b>39,396</b>	<b>40,062</b>	<b>40,739</b>	<b>41,428</b>	<b>42,161</b>	<b>42,907</b>	<b>43,666</b>	<b>44,439</b>	<b>45,226</b>	<b>45,936</b>
<b>Annual Trips</b>	<b>14,140,629</b>	<b>14,379,606</b>	<b>14,622,621</b>	<b>14,869,743</b>	<b>15,121,042</b>	<b>15,388,684</b>	<b>15,661,064</b>	<b>15,938,265</b>	<b>16,220,372</b>	<b>16,507,473</b>	<b>16,766,640</b>

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 0.92%

## 2. Needs Assessment

As discussed in the Development Plan, residents of Duval County have access to both public and private transportation services. This section identifies unmet needs and gaps in service based on demographics, travel patterns and transportation service based on stakeholder input and the TPO's public involvement activities.

To identify un-met need for transportation services for the disparate needs of this diverse and challenged community of individuals is no easy task. So many needy individuals easily slip through the cracks of "regular" service if there is no mother, father, caseworker or some other friend if they are unable to advocate on their own behalf.

### Identified need

1. A service deficiency has been identified linking the unemployed with entry level employment opportunities. Entry-level workers, especially those who are low-

income, are likely to be hampered in search for a job by transit available and schedule. Transit may not be available where jobs are.

2. Another service gap is for paratransit/ADA eligible clients residing in Duval County, outside the 3/4mile service area of the fixed-route bus service and therefore, not eligible for the ADA required complementary paratransit service for trips originating from their residence. If there is no licensed driver and vehicle in the home and the client is not able to otherwise purchase transportation, service funded by the Florida Commission for the Transportation Disadvantaged generally referred to as “non-sponsored” service is an option. The availability of “non-sponsored” service is limited, however due to funding constraints. The Duval County Transportation Disadvantaged Coordinating Board has prioritized the expenditure of these funds to insure that “life-sustaining” medical trips such as dialysis are not sacrificed for recreational trips. Consequently, service may not be available when requested. Therefore, there is an increased need for funding to provide trips to individuals who live outside of the service area, who are not elderly, are low income, and have no disabilities.
3. As the Duval County Transportation Disadvantaged Coordinating Board supports JTA’s effort to transition able paratransit clients to the fixed route system, it becomes increasingly evident that there is an acute need for professional travel training. Travel training is regularly provided to the staff of social service agencies and to individuals. The JTA received FTA New Freedom grants to provide a regional travel training program in partnership with other social service agencies. There is an ongoing need to maintain this program and possibly add a staff position.
4. There is an ongoing need to replace CTC vehicles that have exceeded their useful life. Annually the CTC submits a 5310 grant application to FDOT and the JTA annually budgets for replacement CTC vehicles through the section 5307 program. All new JTA buses are ADA accessible. All new JTA fixed route buses are low-floor vehicles. The JTA was awarded FTA Section 5339 Bus and Bus Facilities funding in FY 2015-16 to replace older buses. This will improve buses efficiency and air quality.
5. There is a significant need identified around the service area to improve accessibility to many of the JTA’s bus stops. Accessibility can be enhanced by providing sidewalks and curb ramps, bus stops and bus shelters. JTA annually installs 25 to 50 bus shelters, including replacements and new shelters. JTA has sought funding to upgrade bus stops. JTA has received FTA Section 5307 formula capital grants to improve passenger amenities at all stops, replace bus shelters around the service area, and add bus pull-off lanes and walkways at several bus stops locations.

*Duval County Funding Priorities*

The JTA will continue to identify funding sources to acquire new technology that will enhance customer service, reduce operating costs, and improve the ability to coordinate transportation in the region. Vehicle Mobile Data Terminals, Interactive Voice Recognition technology, improved Computer Aided Dispatch/Automated Vehicle Location systems and the acquisition of additional components to the existing scheduling software will be priorities over the next five years

JTA seeks capital funding and operating assistance from many sources to improve its services, as well as advancing projects forward to construction using local funding for projects such as the BRT east and southwest corridor design projects. Recent projects submitted to the Federal Transit Administration (FTA) would provide for enhanced stations and shelters for the Downtown BRT north corridor design, right of way and construction as well as for the BRT southeast corridor design, right of way and construction; to provide for associated equipment for buses and vans as well as for replacement buses and vans as well as enhanced facilities; to provide for rehabilitation of Skyway facilities, as well as being able to obtain funding through Florida Department of Transportation (FDOT) Service Development Grants that would expand and enhance services, especially for under and unemployed individuals and persons with disabilities.

The projects listed in **Table 17** are indicative of the types of federal capital funds currently programmed to benefit the general population of Duval County. It is not a complete list of projects.

**Table 17- 2017-18 Funding Awarded by FDOT**

Grantee	Project	Project Year	Estimated Cost	Funding Source
JTA	Software, equipment and web hosting to continue existing Transportal Regional Mobility Program. CAPITAL PROJECT	2017-18	\$331,496 Federal \$41,437 State \$41,438 applicant TOTAL \$414,371	Section 5310 FDOT JTA
JTA	Engineering, design, construction and installation of transit enhancements and amenities. CAPITAL PROJECT	2017-18	\$160,000 Federal \$20,000 State \$20,000 applicant TOTAL \$200,000	Section 5310 FDOT JTA

JTA		2017-18	\$70,084	Section 5311
The ARC Jacksonville, Inc.	Continue existing services to individuals with intellectual and developmental disabilities.	2017-18	\$136,402 Federal \$136,402 applicant TOTAL \$272,804	Section 5310

*FDOT Capital and Operational Grant (5310)*

In 2018 FDOT has received the following applications for both operational and capital assistance under 5310 Funding for FY 2018-19:

**Section 5310 Program- 2018 funding Request**

Applicant	Project	Project Year	Estimated Cost	Funding Source
JTA	Capital request to continue to improve JTA passenger facilities to meet ADA compliancy.	2018-19	\$160,000 Federal \$20,000 State \$20,000 applicant TOTAL \$200,000	Section 5310 FDOT JTA
JTA	Capital request to improve functionality of Transportal through upgraded equipment, software improvements and annual support.	2018-19	\$360,000 Federal \$45,000 State \$45,000 applicant TOTAL \$450,000	Section 5310 FDOT JTA
JTA	Capital Request for the Care Coordination Neighborhood Mobility Management Program that will complement JTA's Transportal mobility management program.	2018-19	\$91,434 Federal \$11,429 State \$11,429 applicant TOTAL \$114,292	Section 5310 FDOT JTA

The ARC Jacksonville, Inc.	Operating request to continue providing existing services to individuals with disabilities.	2018-19	\$166,000 Federal \$166,000 applicant TOTAL \$332,000	Section 5310
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### *Regional Mobility Management Program*

JTA has developed an ambitious program for coordinating regional mobility in 13 counties of Northeast Florida. The vision for the regional mobility management program is clear, simple, and achievable:

- 1) Partner with organizations to improve access to diverse transportation services, improve the rider's travel experience, and achieve cost savings through regional coordination;
- 2) Shift the focus from individual agencies to the customer;
- 3) Emphasize the entire travel experience, not just the time on the vehicle.

The JTA has assembled \$3.7 million through federal, state, local, and private sources for the development and implementation of this unique regional mobility management program. The key features to date have not been combined and implemented anywhere else in the U.S. They include: a web-based regional trip-booking and scheduling system; TransPortal, a web-based open source code one call/one click system and regional travel training program. In addition, the program includes coordinated outreach and marketing efforts to promote regionally coordinated service delivery.

The combination of these three key elements and the focus on integrating One Click and regional trip-booking are what makes this program unique and a model for the rest of the country. Deployment of a web-based regional scheduling system is the most technically and politically challenging aspect of the JTA program and its accomplishment is groundbreaking. The web-based regional scheduling system allows staff across the region to book and schedule trips for their clients with the scheduling algorithms identifying and combining regional trips more cost-effectively. Linking TransPortal to regional scheduling is a tremendous advantage whereby the customer or a case manager can find the most appropriate service and then immediately, with one click, book the service.

Some unexpected benefits of the program have been found including:

1. Larger pool of local system experts that troubleshoot and assist other providers even during staffing shortages and emergencies.
2. Centralized IT staff and secure technological infrastructure reduced technology and maintenance costs while expanding capabilities.

3. Improved coordination between agencies reducing duplication of services.

The coordinated efforts focusing on the needs of our customers improved the fiscal solvency of the transit providers and created a family of transportation services that has been well received by the community.

The participating entities in the regional mobility management program are social, medical, human and transportation service providers operating in the following counties: Suwannee, Columbia, Alachua, Bradford, Baker, Union, Nassau, Duval, Clay, St. Johns, Putnam, and Flagler. The operating entities within these counties include those responsible for mobility such as: the Councils on Aging, Veterans Affairs and Disabled American Vets, the Transportation Disadvantaged Commissions, the Community Transportation Coordinator, and public transit providers. The public transportation providers include: JTA, St. Johns County Council on Aging (Sunshine Bus), Suwannee Valley Transit Authority, Putnam Transit (The Ride Solution), Clay Transit (Clay County Council on Aging), Nassau Transit (Nassau County Council on Aging) and the Baker County Council on Aging.

*Regional Fare Best Practices and Feasibility Study*

JTA is working to prepare documentation for a Regional Fare Best Practices and Feasibility Study for the six-county Northeast Florida region, which includes Baker, Clay, Duval, Nassau, Putnam and St. Johns counties. This Study builds upon the analysis and recommendations of the Northeast Florida Regional Coordinated Mobility Plan (Mobility Plan), originally adopted in 2008 and updated in 2014 and of the Regional Transit Action Plan currently being drafted by the Northeast Florida Regional Transportation Commission (RTC). These plans identified the need to coordinate seamless transportation across jurisdictional boundaries. A consistent goal of these plans are to examine the feasibility of implementing a regional fare system to enhance the overall accessibility to transit services. The study is anticipated to be completed by the end of May 2018.

### 3. Barriers to Coordination

The Florida Legislature enacted Chapter, 427, Florida Statutes (F.S.) to ensure the availability of accessible and efficient transportation service for the transportation disadvantaged. Chapter 427, F.S., defines the “transportation disadvantaged” as “those persons who because of physical or mental disability, income status or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping or social activities, or other life sustaining activities, or children who are disabled or at high risk as defined in Section 411.202, F.S.” The Legislation also outlines the role and responsibilities of various state and local agencies and government entities involved in providing transportation services for the transportation disadvantaged.

The legislative intent of Chapter 427, F.S., is to the coordinate transportation services for the transportation disadvantaged by establishing local coordinating boards to oversee local coordination efforts. These Boards are staffed by metropolitan planning organizations (MPOs) or by some other designated official planning agency (DOPA), often a regional planning council (RPC). The local

The local coordinating board (LCB) serves as an advisory body and reviews and approves the Community Transportation Coordinator’s (CTC) Memorandum of Agreement (MOA) prior to its transmittal to the Florida Commission for the Transportation Disadvantaged. Contracts with individual transportation operator or carriers and local coordination agreements are also reviewed and approved by the Board

coordinating board (LCB) serves as an advisory body and reviews and approves the Community Transportation Coordinator’s (CTC) Memorandum of Agreement (MOA) prior to its transmittal to the Florida Commission for the Transportation Disadvantaged. Contracts with individual transportation operator or carriers and local coordination agreements are also reviewed and approved by the Board.

As outlined in Chapter 427, F.S., the CTC is at the center of the local coordination effort. Local and state agencies are required to participate in the coordinated system if they receive local, state or federal funds to transport transportation disadvantaged persons. A recent revision of Statute allows agencies that provide their own transportation to circumvent coordination by executing a coordination agreement with the CTC. A coordination agreement is defined as:

If an agency fails to develop a coordination agreement with the CTC, the Commission for the Transportation Disadvantaged may pressure agencies funding local programs to withhold funding. Through the local coordinating board has requested Commission assistance to do so, the Commission has deferred such action.

The coordination model and local management concept with the designation of a CTC is not new or unique to Florida. States in the north and west have been moving in this direction for the last decade. Experience indicates that coordination efforts have succeeded at the local level when the following conditions have been met:

- When there are incentives for local social service agencies to participate in the coordination effort and/or penalties for failure to do so.
- These incentives can take many forms, both positive and negative. In Florida, penalties for failure to coordinate have been introduced to encourage coordination. Agencies not entering into a coordination agreement risk losing funding. Though this approach may succeed in forcing agency participation, it does not create a positive environment for coordination at the local level. As noted earlier, efforts by the Duval County Transportation Disadvantaged Coordinating Board to put pressure on state funding agencies to require coordination of local programs have met with little success.
- Support and commitment from state funding agencies and strong support from elected officials. In the absence of a strong commitment by state agencies funding local social services programs local programs are reluctant to participate in coordination efforts. State level agencies funding local programs include:
  - Florida Department of Health and Rehabilitative Services (FRSF)
  - Florida Agency for Health Care Administration (FAHCA)
  - Florida Department of Labor and Employment Security (FDL&ES)
  - Florida Department of Transportation (FDOT)
  - Florida Department of Elder Affairs (FDEA)
- The support of local elected officials is also important and can be catalysts for agency participation and cooperation. This support at the local level can also ensure that the coordination efforts meet the needs of the local community and the agencies served. .
- Developing and managing an effective and viable coordinated transportation system is no small task. Unlike fixed route bus systems with set and driver schedules and routes, vehicles and drivers in coordinated shared ride transportation systems operate on a different schedule every day, and do not

have a fixed route. Scheduling a high volume trips is difficult and in large urban areas may require state-of-the-art computer and communication technology. Experienced technical staff is needed to utilize this technology. Additional professional assistance may be required to modify or update computerized scheduling systems as they grow.

**In Duval County, the primary barrier to coordination is funding.** The demand for service exceeds available funding. The Duval County Transportation Board is working with the CTC to stretch the limited funding available to provide as much service as possible. Also, with the new Medicaid managed health care system approach we no longer have a coordinated transportation system in Florida. These new reality throws a new challenge to CTC's who are no longer able to verify if clients are eligible to receive transportation services under Medicaid.

In addition, new app technology like Uber and Lyft are creating more pressure in an already fragile system. These new technology put CTC's at a disadvantage by having to compete for lower trip prices. The ride-hailing industry does not own vehicles consequently they do not have to comply with federal and state safety laws that make paratransit vehicles safer for the general public. However, the elevated cost of providing transit services is pushing transit organizations to consider this apps as a solution rather than a competition. Some transit agencies in the country have launched partnerships with these upstart service providers with the intent of complementing their fixed routes by experimenting with ways to encourage customers to use these ride apps to get to and from stations.

For the past several years the CTC and the TD Board have worked tirelessly to create a seamless, cohesive and stringent eligibility process. All ADA and TD/Non-Sponsored clients have been re-certified to identify those clients capable of using the fixed-route bus system.

## ***D. Goals, Objectives and Strategies***

When the Duval County Coordinated Transportation System was established in 1991 the Duval County Transportation Disadvantaged Coordinating Board established goals and policies for the program. These goals were later revised to include measures of their accomplishments.

Goal 1 is general in nature and reflects the goals and objectives of the City of Jacksonville's 2010 Comprehensive Plan. Accomplishment of this goal is outside the purview of the Duval County TD Board. It is also consistent with the comprehensive plans of the other local governments in Duval County.

### **GOAL 1**

**ECONOMIC VIABILITY OF TRANSIT. THE ECONOMIC EFFICIENCY OF THE TRANSIT SYSTEM SHALL BE MAXIMIZED WHILE PROVIDING FOR THE BASIC TRANSPORTATION NEEDS OF THE TRANSIT-DEPENDENT.**

#### **Objective 1.1**

The Jacksonville Transportation Authority (JTA) shall evaluate 25 percent of its routes annually. Evaluation shall be based on service demand and cost effectiveness for purposes of determining whether routes should be expanded or retained.<sup>6</sup>

#### **Policies**

- 1.1.1 The JTA shall conduct a study to determine the service standards and evaluation procedures to be used in assessing which fixed transit routes and operating hours are to be maintained by JTA. JTA shall include representatives of low and lower-income persons and disabled and handicapped persons in the study groups concerning accessibility of transit.
- 1.1.2 The JTA shall continue to assess all fixed transit routes at a regular interval to determine necessary revisions to improve the fixed route system's efficiency.
- 1.1.3 The City's Land Development Regulations shall continue to provide for coordination with developers of industrial parks, developments of regional impact and other large developments to ensure, where warranted, the provision of transit access and

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<sup>6</sup> Objective 6.1 of the Transportation Element of the City of Jacksonville 2030 Comprehensive Plan, Revised May 2014.

passenger facilities in the development.

### Objective 1.2

The Jacksonville Transportation Authority shall establish mass transit corridors.<sup>7</sup>

#### **Policies**

- 1.2.1 The Jacksonville Transportation Authority shall designate mass transit corridors through which frequent mass transportation service will be provided. In addition, the JTA shall implement Mass Transit Express, Flyer and/or Commuter Mass Transit Service in heavily traveled corridors.
- 1.2.2 The Jacksonville Transportation Authority shall continue to establish park-and-ride facilities at appropriate intervals along the mass transit corridors, as funds become available. Service to the commuting public should be enhanced through strategically located park-and-ride facilities, express bus connections to suburban multimodal transportation hubs and neighborhood feeders.
- 1.2.3 The City shall require through Land Development Regulations, higher density and intensity development in existing and future mass transit corridors, with employment generating land uses concentrated in the vicinity of the park-and-ride facilities consistent with the Future Land Use Element and Map series.
- 1.2.4 The Jacksonville Transportation Authority shall continue to operate fixed-guideway transit systems and coordinate this system with other, existing modes of mass transit.

### Objective 1.3

The Jacksonville Transportation Authority shall utilize, to the extent allowed by law, existing and future federal, state and local funding mechanisms established to support transit systems in the City.<sup>8</sup>

#### **Policies**

- 1.3.1 The Jacksonville Transportation Authority shall complete an

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<sup>7</sup> Objective 6.3 of the Transportation Element of the COJ 2030 Comprehensive Plan, Revised May 2014.

<sup>8</sup> Objective 6.4 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised May 2014.

internal study of alternative methods of financial support for mass transit and an efficient non-polluting transit system.

#### Objective 1.4

The Jacksonville Transportation Authority, in conjunction with the North Florida Transportation Planning Organization for the Jacksonville Urbanized Area (TPO), shall ensure the timely and efficient provision of mass transit service to the City's transportation disadvantaged.<sup>9</sup>

#### **Policies**

- 1.4.1 The Jacksonville Transportation Authority, in conjunction with the TPO, shall establish mass transit routes which will assist in the implementation of the Duval County Transportation Disadvantaged Plan.
- 1.4.2 Persons who, for reasons of physical or mental handicap, cannot use the standard mass transit services shall be provided with demand responsive service (e.g. DART). The quality / level of service standard to be used in establishing such service shall be an average of one round trip per handicapped person per day consistent with federal regulations.
- 1.4.3 The JTA shall implement the plan developed by the City, the JTA, the TPO, and the Mayor's Disability Council which identifies the technical and financial methods of best providing for the transit needs of the disabled.

#### Objective 1.5

The City shall continue to provide and improve public transportation that is a viable work and school trip alternative for workers and students, including the handicapped, residing within the City.<sup>10</sup>

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<sup>9</sup> Objective 6.5 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised May 2014.

<sup>10</sup> Objective 6.6 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised May 2014.

## **Policies**

- 1.5.1 Owners and developers of non-residential properties shall consider the needs of the transit rider, including the disabled and handicapped, in the provision of transportation facilities at, to and around the work place by providing access to contiguous bus stops. All new or refurbished buildings which offer service to the general public or where more than 10 people are employed shall meet handicapped accessibility standards.
- 1.5.2 The City shall coordinate with the Duval County School Board to provide transit alternatives to the use of school buses.
- 1.5.3 The City shall develop design standards to make transit pedestrian facilities uniformly attractive, safe and comfortable.

## **Objective 1.6**

Scheduling of mass transit service within the City shall continue to be such that persons residing and working within the City that have traditional work hours (8:00 a.m. to 5:00 p.m.) will be able to use Jacksonville Transportation Authority (JTA) service for the purpose of home-work/work-home trips.<sup>11</sup>

## **Policies**

- 1.6.1 The JTA shall continue to adjust its hours of service to encourage the use of public transportation for home-work/work-home trips.
- 1.6.2 The JTA and the City shall continue to ensure that an efficient non-polluting transit system is available in the Central Business District (CBD) and will extend the system as federal funds matched with state, local and private monies become available.
- 1.6.3 The JTA and the City shall provide for an efficient, non-polluting rapid transit system as an integrated transit mode

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<sup>11</sup> Objective 6.7 of the Transportation Element of the COJ 2030 Comprehensive Plan Revised May 2014.

outside the CBD and continue to formulate a long-range corridor plan for this efficient non-polluting transit system and park-and-ride facilities along the right-of-way. Construction shall begin contingent upon the receipt of federal, state and local funds.

## GOAL 2

PROMOTE COST AND SERVICE EFFICIENCY BY DESIGNING SERVICES THAT ARE BASED DIRECTLY ON DEMAND, WITH CONSIDERATION GIVEN TO EFFICIENT ROUTING, SCHEDULING AND OPERATION PROCEDURES.

TRANSPORTATION RESOURCES MUST BE FULLY COORDINATED TO PROVIDE APPROPRIATE SERVICE TO THE CONSUMER AND EFFORT SHOULD BE MADE TO INFLUENCE TRANSIT USAGE SUCH AS MEDICAL APPOINTMENTS, EMPLOYMENT SCHEDULES AND OTHER MEANS.

### Objective 2.1

To provide the greatest number of trips in the most cost effective methods possible using the most modern cost-effective procedures.

#### **Policies**

- 2.1.1 To improve the effectiveness and efficiency of computer scheduling of trips

*Measure—On- time performance*

- 2.1.2 To encourage local physicians, clinics and hospitals outpatient facilities to see clients in advance of their scheduled return trip. Contact facilities/physicians about clients being ready and on time for their scheduled return trip.

*Measures—On- time performance and reduce or decrease client will-calls*

- 2.1.3 Evaluate and test the feasibility of service routes to and from appropriate clinics and facilities.

*Measures—Number of hours of treatment missed, on time performance and cost per trip.*

- 2.1.4 Implement trip negotiation to improve productivity and efficiency of scheduling and use of resources

*Measure—Improved productivity*

## Objective 2.2

Development of a database

### **Policies**

- 2.2.1 All re-certified and new clients will be assigned paratransit eligibility according to paratransit eligibility standards.

## Objective 2.3

To discourage one passenger taxi trips utilizing TD funds

### **Policies**

- 2.3.1 No more than seven percent of TD funding trips will be provided by taxi.

*Measure—The number of taxi trips provided monthly as a percent of total trips*

## Objective 2.4

To require the use of fixed-route bus service when such service is offered and the consumer is capable of utilizing the service.

### **Policies**

- 2.4.1 ADA approved certification will be determine on a temporary basis and up to three years of eligibility. TD clients will need to reapply every year to continue eligibility.

*Measure—Full fare pass or reduce fare pass*

- 2.4.2 To provide full fare passes or reduce fare passes for Transportation Disadvantaged clients and other programs.

*Measure—Full fare pass or reduced fare pass to TD Clients*

- 2.4.3 To move 100% of all TD eligible riders who are able to ride the bus to the fixed route bus system

*Measure—The number of bus trips provided monthly as a percent of total trips*

- 2.4.4 Accurate TD ridership information in the fixed route system will be achieved by installing a better fare collection system.

2.4.5 To provide travel training to TD clients capable of utilizing the fixed-route bus service

*Measure – The number of clients receiving travel training*

## Objective 2.5

To use a brokered approach to providing transportation service.

### **Policies**

- 2.5.1 To provide the types of services required by the transportation disadvantaged

*Measures—Trip purpose as a percent of total trips and number of trips denied (for non-sponsored only)*

- 2.5.2 To subcontract for service with the providers of different types of transportation service

*Measure—Number of transportation providers under contract to the Community Transportation Coordinator.*

- 2.5.3 To provide alternate transportation provider to meet the demand during peak hours and for late night trips. (Ex. Taxi cabs, etc.)

*Measure—Number of peak hour and late night trips.*

## GOAL 3

TO INCREASE PARTICIPATION IN THE COORDINATED TRANSPORTATION SYSTEM BY THE TRANSPORTATION DISADVANTAGED.

THE BENEFITS OF INCREASED PARTICIPATION IN THE COORDINATED TRANSPORTATION SYSTEM WILL BE TWOFOLD. FIRST, INCREASED RIDERSHIP WILL ALLOW GREATER EFFICIENCY OF SERVICE. SECOND, GREATER PARTICIPATION WILL FURTHER THE MISSION OF THE TRANSPORTATION DISADVANTAGED PROGRAM.

### Objective 3.1

To increase public awareness and utilization of the fixed route and paratransit service.

#### **Policies**

- 3.1.1           The rider's guide or quick reference guide will be updated annually as necessary based on significant changes to the coordinated system.

*Measure—Update and distribute the rider's guide as necessary*

- 3.1.2           A presentation about the services available will be developed for use by agencies, clubs, associations and schools.

*Measures—Number of presentations annually*

- 3.1.3           To encourage the JTAC to participate in educating users of the system

*Measure—Number of persons participating in Jacksonville Transportation Advisory Committee (JTAC) meetings.*

## GOAL 4

TO INSURE THE PROVISION OF SAFE TRANSPORTATION SERVICES.

THE SAFETY AND WELL-BEING OF THE RIDERS OF THE COORDINATED TRANSPORTATION SYSTEM IS OF UTMOST CONCERN. INSPECTION AND MAINTENANCE OF VEHICLES AND DRIVER TRAINING WILL REDUCE THE LIKELIHOOD OF ACCIDENT AND/OR INJURY.

### Objective 4.1

To insure the safety and well-being of passengers through inspection and maintenance of all vehicles.

#### **Policies**

- 4.1.1 The System Safety Program Plan (SSPP) will meet all established requirements and adhere to 341.06, F.S. and Rules 41-55 and 14-90, Florida Administrative Code

*Measure—Existence of a System Safety Program Plan that meets the requirements of the Florida Statutes and documentation that is being enforced.*

- 4.1.2 At minimum, all vehicles are required to be inspected every 6,000 miles in accordance with the SSPP.

*Measure—Certification of vehicles is maintained through the respective carrier and JTA maintenance groups and with the Transportation Manager*

- 4.1.3 Taxi cabs will be inspected as required by local regulation.

*Measure—Vehicle inspection stickers are displayed on all vehicles and/or documentation of said inspection must be available on all vehicles*

- 4.1.4 All drivers will receive emergency vehicle evacuation, passenger assistance and sensitivity training annually. In addition, drivers will receive defensive driving biannually. Every vehicle will be equipped with a First Aid/Spill Kit and fire extinguisher.

*Measure—Document all training*

- 4.1.5 Drivers who have not received the required training will be suspended until training is completed. The company by which they are employed will be assessed penalties.

*Measures—Include documentation of all training in drivers' files.*

- 4.1.6 The Community Transportation Provider will develop and distribute a Drivers' Manual outlining driver responsibilities and to ensure that all drivers are familiar with its content.

*Measure—Drivers Manual. Document distribution.*

## GOAL 5

TO PROVIDE CONSUMER ORIENTED TRANSPORTATION PROGRAMS THAT OFFER COMFORTABLE CONVENIENT AND RELIABLE TRANSPORTATION SERVICES.

PASSENGERS USING COMMUNITY TRANSPORTATION HAVE A RIGHT TO EXPECT COURTEOUS, RELIABLE SERVICE ON CLEAN AND SAFE VEHICLES.

### Objective 5.1

To ensure courteous and professional service.

#### **Policies**

- 5.1.1 All reservationists and other office staff, including dispatchers, schedulers and customer service personnel, will receive sensitivity and courtesy training annually, and within 30 days of employment.

*Measure—Number of customer service complaints*

- 5.1.2 All customer service personnel will be apprised of all the services provided and the restrictions and requirements of the various funding programs.

*Measure—Number of customer service complaints regarding service and funding problems.*

## Objective 5.2

To insure convenient service.

### **Policies**

- 5.2.1 Call in-take will be monitored to ensure that callers are not on hold more than an average of 2 minutes.

*Measure—Report number of calls placed on queue for more than an average of two minutes.*

*Measure- 80% of calls will be answered less than 3 minutes.*

- 5.2.2 Minimize the amount of time consumers spend in transit.

*Measure—Trips within the service area should meet these guidelines: 0-10 miles up to 60 minutes; 10.1-20 miles up to 90 minutes; and over 20.1 miles up to 120 minutes. Particular care shall be taken when scheduling return trips for dialysis, to minimize the length of the trip.*

## Objective 5.3

To ensure on-time performance.

### **Policies**

- 5.3.1 To educate clients about how to schedule rides correctly to avoid late arrivals

*Measure—CTC Monitoring*

*Measure—Transportation provider will be assessed penalties for arrival 30 or more minutes after the scheduled pick-up time unless extenuating circumstance can be documented.*

*Measure—The amount of penalties assessed.*

## GOAL 6

TO IMPROVE COMMUNICATION WITHIN THE COORDINATED  
TRANSPORTATION SYSTEM.

CLEAR AND CONCISE COMMUNICATION IS A VITAL COMPONENT OF  
ALL “SYSTEMS.”

### Objective 6.1

To improve efficiency between scheduling, dispatching and driver activities.

#### **Policies**

- 6.1.1            Service efficiency will be improved via the installation and  
                         operation of Trapeze scheduling system.

*Measure—Improved on-time performance and fewer  
complaints about late pick-ups*

#### **Policies**

- 6.1.2            Communication / service efficiencies will be improved via the  
                         installation and operation of AVL / text messaging.
- 6.1.3            Communication / service efficiencies will be improved via the  
                         installation and operation of Mobile Data Terminals (MDT's)

### Objective 6.2

To improve communication between the CTC staff and consumers.

#### **Policies**

- 6.2.1            Allow consumers direct access to information about trips and  
                         vehicle schedules.
- 6.2.2            Update and distribute the rider's guide.
- 6.2.3            Distribute rider's guides to agency/facility personnel  
                         scheduling service.
- 6.2.4            Create a webpage to give consumers access to scheduling  
                         information, the rider's guide, Service Plan and similar  
                         documents

To further accomplishment of these goals and to better measure their success the Duval County Transportation Disadvantaged Coordinating Board has revised the format and content of the Monthly Statistical Analysis provided by the Community Transportation Coordinator.

## **GOAL 7**

### **ENSURE TD PROGRAM ACCOUNTABILITY.**

#### **Objective 7.1**

Collect, compile report and maintain required data to ensure program accountability and stability.

#### **Policies**

- 7.1.1           The CTC shall collect data sufficient to complete the various elements of the Transportation Disadvantaged Service Plan, CTC evaluation and operating reports.
- 7.1.2           The CTC shall make available the Monthly Board Report by the middle of the next month.

## **GOAL 8**

### **TO INSURE APPROPRIATE FUNDING TO MEET THE NEEDS OF THE PROGRAM.**

#### **OBJECTIVE 8.1**

Identify funding opportunities/seek funding to provide transportation to jobs and job training.

#### **Policies**

- 8.1.1           To work with JTA, FDOT and other agencies to identify funding opportunities to provide trips to low income citizens and persons with disabilities to jobs and job training.

#### **Objective 8.2**

Identify funding opportunities/seek funding to provide transportation service options to person with disabilities beyond the ADA requirements.

## **Policies**

- 8.2.1 To work with JTA, FDOT and other agencies to identify funding opportunities to provide transportation service options to persons with disabilities in areas not currently covered by ADA funding.

## **Objectives 8.3**

Identify funding opportunities/seek funding to provide commute service options to help close the public transportation gap in rural communities.

## **Policies**

- 8.3.1 To work with JTA, FDOT and other agencies to identify funding opportunities to provide transportation options to Duval County's rural communities.

## **Objective 8.4**

The CTC should identify capital funding opportunities/seek funding to replace/acquire equipment and vehicles.

## **Policies**

- 8.4.1 To work with JTA, FDOT and other agencies to identify funding opportunities to seek capital funding for vehicle and equipment replacement.

# **GOAL 9**

TO IMPROVE REGIONAL COOPERATION AND COORDINATION WITH TRANSPORTATION PARTNERS IN NEIGHBORING COUNTIES SO THAT SERVICE CAN BE MORE CONVENIENT FOR CLIENTS AND MORE COST-EFFICIENT FOR ALL PROVIDERS.

TRANSPORTATION RESOURCES MUST BE FULLY COORDINATED THROUGHOUT THE REGION TO PROVIDE APPROPRIATE SERVICE TO CLIENTS, ESPECIALLY FOR INTER-COUNTY TRIPS. IMPROVED

COORDINATION WILL ALSO INCREASE PRODUCTIVITY AND REDUCE COSTS.

#### OBJECTIVE 9.1

To participate in regional initiatives which improve communication between regional partners.

##### **Policies**

- 9.1.1 To participate in regional meetings which discuss mutual transportation issues.

*Measure- Attendance at regional transportation meetings.*

- 9.1.2 To encourage regional meetings which discuss mutual transportation issues.

*Measure – Number of meetings in which the LCB and / or the CTC are sponsors or partners.*

- 9.1.3 To encourage new policies and procedures by all partners that allow for better coordination and scheduling of inter-county trips.

*Measure – Number of new operational policies and procedures adopted by all regional transportation partners.*

#### Objective 9.2

To promote the use of new technologies that will aid in establishing a coordinated regional transportation service.

##### **Policies**

- 9.2.1 To promote the establishment of a common virtual platform that allows all transportation partners in the region to coordinate trips.

*Measure – Establishment of a regional internet-based scheduling program that can be used by all transportation partners.*

## GOAL 10

TO ENCOURAGE PARTICIPATION IN INITIATIVES THAT IMPROVE THE MOBILITY AND ACCESSIBILITY OF PEDESTRIANS, CYCLISTS, TRANSIT USERS AND PERSONS WITH DISABILITIES IN NORTH FLORIDA.

### OBJECTIVE 10.1

To participate in city/ county/regional initiatives which improve mobility and accessibility for pedestrians, cyclists, transit users and persons with disabilities.

#### **Policies**

- 10.1.1 To participate in city/county/regional meetings which discuss challenges/ barriers for the accessibility and mobility of pedestrians, cyclists, transit users and persons with disabilities.

*Measure- Attendance/ participation in city/county/regional mobility/ accessibility meetings.*

- 10.1.2 To provide input on projects/ initiatives in regards to barriers for the mobility / accessibility of pedestrian, cyclists, transit users and persons with disabilities.

*Measure – Number of presentations at LCB meetings on projects / initiatives for pedestrians, cyclists, transit users and persons with disabilities.*

# GOAL 11

## TO SUPPORT REGIONAL TRANSIT

### OBJECTIVE 11.1

Increase coordination with other counties in Northeast Florida and surrounding communities.

#### **Policies**

- 11.1.1 Continue to participate in the Northeast Florida Regional Transportation Commission's Northeast Regional Transit Coordinating Committee (RTCC) in implementing the Regional Transit Action Plan.

*Measure- Attendance/ participation in RTCC meetings.*

- 11.1.2 Coordinate multi-county trips and service enhancement between Duval County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTCC (Baker, Clay, Nassau, Putnam and St Johns Counties).

*Measure – Participation in RTCC transit projects / initiatives.*

## ***E. Implementation Schedule***

### ***Four-Year Implementation Plan***

Safe, reliable service that meets the many and varied needs of the “transportation disadvantaged” is the primary goal of this Service Plan. The Implementation Plan outlines how this goal is to be achieved. Capital Improvements over the next four years are consistent with the TPO’s current TIP and with the goals, objectives and strategies of the TDSP. The Four-Year Implementation Plan for the Duval County TD Service Plan is presented in Table 18.

**Table 18 -Four-Year Implementation Plan**

<b>Strategy</b>	<b>Responsible Party</b>	<b>Time Frame for accomplishment</b>
<b>Year 1 –FY 2016-17- Ongoing Capital / Service Improvements</b>		
Continue recertification of TD clients	CTC	Ongoing
Transfer TD eligible riders to the fixed route	CTC	Ongoing
Update Rider’s Guide	CTC	As needed
Updated System Safety Program Plan	CTC	Annually
Vehicle inspections	CTC	Every 6,000 miles
Driver’s training	CTC	30 days from hiring and annually
Driver’s Manual development and distribution	CTC	As needed
Provide customer service representatives, drivers and office staff with proper training including sensitivity and accessibility training	CTC	Annually and within 30 days of employment
Continue implementing the travel training program	CTC	Ongoing
Seek funding to replace high-mileage	CTC	Annually

accessible vehicles		
Continue to work with the Mobility Coalition to achieve better transportation coordination with surrounding counties	CTC/LCB	Ongoing
Continue coordinating the TD service with Community Shuttle	CTC	Ongoing
Limit TD trips outside of the service area	CTC	Ongoing
Continue rider/passenger education	CTC	Ongoing
Monitoring and enforcing the no-show policy	CTC	Ongoing
Increase fixed route utilization	CTC	Ongoing
Find alternative resources for overflow trips during peak hours and late pick up services	CTC	Underway
Research types of cardless payment systems	CTC/transit agency	Currently Researching
<b>Year 2 - FY 2017-2018 Capital /Service Improvements</b>		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing
Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually
Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment
Driver's training	CTC	As needed

Coordinate with transit to implement accessibility training (including announcing / calling stops for the blind and/or visually impaired passengers, etc.)	CTC	Annually
Implement IVR (Interactive Voice Response) system to include eminent arrival, previous day reminders, no-show and eligibility expiration notifications.	CTC	Underway
<b>Year 3 - FY 2018-2019 Capital /Service Improvements</b>		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing
Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually
Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment
Driver's training	CTC	As needed
Implement on-line trip booking (PASS-Web and PASS-Web Worker) modules	CTC	Underway
<b>Year 4- FY 2019-2020 Capital /Service Improvements</b>		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing
Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually

Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment
Driver's training	CTC	As needed
<b>Year 5- FY 2020-2021 Capital /Service Improvements</b>		
Seek funding to replace high-mileage accessible vehicles	CTC	Annually
Continue implementing the travel training program	CTC	Ongoing
Seek funding to connect low income citizens and persons with disabilities to jobs and job training	CTC/transit agency	Annually
Provide customer service representatives, drivers and office staff with proper training including sensitivity training	CTC	Annually and within 30 days of employment
Driver's training	CTC	As needed

## 1. Long Term Goals

Improving efficiencies- Consolidate Customer Service staff from Community Shuttle Service and JTA Connexion.

Appeal Process – The CTC assess eligibility for TD non sponsored funding as well as ADA.

Integration of services – Provides seamless transportation with all the transit components; shuttles, fixed-route, paratransit, Skyway, path of travel, etc. to provide the most efficient, effective and cost saving transportation.

Expand Community Shuttle Services-JTA will continue to evaluate its service area for opportunities to expand its route deviation “Community Shuttle” services to other communities around the county to improve options, provide better service and reduce operating expenses. The JTA currently offers Community Shuttle service to nine areas throughout the county including the Northside, Arlington, Heckscher, Highlands, Dunn-Pritchard, Oakland, Beaches, Mandarin, and Southeast areas.

Continue Travel Training- the Travel Training Program will continue in the future by partnering with more agencies from across the region (Duval, Clay, Baker, Nassau, Putnam and St Johns) to provide additional training opportunities for trips crossing county lines. Travel trainers will also participate in the coordination of traditional and nontraditional transportation services as they assist individuals with the best trip options for their needs.

Bus stop accessibility- JTA's Mobility Corridors Program primary focus is to better address the multimodal characteristics of select corridors in Jacksonville / Duval County, Florida with renewed emphasis to enhance mobility choices, accessibility and safety consistent with values, aspirations and expectations of the Jacksonville community. The Mobility Corridors Program will strike a balance between all street functions, putting people and quality of place first, with the fundamental recognition that mobility plays a major role in improving public health and community livability. In order to achieve these outcomes, potential corridor improvements will consider how pedestrians, bicyclists, motorists and transit users serve as partners in mobility, each contributing to a community's quality of life. Transit access is a central part of the Program and, as such, improvements have been prioritized to increase access to JTA's system. JTA's Mobility Corridors Program consists of 14 corridors (see attached map) that were each selected as representing JTA's highest frequency transit corridors within its transit service area in Jacksonville / Duval County, Florida. JTA's Mobility Corridors Program is designed to maximize JTA's recently implemented Route Optimization (ROI) by enhancing transit access to the redesigned system thereby increasing its appeal to current and potential riders. This \$15 million initiative has been divided into two distinct, yet concurrent scopes of work – Transit Enhancements and Complete Streets.

The Transit Enhancement component, with an estimated value of \$5 million, will focus on improvements critical to bus stops within the designated corridors that include, but are not limited to:

- Improving standards to comply with Americans with Disabilities Act (ADA)
- Constructing sidewalks, and
- Installing other amenities such as shelters, lighting and benches

The Complete Streets component, with an estimated value of \$10 million, will focus on a longer term planning and design solutions to maximize opportunities within the designated corridors that include, but are not limited to:

- Improving transit access
- Increasing pedestrian safety
- Integrating traffic calming best practices, and

- Facilitating economic investment

Many of the corridors fall within economically distressed neighborhoods where the need for transportation infrastructure investment has been identified for decades. These areas face critical safety and access disparities, including the lack of ADA compliant sidewalks, marked and visible crosswalks, and lack of bicycle lanes resulting in significant barriers to economic mobility. Additionally, some of these corridors have experienced stable and/or declining daily traffic volumes (AADT's). This presents an opportunity to rethink and redesign the facilities to reduce excess capacity for vehicles and promote safe, multimodal travel for area residents who primarily walk, bike and utilize transit within these corridors for daily activities.

Beginning in August 2015, the JTA has undertaken a series of planning and design workshops with the community and other stakeholders to identify immediate, mid-term and long term improvements designed to maximize transit and multi modal accessibility and safety. A draft report is being prepared for each corridor to include short, mi-term and long term recommendations to support the goals and objectives of the Mobility Corridor effort. This will also include conceptual and illustrative plans in order to advance key recommendations into preliminary engineering, design and construction. Recommendations shall reinforce standards for improve safety, accessibility and walkability. The report shall also contain a record of the public engagement process, as well as the timing and prioritization of projects for funding and implementation.

The requested Mobility Corridors Program funding will enable JTA to further leverage their \$15 million in local funding to advance critical safety and mobility improvements while maximizing multimodal capacity, through preliminary engineering, design and construction within each of the 14 designated corridors. Safety is a chief objective of the Mobility Corridors Program. According to the 2014 “Dangerous by Design” report published by Smart Growth America, Florida has the top four metropolitan areas on the list of most dangerous large metro areas for walking in the U.S.:

1. Orlando-Kissimmee
2. Tampa – St Petersburg – Clearwater
3. Jacksonville
4. Miami-Fort Lauderdale-Pompano Beach

In much of Jacksonville, the auto-oriented environment means that pedestrians and bicyclists are considered vulnerable road users. They lack protection in case of a crash, and the overall absence of good urban design features and supportive infrastructure contribute to this unsafe condition. Creating a safe, comfortable,

and convenient environment for walkers and cyclists will provide a greater sense of security particularly for those who are trying to access JTA's newly-designed transit system. The Mobility Corridors Program will directly target safety deficiencies through a collaborative partnership of all key agency stakeholders with the unified purpose of eliminating Jacksonville's poor reputation associated with pedestrian and bicycle safety, while at the same time, improving multimodal access and capacity of facilities to prevent them from becoming constrained.

The Mobility Corridors Program seeks to construct a range of Complete Streets – based improvements that have been presented to the community to address safety; connectivity; walkability; traffic calming; the ability to restore or renew the ecological potential of streets via low impact storm water management; as well as the potential for streets to support economic development – each achievable within the context of local conditions and facility types.

The Mobility Corridors Program is targeting the multimodal development and enhancement of 14 designated corridors which represent the highest-frequency transit routes within the City of Jacksonville. Through the planning and design process, each corridor project is guided through a clear and defined set of goals and objectives aimed at

- Maximizing access to JTA's newly design transit system;
- Identifying the most effective means to address safety for pedestrians and bicyclists and;
- Fostering placemaking and livability outcomes, particularly in areas experiencing decline and disinvestment.

The Mobility Corridor Program is a part of JTA's overall MobilityWorks program designed to complete select transportation and mobility projects funded by the extension of the local option gas tax (LOGT) through 2036. JTA is leveraging \$15 million from issued bonds to begin advancing corridor projects into design and construction. In order to complete construction on immediate improvements identified among the list of prioritized corridors, JTA is requesting a total of \$1,500,000,00 annually for the duration of the five-year MobilityWorks program. The initial funding will be used for the final design and construction of the first two prioritized Corridors, including University Boulevard (N) and Merrill Road, which are wholly contained within the newly established Arlington Community Redevelopment Agency (CRA). This will enable additional Tax Increment Financing (TIF) allocations to be used for improvements within the Corridors, further demonstrating local match capabilities. The remaining 12 corridors will be prioritized in terms of immediate safety improvements that can be quickly advanced with the available funding over the five-year program.

## **2. CTC Accomplishments of the Last 5 Years**

- Trip negotiation implemented (FY 2012-13)
- Rider's guide updated (FY 2015-16)
- Travel training expanded (FY 2014-15)
- Radio system upgraded (FY 2014-15)
- Mobile bus tracking system implemented (Mobi)
- Electronic Connexion Eligibility application now available online -2018
- Ride Guide updated per FTA Triennial Review guidelines- July 2018
- Customer Comment Line post card implemented - March 2018

## II. SERVICE PLAN

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### ***A. Operations***

The Jacksonville Transportation Authority provides complementary paratransit service. The Americans with Disabilities Act of 1990 requires transit agencies to provide complementary paratransit service for disabled persons who due to the nature of their disability are no able to access the fixed route bus system. They may not be able to access the bus system because the bus stop is not accessible, because they do not have the cognitive skills to utilize the bus system or because they are not physically capable of boarding and disembarking a bus on a regular basis. Many disabled persons are able to use the fixed route system for some trips and rely on complementary paratransit service for others. Complementary paratransit service is only available when fixed-route bus service is provided. In areas where this service is not available JTA Community Shuttle Service, deviated fixed-route service provided in lift-equipped vehicles that provide curb-to-curb service upon request may be available. Another alternative available for the “transportation disadvantaged” is “non-sponsored service” funded with a grant from the Florida Commission for the Transportation Disadvantaged. The “transportation disadvantaged” are defined in Chapter 427, Florida Statute as “ 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](#).

ADA funded service is available for all trips purposes, “non-sponsored/TD funded service, however, is prioritized. Due to funding limitations, the Duval County Transportation Disadvantaged Coordinating Board has established priorities for the use of these funds with highest priority given to life-sustaining medical trips, followed by other medical, work and school trips. Lowest priority is given to social and recreational trips. A complete vehicle inventory is included in Appendix A.

#### **1. Types of Service, Hours of Operation and Days of Service**

The Community Transportation Coordinator (CTC), JTA Connexion, offers ADA accessible fixed-route bus service, paratransit and deviated fixed-route service with the Community Shuttle and Ride Request which is available for both ambulatory and passengers in wheelchairs,. Service is available 7 days a week the same hours and days that the fixed route system operates. JTA Connexion office hours are 8 a.m. to 5 p.m., Monday thru Friday. Trip reservation hours are 8 a.m. to 5 p.m., daily including weekends and holidays.

The JTA's administers both the complementary paratransit service required by the Americans with Disabilities Act and the Transportation Disadvantaged Trust Fund (non-sponsored). The later, subsidizes transportation for those persons not sponsored by an agency, or not sponsored for a particular trip purpose. The CTC has one application process for both funding sources. Passengers can obtain a paratransit application by calling the JTA eligibility Center at 904.265.6001.

Service is provided with ADA compliant vehicles. Passengers can make reservations up to 7 days in advance. Service must be scheduled no later than the day prior to the day of service for ADA and TD clients. Next day reservations are accepted until 5:00 PM. Same day reservations are not accepted. Standing orders are accepted for regularly scheduled trips, including medical, work and school related trips.

## **2. Types of Service Offered**

Service is door-to-door. For multi-unit residential buildings/medical or nursing home facilities or other similar facilities, drivers will pick up clients at the lobby/reception area or the agreed upon designated pick up location for facilities that may have multiple entrances. Drivers are not to enter any client's residence, hospital or nursing home facility room or residence.

but the CTC offers a variety of services that accommodates individual needs and abilities.

## **3. Accessing Service**

- **How to Request Service**

Service may be scheduled by telephone at [904-265-6999](tel:904-265-6999), or Florida Relay (TDD) (800) 955-8771 for persons needing accessible telephone assistance. Passengers can make reservations one day and up to seven (7) days in advance. Next day reservations are accepted until 5 p.m. Reservation office hours are 8:00 a.m. to 5:00 p.m. daily including weekends and Holidays. Transportation service is available 7 days a week the same hours and days that the fixed route system operates. To cancel trips for advance reservations passengers can use the cancellation line 904-265-8927, 24 hours a day, 7 days a week.

- When scheduling service be specific and accurate about the type of service required (i.e. Wheelchair, ambulatory, etc.)
- Be specific and provide accurate information about the destination of the trips.

Standing orders are encouraged for regularly scheduled medical, work or other regularly recurring trips. Return trips must also be scheduled in advance. Passengers will be given a 30-minute pick-up window when they call to make a reservation. They should be ready and in the pick-up area 15 minutes before the assigned pick-up time. Drivers will wait no more than five minutes.

Since the complementary paratransit service required by the American with Disabilities Act of 1990, must be provided to persons with disabilities during the hours service is available via the fixed-route bus system, the CTC has adopted the fixed-route schedule for its paratransit service operations. To better match actual hours of operation with the fixed-route service, the hours of operations will be adjusted to the service span of each individual bus line. Trips can only be scheduled on the paratransit system within these times.

While being transported all passengers must be secured with seatbelts and/or wheelchair tie-downs.

#### **Instructions for Scheduling Medical Trips**

- When scheduling medical appointments verify the appropriate pick-up time with the doctor's office before calling to schedule the trip.
- Schedule the return trip in advance.
- Be ready for transport at the beginning of the 30 minute pick-up window and board the vehicle immediately when it arrives.
- If the trip must be cancelled, do so no later than one and one half hours before the scheduled pick-up time. Trips can only be cancelled by calling the cancellation line 904.265-8927.
- **Failure to cancel a trip is a no-show.**
- Be specific about the type of service required (i.e. wheelchair, ambulatory, etc.) and the destination (i.e. correct address).

- **How to Cancel a Trip**

Clients must call the CTC office to cancel a trip. The number to call is 265-8927, 24 hours, 7 days a week.

- **No-Show, late cancellation and cancellation at the door – Procedures and Policy**

The Jacksonville Transportation Authority, as the Community Transportation Coordinator for Duval County, has established the following

policy and procedures for JTA Connexion regarding no-show and cancellations. The Federal Transit Agency has established a rule for no-shows that must include a pattern of abuse and trip percentage versus no-shows and /or late cancellations to determine if a client meets the criteria for suspension from the paratransit system. Under these guidelines no-shows suspensions may be imposed only when the rider's record involves intentional, repeated, or regular actions, not isolated, accidental or singular incidents. Ex. If a rider travels to and from work five (5) days a week and misses several trips a month, this is a less repeated or regular action than if the rider misses the same number of trips out of a total travel record of once every week or two. So, frequency of use or percentage of trips missed should be considered when determining pattern or practice. The JTA has established the criteria below to meet the requirements of the FTA.

A **No-Show** occurs when a vehicle arrives on time (within the client's 30 minutes pick-up window) and the client cannot be reached or located at their pick-up location. A driver must take all reasonable steps to make contact with the client, this includes the driver ringing the doorbell and knocking on the door.

A **Cancellation at the Door** occurs when the vehicle arrives on time (within the client's 30 minutes pick-up window) and the client declines their scheduled transportation.

A **Late Cancellation** occurs when a client decides not to take a scheduled trip and does not call to cancel their trip at least 1 ½ hours (90 minutes) prior to the schedule time of the pick-up. The client will be reported as a late cancellation. Late cancellations are considered no-shows. The number for the client to call to cancel their ride is 265-8927 (24 hours, 7 days a week).

A customer may be subject to suspension for a predetermined length of time based on review of scheduled trips that shows the customer no-showed more than 10% of their scheduled rides (10% being twice the system average).

*Important Note:* if a driver arrives to pick up a client before the start of the client's pick-up window and the client is not ready to be transported, the client is not required to board the vehicle. The client may board if they are ready and does not oppose departing early. The client will not be charge a no-show should they decide not to board the vehicle early.

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**PROCEDURE AND PENALTIES FOR VIOLATION OF  
NO-SHOW & CANCELLATION POLICY**

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**First 30-Day Period**

- |                                 |   |
|---------------------------------|---|
| * Third / fourth no-shows       | Phone Call to the client / caregiver to discuss the client's no-show history for the current month. |
| * Fifth and subsequent no-shows | Phone call to the client / caregiver to discuss the continued pattern of abuse.                     |
| * End of the month              | First no-show notification letter is mailed.  |

**Second 30 Day Period**

- |  |  |
|--|--|
| * Second /third no-shows                 | Phone call to client / caregiver and /or second no-show notification letter is mailed. |
| * Fourth / fifth and subsequent no-shows | Phone call to client / caregiver.  |
| * End of the second month                | Suspension no-show notification letter is mailed.                                      |

**PENALTIES**

- |                         |   |
|-------------------------|---|
| 1 <sup>ST</sup> offense | Seven (7) day suspension after written notification and opportunity for the client to appeal.     |
| 2 <sup>nd</sup> offense | Fourteen (14) day suspension after written notification and opportunity for the client to appeal. |
| 3 <sup>rd</sup> offense | Thirty (30) day suspension after written notification and opportunity for the client to appeal.   |
-

### Suspension Process

The CTC has endorsed the process of working with a client to reduce a client's no-show or late cancellations prior to suspending a client's service. After the first suspension the client will be reinstated with full privileges. The client's clock will start from a zero point. If the suspension criteria is again violated, the client will again be suspended. The suspension process will include a graduated level of termination for each subsequent suspension. If the 10% rule and pattern of abuse is again violated the clients will again be suspended. After three suspensions in a twelve (12) month period consideration will be given to termination of service for the client. If the client appeals within the seven day period their transportation will not be interrupted until the final appeals decision is to do so.

### Appeals

If a client is sent a suspension letter and they would like to appeal; the client may file an appeal by calling the JTA Connexion at 265-6001 or sending a letter to 100 North Myrtle Avenue, Building G, Jacksonville FL 32204. They may state why they feel the no-shows or late cancellations are in error. The appeal will be reviewed and the client will be given the opportunity to meet a JTA representative to discuss the no-shows. A decision will be rendered within fifteen (15) working days. The client will be notified by telephone or in writing of the final decision. If the decision still stands to suspend, the client will follow the JTA Appeals and Grievance Procedure. A copy of this process will be offered to each client that indicates they plan to oppose the no-show decision. Client's transportation continues while appealing.

- **Procedures for dispatching back-up service or after-hour service**

The CTC has a “**No Strand Rule**” during operating hours. There are currently no provisions for after hour service. The CTC will be working to establish procedures in case a client slips through the cracks and is left stranded after operating hours.

- **Eligibility**

Eligibility to ride the JTA Connexion is determined through an application process. To request an application, people may call 904.265-6001. The eligibility process will include the application, possible medical form to be filled out by a physician or other medical professional, and a potential in-person interview and functional assessment performed at the JTA Connexion Eligibility Center. The Eligibility Center staff will determine a person's eligibility for ADA and/or TD funding.

The following section detail eligibility for ADA administered by the Jacksonville Transportation Authority; and the Transportation Disadvantaged Trust Fund administered by the Florida Commission for the Transportation Disadvantaged. Every funding agency has established a set of eligibility rules and criteria in order for passengers to be eligible for sponsored and non-sponsored trips.

### **Americans with disabilities Act (ADA)**

On July 26, 1990 the Americans with Disabilities Act (ADA) (P.L. 101-336; 42 U.S.C. Section 13101) became law. This far reaching civil rights legislation for persons with disabilities includes specific requirements for public and private transportation providers. It recognizes that some people by the nature of their disability are not able to utilize the fixed-route system. For these individuals the transit provider must offer paratransit service that is both comparable and complementary to the fixed-route service. To be eligible for this complementary paratransit service the individual must fall into one of three eligibility categories. The following individuals are ADA paratransit eligible:

### Eligibility Category 1

Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

Eligibility in this category is based on ability to board, ride and disembark independently. This category includes, among others, persons with a mental or visual impairment who, as a result, cannot navigate the system. This category also includes people who cannot board, ride or disembark from an accessible vehicle without the assistance of another individual. This means that if an individual needs an attendant to board, ride or disembark from a fixed-route vehicle the individual is eligible for paratransit.

The ADA recognizes that some individuals may be eligible for some trips and not for others. With mobility training for example, a blind person may be able to utilize the bus system for the trip to and from work, but not able to travel to a destination with which they are not familiar.

### Eligibility Category 2

Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

This category applied to persons, who could use accessible fixed-route transportation, but accessible transportation is not being provided at the time, and on the route the person would travel. A bus line is truly accessible when the bus can be boarded by all customers, including the mobility impaired, by accessible entry and exit on board the bus, and by unobstructed bus stops. A wheelchair passenger would be eligible for paratransit service if a bus operating on a bus line is not accessible, or if there is not an unobstructed path to the bus within a ¼ mile radius, for both the boarding and alighting location.

An individual in a wheelchair would also be eligible for paratransit service if the bus and the route are accessible but the lift cannot be deployed at a stop at which they embark or disembark.

### *Eligibility Category 3*

Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system. This criteria concerns individuals who have a specific impairment-related condition which prevents them from getting to and from a stop or station.

Examples of impairment-related conditions include chronic fatigue, blindness, or lack of cognitive ability to remember and follow directions, or extreme sensitivity to temperature. Impairment mobility, severe communication disabilities such as serious vision and hearing impairments, cardiopulmonary conditions, or various other serious health problems may have similar effects.

“What the rule uses as an eligibility criterion is not just the existence of a specific impairment-related condition. To be a basis for eligibility, the condition must prevent the individual from traveling to a boarding location or from a disembarking location. The “prevent” is very important. For anyone, going to a bus stop and waiting for a bus is more difficult and less comfortable than waiting for a vehicle at one’s home. This is likely to be all the more true for an individual with a disability. But for many persons with disabilities, in many circumstances, getting to a bus stop is possible. If an impairment related condition only makes the job accessing transit more difficult that it might otherwise be, but does not prevent the travel, then the person is not eligible.”<sup>12</sup>

### *ADA Paratransit Eligibility Standards*

*Unconditional Eligibility*—Applies when an individual is eligible for all trips.

*Conditional Eligibility*—This individual will be eligibility for some trips, but not others.

*Permanent Disability*—Applies when an individual has a permanent disability.

*Temporary Disability*—This standard will apply when an individual has a temporary disability and the bus route that would normally take him/her

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<sup>12</sup> Federal Register Notice, Title 49, Volume 1, Parts 1 to 99, Revised as of October 1, 1996, Page 511.

to work is not accessible. Eligibility granted to such a person should establish an expiration date.

### *ADA Eligibility Process*<sup>13</sup>

The ADA requires an eligibility process to be established by each operator of complementary paratransit service. The process may not involve “user fees” or application fees to the applicants. It may include functional criteria and, where appropriate, functional evaluation or testing. While evaluation by a physician (or professionals in rehabilitation or other relevant fields) may be used as part of the process, a diagnosis of a disability is not dispositive. What is needed is a determination of whether, as a practical matter, the individual can use fixed-route transit in his or her own circumstances. That is primarily a transportation decision, not a medical decision.

The goal of the process is to ensure that only people who meet the regulator criteria, strictly applied, are regarded as ADA paratransit eligible. People with mobility and visual impairment may be paratransit eligible. To accommodate persons with visual impairment, all documents concerning eligibility must be made available in one or more accessible formats, on request.

When a person with a disability applies for eligibility, the entity will provide all the needed forms and instructions. These forms and instructions may include a declaration of whether the individual travels with a personal care attendants. The entity may make further inquiries concerning such a declaration (e.g., with respect to the individual’s actual need for a personal care attendant).

When the application process is complete—all necessary actions by the applicant taken—the entity should process the application within 21 days. If unable to do so, it must begin to provide service to the applicant on the 22<sup>nd</sup> day, as if the application had been granted. Service may be terminated only if and when the entity denies the application. All determinations shall be in writing; and in the case of a denial, reasons must be specified. The reasons must specifically relate the evidence in the matter to the eligibility criteria of this rule and the entity’s process. A mere recital that the applicant can use fixed-route transit is not sufficient.

For people granted eligibility, the documentation of eligibility shall include at least the following information:

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<sup>13</sup> Federal Register Notice, Title 49, Volume 1, Parts 1 to 99, Appendix D to Part 37, Revised as of October 1, Pages 513,-514.

1. The individual's name,
2. The name of the transit provider'
3. The telephone number of the entity's paratransit coordinator,
4. An expiration date for eligibility
5. The re-certification process at reasonable intervals to assure that changed circumstances have not invalidated or change the individual's eligibility.
6. Any conditions or limitations on the individual's eligibility including the use or not of a personal care attendant.

#### ADA Appeal Process

The administrative appeal process is intended to give applicants who have been denied eligibility the opportunity to have their case heard by someone other than the person who turned them down. There must be an opportunity for an applicant denied eligibility to be heard in person as well as a change to present written evidence and arguments. An appeal may be filed within 60 days of the denial date. A decision will be made within 30 days of the hearing. If a decision is not made within 30 days, on the 31<sup>st</sup> day, the individual must be provided service, until and unless an adverse decision is rendered on his/her appeal.

An administrative process may be established to suspend service for a reasonable period of time for ADA eligible individuals who establish a pattern or practice of missing scheduled trips.

#### ADA Service Area

Complementary paratransit service shall be provided to trip origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed-route. The corridor shall include an area within three-fourths of a mile radius at each end of each fixed-route.

Complementary paratransit service does not apply to commuter bus service.

#### Response Time

Paratransit service may be requested by any ADA paratransit eligible person one day in advance. Pick-up times may be negotiated, but shall not be scheduled to begin more than one hour before or after the individual's desired departure time.

### *Fares*

The fare for an ADA paratransit trips shall not exceed twice the fare that would be charged for an individual paying full fare for a trip of similar length, at a similar time of day, of a fixed-route system.

### *Trip Purpose Restrictions*

There are no trip purpose restrictions for ADA complementary paratransit service.

### *Hours and Days of Service*

Complementary paratransit service is available the same hours and days as fixed-route bus service.

### *Capacity Constraints*

JTA Connexion does not limit the availability of complementary paratransit service based on the number of trips ADA eligible clients' request; and there is no waiting list for access to the services provided.

### **Eligibility Criteria for TD Funded Trips**

The Duval County Transportation Disadvantaged Coordinating Board has established an eligibility process for the provision of non-sponsored service to Duval County residents. Recognizing that the Non-Sponsored funding is very limited the CTC has decided to recertify clients every two years. Clients will need to reapply every two (2) years to continue eligibility. Proof of income and medical verification are required to qualify for non-sponsored funding. Applications for non-sponsored eligibility determination process requires a multi-step qualification process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F.S.

The applicant **must** meet the following criteria:

1. Does not qualify for service sponsored by another program or agency.  
A denial letter from the agency or program stating that the program is not a federal or state grant funded program may be used as evidence. An applicant or customer who is Medicaid eligible and is making a medical trip would not be eligible for non-sponsored funding. The same individual may be eligible for other non-sponsored funding trips.

AND/OR

2. Has no other means of transportation available and is unable to ride the Fixed Route Bus or Community Shuttle system due to a physical or mental disability outlined in the Americans with Disabilities Act of 1990 or because of age status
  - a. If a family member living in the household has a valid U.S. driver's license and a registered automobile, the client is not eligible for this service except for applicants with life sustaining treatment needs.
  - b. If fixed-route bus service is available and the applicant/customer is not able to use it, the applicant/customer must indicate why it cannot be used.
  - c. The applicant is in a wheelchair and not able to transfer out of the wheelchair due to a health condition, and the family member or friend does not own a lift-equipped vehicle.
  - d. If the vehicle is not available due to work schedule of the family member, the applicant may qualify for medical trips only

Applicants meeting one of the above criteria must also demonstrate that they are unable to purchase or use personal transportation

- Applicant household income verification will be required by all applicants and applied on a case by case scenario. In cases that applicants are unable to provide a reasonable reason for not being able to use transportation, the applicant household income must not exceed 125 percent of the national poverty level. Poverty guidelines based on family size are provided in Table 19.

**Table 19—2017 Poverty Guidelines**

Size of Family Unit	Poverty Guideline Base Amount	125 % of Poverty Level
1	\$12,060	\$15,075
2	\$16,240	\$20,300
3	\$20,420	\$25,525
4	\$24,600	\$30,750
5	\$28,780	\$35,975
6	\$32,960	\$41,200
7	\$37,140	\$46,425
8	\$41,320	\$51,650
For each additional person add	\$4,180	\$5,225

Source: U.S. Department of Health and Human Services, the 2017 HHS Poverty Guidelines

- **Trip Prioritization**

The CTC with the approval of the local coordinating board can prioritize services purchased with Transportation Disadvantaged Trust Funds based on the following criteria:

- ✓ Cost effectiveness and efficiency
- ✓ Purpose of the trip
- ✓ Unmet needs

- ✓ Available resources

The CTC is authorized to apply trip prioritization more strictly when funding provided by the TD Commission is under or over the assigned monthly allocation. Monthly allocations can change from month to month and from year to year. When funding levels are approaching low levels on a given month the CTC may have to limit trips to medical trips only until funding levels are restored. It is very important that clients understand that the provision of trips is based on funding availability. Also, trips may be prioritized based on the applicant's individual needs. The Duval County Transportation Disadvantaged Coordinating Board has endorsed trip prioritization based on the following priorities:

- ✓ Life-Sustaining (dialysis, oncology treatments)
- ✓ Other Medical trips
- ✓ Nutritional (meal sites and grocery shopping)
- ✓ Employment
- ✓ Educational
- ✓ Social Service Agency Trips
- ✓ Shopping
- ✓ Recreation and other

- **Temporary Eligibility**

Temporary eligibility is granted to applicants who need transportation to medical services only. This temporary status will be effective for 30-days. During this period applicants must submit a complete application. At the end of the 30-day period service will be discontinued. It is the responsibility of the applicant to return the application and supporting documentation during the 30-day period. Incomplete applications will delay the eligibility process.

- **Transportation Disadvantaged Out —of—County Trips**

The Duval County Transportation Disadvantaged Coordinating Board has established limited out-of-county trips. The TD program primarily serves Duval County. Out-of-area trips are considered on a case by case basis and only for medical trips. No trips exceed a distance of 15 miles from the Duval County line. The CTC has the right to ask individuals to seek service from

the closest medical provider or from a medical provider within the TD service area.

- **Escorts and Attendants**

- Escorts**

An escort is an individual traveling with a TD eligible individual as a companion or is a specifically designated person to assist with the eligible individual's needs. Attendants are not recognized under the TD program. The escort is required to pay the same fare. One escort may travel with the customer at any time, provided space is reserved when the trip is booked and they have the same origin and destination as the eligible client. When scheduling a trips, Customers will need to tell the reservationist that they will be traveling with an escort. Drivers cannot add escorts not schedule on the reservation.

- Personal Care Attendants (ADA Services Only)**

A personal care attendant (PCA) is an individual specifically designated to assist the ADA eligible individual's needs, whether transportation related or not. ADA paratransit customers must be certified to have an attendant. An attendant may travel with the customer at any time. One (1) PCA may ride for free when traveling with the customer. A PCA must get on and off the van at the same places and times as the customer. To be able to have one PCA ride free the customer must be registered with a need for a PCA. This is completed as part of the eligibility process. If the customer did not indicate the need for a PCA when first applied for Paratransit eligibility and later need a PCA, the customer can call the Eligibility Center at (904)265-6001 to change the status and include a PCA.

Note: When scheduling a trip, customers will need to tell the reservationists that they are traveling with a PCA. This ensures that there will be room on the vehicle for the customer, PCA and other scheduled customers.

- **5311 Non-Prioritization Plan**

The Duval County CTC, JTA Connexion, provide transportation service in the rural areas of Jacksonville utilizing the Section 5311 grant funds. The service is designed to maximize usage by transportation disadvantaged persons in general in the areas designated as rural in Duval County. Trips originating or terminating in the rural area of Duval County are billed to Section 5311 grant. The rural transit trips provided to the general public using 5311 funds are not prioritized by any means.

Service Hours for trips utilizing Section 5311 grand funds are as follow:

- Monday-Saturday....5 am to 10:30 pm.
- Sunday.....6 am to 8:30 pm.
- Holidays.....6 am to 8:30 pm.

### 3. Transportation Providers and Coordination Contractors

As illustrated on the organization chart below, as of May 2010 the CTC has a contract for the provision of transportation services with one privately owned transportation provider. The private transportation provider has subcontracts with other contractors as illustrated. These companies and the types of services they provide are identified on Table 20 and Figure G (on page 76).

**Table 20—CTC Transportation Providers and Services**

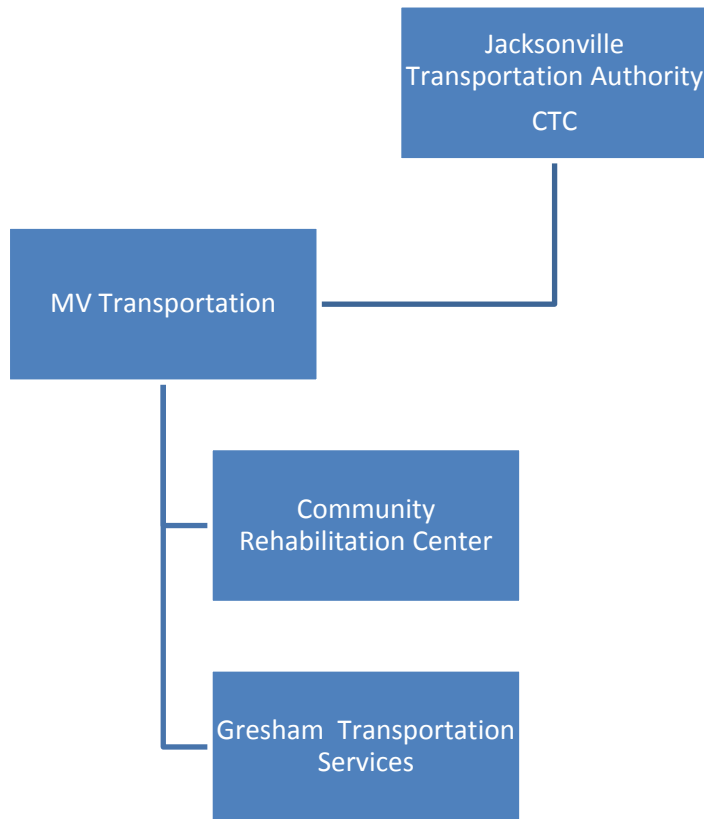
<b>Transportation Provider</b>	<b>Contact Person</b>	<b>Type of Service</b>	<b>Clients Service</b>	<b>Hours of Operation</b>
MV Transportation	Sarah Meredith	W/C Accessible vans	Non-Sponsored ADA	Complementary paratransit service is available the same hours and days as fixed-route service
Community Rehabilitation Center	Mark Lewis	W/C Accessible vans	Non-Sponsored ADA	Complementary paratransit service is available the same hours and days as fixed-route service
Gresham Transportation Services	Stefan L. Gresham	W/C Accessible vans	Non-Sponsored ADA	Complementary paratransit service is available the same hours and days as fixed-route service

Contracts with transportation operators allow re-negotiating for up to three years, if adequate service has been provided. The CTC, however, is not bound to renewal and may re-bid services at the end of any contract year.

Transportation providers are compensated for the services they provide at varying rates. Some are paid by the vehicle hour for dedicated vehicles or on a per grid or per trip basis for non-dedicated vehicles. The rate per vehicle hour varies by vehicle type and/or capacity. Generally, vans and minivans are more expensive to operate and consequently, are paid at a higher rate than smaller vehicles. To improve cost effectiveness, some providers operate vehicles on a split-shift. That is, they operate only during peak service hours. Split-shift vehicles are paid at a higher rate.

The CTC follows the request for Proposal (RFP) process established by the Jacksonville Transportation Authority to contract with transportation operators. A sample copy of a Request for Proposal from JTA is included in Appendix D.

**Figure H -CTC Transportation Providers**



#### **4. Public Transit Utilization**

##### Fixed-Route Bus Service

In addition to paratransit service, the coordinated transportation system also issues single use tickets and monthly passes for the fixed-route bus service provided by the Jacksonville Transportation Authority (JTA). Passengers who live within 3/4 mile of a JTA fixed-route bus line are required to use the bus if they are



physically capable of boarding and exiting the vehicle. In a study conducted in 1995, the CTC estimated that as many as 30 percent of Medicaid passengers riding paratransit at that time may have been capable of using the JTA bus system. The entire JTA bus fleet is wheelchair accessible. The JTA currently operates 37 local bus routes of which 6 are Express Bus routes and 4 are Community Shuttle routes.

Effective January 1, 2015 and Exempt (E) Star Card allows customers to ride the JTA Fixed-Route bus and Community Shuttles for free. Customers with the E-Card are exempt from paying the \$.50 deviation fee. This does not apply to Connexion vehicles trips.

Effective January 1, 2015, an Exempt (E) Card allows customers to ride the JTA fixed route bus and Community Shuttles for free. Customers with the E-card are exempt from paying the 50¢ deviation fee. This does not apply to Connexion vehicle trips.

### Skyway

In addition to the fixed-route bus service the JTA operates a fixed-guideway monorail system in Downtown Jacksonville. The Skyway as it is known is a 3 mile system. The section on the Southbank links Riverplace and Kings Avenue Station. All vehicles and stations are fully accessible. The Skyway fare is free.



### General Public Community Shuttle

In addition to the bus system and the Skyway, the JTA also operates Community Shuttle service. Community Shuttle is a community-based curb-to-curb service that operates in specific areas of the County. The smaller bus service follows established routes and has published timelines. It is board at stops designated by a Community Shuttle sign at a regularly scheduled time similar to riding a regular JTA bus. If a person is unable to get to a stop on the Community Shuttle route, they can request premium curbside service for 50¢. The Community Shuttle will pick up or drop off anywhere within the service area. To reserve a ride, customers should call (904) 598-8724 at least two (2) hours in advance or up to three calendar days before they plan to travel. By advance request the community shuttle bus can deviate within  $\frac{3}{4}$  miles of the route to pick –up or drop-off a passenger. Fare is the same as the regular bus; however, each deviation request is an additional 50 cents for all riders.

Current, Community Shuttles are offered in the following communities:

- Beaches
- Northside
- Mandarin
- Highlands/Airport/Oceanway

#### First Coast Flyer

The First Coast Flyer is JTA's new, premium bus rapid transit service. The Flyer offers customers a frequent, limited stop, easy and reliable way to get around town. Flyer vehicles are accessible and environmentally sustainable. The Flyer offers customers, free Wi-Fi service, 10-15 minutes frequency, real-time passenger information, park-n-ride lots, and on-site ticketing. More information can be found in JTA's webpage, [www.jtafla.com](http://www.jtafla.com).

#### St Johns River Ferry

JTA assumed operations from the St Johns River Ferry Commission and the City of Jacksonville on March 31, 2016. JTA will maintain the ferries operation through 2036.

### **5. School Bus Utilization**

Unlike school boards in other Florida counties, the Duval County School Board does not own or operate school buses. Instead, the School Board contracts with several private bus operators. Their vehicles are not available for use in the coordinated transportation system.

### **6. Vehicle Inventory**

As noted earlier, the fleet of vehicles used by the coordinated transportation system includes taxi cabs, regular and lift-equipped vans, minivans with wheelchair ramps and buses. A complete inventory (excluding taxi cabs) is included in Appendix A.

### **7. System Safety Program Plan Certification**

The System Program Plan (SSPP) describes the Duval County Transportation Coordinator's policy regarding system safety. It has been developed specifically to:

- Establish the System Safety Program system-wide;
- Identify the relationship and responsibilities of the Coordinator and contracted service providers;

- Provide formal documentation of the Coordinator’s commitment to system’s safety;
- Satisfy federal and state laws and local codes, ordinance and regulations.

The SSPP is a description of the methods to be used to implement the requirements of State Statute 341.061, “Transit Safety Standards; Inspections and System Safety Reviews,” and by Rule Chapter 14-90, *Florida Administrative Code*, “Equipment and Operational Safety Standards Governing Public Sector Bus Transit Systems”. These requirements constitute the minimum standards of the system safety program.

The SSPP describes what each service provider is to do to implement and comply with the SSPP, how and when it will be done and the lines of authority and responsibilities. In the performance of an audit, it will be easier to verify that the approved SSPP is being implemented.

The methods to be used by the Coordinator will include both direct and indirect observation of:

- Training classes and materials;
- Driver performance;
- Maintenance and repair work.

The Coordinator will conduct periodic announced and unannounced inspections and audits of records regarding training; maintenance and repairs; and inspections of vehicle fleets. A copy of the SSPP and the Florida Department of Transportation Safety Program Plan Certification are included in Appendix B.

## **8. Inter-County Services**

The CTC, Jacksonville Transportation Authority (JTA), has developed an ambitious and far-reaching program for coordinating regional transportation in Northeast Florida.

The vision for the regional mobility management program is to:

- 1) Partner with existing organizations to improve access to diverse transportation services, improve the rider’s travel experience and achieve cost savings through regional coordination
- 2) Shift the focus from individual agencies to the customer and
- 3) Emphasize the entire travel experience, not just the time on the vehicle.

The 2014 Coordinated Mobility Plan, A Public Transit and Human Services Transportation Plan for Northeast Florida provides a comprehensive assessment of Transportation needs and opportunities in Northeast Florida. It also articulates a strategy to improve regional transportation coordination, including action steps to establish a customer-centered, regional mobility management system for Northeast Florida. The JTA has assembled \$3.7 million through federal, state, local and private sources for the development and implementation of this unique program.

The key features include: a web-based regional trip-booking and scheduling system; TransPortal, a web-based one call/one click information and referral system; and a mobility focused regional travel-training program. Additionally, the program includes outreach and marketing efforts to support and facilitate transition to regionally coordinated service delivery. A copy for this plan can be found at <http://www.transportal.net/Pages/MobilityCoordination.aspx>

Participants of the regional coordinated transportation activities include the Baker County Council on Aging, Clay County Council on Aging, Jacksonville Transportation Authority, Nassau County Council on Aging, Ride Solution (Putnam County), and Sunshine Bus Company/St Johns County Council on Aging.

## **9. Emergency Preparedness and Response**

As specified in the System Safety Program Plan and by contractual agreement with the transportation operators in the coordinated system, the CTC has established policies for the handlings of emergencies, accidents and delays.

Under the terms of these policies, transportation operators are required to notify the CTC and appropriate emergency personnel (911) immediately should an accident or incident occur. The CTC must also be notified of resulting delays so that trips may be reassigned to other vehicles or, if necessary, to another transportation operator. If an extended delay is anticipated, passengers will be notified. A written accident report must be submitted to the CTC, with an appropriate management analysis of the accident or incident, within 24 hours. After an accident, the driver is required to undergo drug and alcohol testing as specified in Federal regulations. To avoid extended delays in such situations, all transportation operators are required to have one back-up vehicle for every ten vehicles in service.

The CTC is the lead agency in staffing the Transportation Branch of the Duval County Emergency Operations Center (EOC). The CTC's role is assisting in necessary evacuations with emphasis being placed on those citizens needing specialized transportation vehicles. The Transportation Interagency Coordinating Procedure (ICP) set forth step by step procedures for the activation

and operation of critical transportation functions required to respond all potential hazards including the effects of hurricanes and other natural or technological disasters, or acts of terrorism. The ICP is designed to ensure timely evacuation and orderly movement of vulnerable groups during and after a crisis situation.

#### **10. Educational Efforts/Marketing**

To date, the local coordinating board has discouraged marketing the services available through the coordinated transportation system due to financial constraints limiting the amount of service available.

Efforts have been made to inform nursing home staff and other social service agencies, of the services available to their clients and the procedures to request service. The Local Coordinating Board and the CTC encourage the use of fixed-route. The CTC educates the public about the advantages of the fixed-route bus system.

#### **11. Acceptable Alternatives**

Provision is made in Chapter 427, *Florida Statutes* for alternatives to coordinated transportation when it can be demonstrated that the required service can be provided more cost effectively outside of the coordinated transportation system. An example of an acceptable alternative is transportation to nutrition sites provided to the elderly by the City of Jacksonville Senior Services Program. This service is funded by the Older Americans Act is provided more cost effectively outside the coordinated transportation system because fuel and maintenance of vehicles is provided by the City. The Senior Services Program does not have an agreement with the CTC.

The Headstart Program administered by the Jacksonville Urban League transports children to Headstart facilities outside the coordinated transportation program. Previous CTC's have attempted unsuccessfully to negotiate a coordination contract with the Urban League for the Headstart Program. Headstart, like the Senior Service program is the direct recipient of federal funds. The CTC and the local TD program do not have the leverage to enforce the requirement that these agencies enter into a coordination contract with the CTC.

#### **12. Service Standards and Policies**

The following are the local service standards that have been jointly developed by the Duval County Transportation Coordinating Board, the North Florida TPO and the Community Transportation Coordinator (CTC).

Service Standards and Policies		
a.	<b>Accidents</b>	The CTC will have no more than 2 preventable vehicle accidents per 100,000 miles. The accident definition / guideline can be found in page 113.
b.	<b>Adequate Seating</b>	Adequate seating for paratransit services shall be provided to each rider and escort, child and personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit service provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered seating or standing capacity shall be scheduled or transported in the vehicle at any time.
c.	<b>Advance Reservation Requirements</b>	Customers can make reservations up to 14 days in advance, seven days a week from 8 a.m. to 5 p.m. It is recommended that customers make their reservations as far in advance as possible in order to receive their ideal time.
d.	<b>Billing Requirements to Contracted Operators</b>	In accordance with Section 287.0585, <i>Florida Statutes</i> , JTA Connexion will pay all subcontractors within seven (7) days of receiving payment.
e.	<b>Call-hold time</b>	Call in-take will be monitored to ensure that callers are not on hold for more than an average of 2 minutes.
f.	<b>Cardiopulmonary Resuscitation</b>	The CTC has elected to 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 notify Dispatch immediately. Dispatch will call 911 and request that emergency personnel be dispatched to the correct location for professional emergency care.
g.	<b>Child Restraint</b>	Children under six years of age must be

Service Standards and Policies		
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		<p>accompanied by an adult or guardian 13 years of age or older. Children who weigh less than forty (40) pounds must ride in a child safety seat which complies with Section 316.613 F.S. JTA does not accept any responsibility for any unaccompanied minor.</p> <p>If the child is required by Florida law to be in a child safety seat, it is the passenger's responsibility to provide that safety seat and ensure it meets requirements set by Florida statute for child restraint devices. (Section 316.613, Florida Statue). Also, it's the passenger's responsibility to ensure that the child is secure in the seat. Infant strollers and similar articles must be folded prior to boarding a JTA vehicle.</p>
h.	<b>Communication Equipment</b>	All vehicles must have two-way radios to permit direct communication with the dispatcher and/or supervisory staff.
i.	<b>Complaints</b>	Valid service and/or safety related complaints shall not exceed 0.3 percent per 1,000 boardings.
j.	<b>Driver Identification</b>	Drivers will be identified with identification badges. Drivers will identify themselves to visually impaired passengers.
k.	<b>Drug and Alcohol Policy</b>	<p>Pre-employment drug tests verifying a negative result is required for all drivers as per USDOT regulations 49 CFR Part 655. The CTC and his/her subcontractors shall maintain a drug-free workplace and otherwise comply with the provisions of the Drug-Free Workplace Act, 41 U.S.C. §701.-707.</p> <p>A driver must not have had a conviction within the last twenty (20) years for DWI or DUI, reckless driving or operating any kind of motorized vehicle under the influence of alcohol or any illegal drug or controlled substance. Must not have had any conviction (at any time) for</p>

Service Standards and Policies		
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		vehicular manslaughter.
		If the driver is found at fault for an accident he/she should submit to a drug and alcohol test.
l.	<b>Escort/Attendants and Children</b>	Escorts and attendants are defined in different ways depending on the funding source as explained in pages 74-75. All escorts under ADA and TD funding pay the same fare as the eligible individual. Only one escort is allowed under the TD funding. A Personal Care Attendant (PCA or attendant) rides for free under ADA. Under ADA an attendant (PCA) may travel in addition to any escort also traveling with the eligible individual. Attendant's (PCA's) are not recognized under the TD program / funding.
m.	<b>First Aid Policy</b>	The CTC has elected to not require its contracted drivers to be trained in First Aid or CPR. Should the need arise to require First Aid or CPR, it is the policy of the CTC that the driver notify Dispatch immediately. Dispatch will call 911 and request that emergency personnel be dispatched to the correct location for professional emergency care.
n.	<b>Local Toll Free Telephone Number for Consumer Comment</b>	The CTC shall maintain a telephone system allowing toll-free. Clients may call JTA Connexion at (904) 265-8928 or Florida Relay (800) 955-8771 for comments or complaints.
o.	<b>No-Show, Late Cancellation and Cancellation at the Door Policy</b>	The CTC has adopted a rule for No Shows that include a pattern of abuse and trip percentage versus no-shows and/or late cancellations to determine if a client meets the criteria for suspension from the paratransit system. Under these guidelines no show suspensions may be imposed only when the rider's record involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. Ex: If a rider travels to and from work five (5) days a

<b>Service Standards and Policies</b>
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- |                               |   |
|-------------------------------|---|
|                               | <p>week and misses several trips a month, this is a less repeated or regular action than if the rider misses the same number of trips out of a total travel record of once every week or two. Frequency of use or percentage of trips missed should be considered when determining pattern or practice. To cancel a trip clients must call 904-265-8927. The no-show standard for the CTC and its contract operators is four (4) percent.</p>   |
| p. <b>On-time Performance</b> | <p>The standard for on-time performance is 90 percent. All transportation service providers are expected to perform a minimum of 90 percent of their trips on-time. The goal of the JTA is that at least 95 percent of all trips will be performed on-time. Scheduling initiatives and carrier eligibility for performance incentives will be used to work toward this goal.</p>  |
| q. <b>Out of Service Area</b> | <p>The Duval County Transportation Disadvantaged Coordinating Board has established that limited out-of-County trips are eligible under the Transportation Disadvantaged (TD) non-sponsored program. Out-of-county trips are considered on a case by case basis for medical trips only. No trips will exceed 15 miles from the Duval County line. The CTC reserves the right to ask a person to travel to the closest medical provider or to one that is within the TD service area (Duval County).</p> |

r.	<b>Passenger Assistance</b>	<p>The driver shall assist passengers boarding and exiting the vehicle. If necessary or requested assistance can also be provided to the seating position, fastening the seatbelt, securing the wheelchair, storing mobility assistance devices and closing the vehicle door.</p> <p>The driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, and based on the clients eligibility, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers shall not assist wheelchair up or down stairs.</p> <p>Drivers are not required to assist customers in carrying their belongings on or off the vehicle.</p>
s.	<b>Pick-up Window</b>	<p>Passengers will be given a 30 minute pick-up window when they call to make a reservation. This means that a vehicle will arrive within fifteen (15) minutes before or fifteen (15) minutes after the pick-up time given at the time of the reservation. Passengers must be ready within the pick-up window. When the driver arrives the passenger must board the vehicle immediately.</p>
t.	<b>Public Transit Ridership</b>	<p>The Community Transportation Coordinator goal is to move 100% of all Transportation Disadvantaged eligible riders who are able to ride the bus to the fixed route bus system. Currently, all clients excluding Life Sustaining are required to complete an in person process to include an interview with a JTA staff member and possible functional assessment with an Occupational</p>

		Therapist. This process is based on the Easter Seals Project Action, <u>Determining ADA Paratransit Eligibility</u> . This allows JTA to only provide paratransit trips to those persons who cannot use fixed route due to their capabilities and persons who may not live on a bus line and fall under the criteria of low income or Senior.
u.	<b>Rider Personal Property</b>	Passengers may bring onboard the vehicle as many items (bags) as they can personally manage in one boarding. They can also bring a personal, collapsible cart with them as well. An approved collapsible cart must not exceed 30" tall, 18" wide, and 18" deep (not including handle and / or wheels). Passengers' belongings are not to block an aisle or stairway or occupy an additional seat, as to do so would cause danger to or displace passengers. Drivers are to ensure the safe operation of the vehicle and the safety of all occupants. Drivers are not required to assist passengers in carrying their belongings on or off the vehicle. For additional information please refer to Transit Customer Code of Conduct (Rule No. 009)
v.	<b>Rider/Trip Data</b>	<p>When scheduling, the customer service representative shall, at minimum, record the following information on the Trapeze reservation screen:</p> <ul style="list-style-type: none"> <li>• Client name</li> <li>• Funding source</li> <li>• Client identification number</li> <li>• Mobility aid</li> <li>• Pick-up location or drop-off location</li> <li>• Telephone number where client can be reached and number of persons traveling (PCA and/or companion)</li> </ul>

w.	<b>Road-Calls</b>	The CTC will have no less than 10,000 vehicle miles between each road-call based on an annual average.
x.	<b>Smoking and Eating in Vehicles</b>	Smoking is not permitted in vehicles. Eating and drinking are not permitted in vehicles unless medically necessary.
y.	<b>Vehicle Cleanliness</b>	All vehicles will be clean, free of dirt, trash and sand.
z.	<b>Vehicle Transfer Points</b>	Drivers will ensure that transfer points are safe and secure.
aa.	<b>Vehicle AC and Heating Equipment</b>	All vehicles will be equipped with heat and air conditioning systems that are in good working order.
bb.	<b>Driver Criminal Background</b>	Employment records for all drivers shall include: required pre-employment criminal check; results of the required pre-employment, post-accident, reasonable suspicion, return to duty and random tests as required by 449 CFR Part 655; documentation of required physical examinations; moving violation reports and documentation of driver work hours including days/hours worked and off duty hours.

### 13. Additional Standards and Service Policies

There are many standards and policies that govern the quality of service provided by Community Transportation. These standards and policies are established in this Service Plan, and in the System Safety Program Plan. In addition, the CTC adhere to the standards and guidelines set forth on Chapter 427 Florida Statutes and Rule 41-2 Florida Administrative Code.

#### Driver Training

The CTC is responsible for the review of training files and certification of new drivers. A subcommittee of the local coordinating board and members of the Jacksonville Transportation Advisory Committee (JTAC) have worked with the CTC to insure that the driver training program is sensitive to the needs of passengers transported. Members of the JTAC have attended driver training.

To be sure that all drivers have adequate safety training, all new drivers are issued a manual upon hiring and are required to sign for it. A copy of the receipt is enclosed in their permanent record. Drivers are required to read and study the manual as part of their initial testing and are tested on key points.

New drivers are required to complete an initial training course administered by the service provider, including passenger assistance, passenger sensitivity, emergency vehicle evacuation procedures, drug and alcohol, wheelchair securing and defensive driving. The initial course also include an introduction to the CTC organizational structure, an outline of relevant parts of Chapter 427, *Florida Statutes*, instruction about how to read a drive manifest and a map book, and basic rules and regulations of the coordinated transportation system.

Defensive driver training consists of either the National Safety Council and/or the Smith System Defensive Driver Modules and includes specialized training in vehicle operation. All drivers must also be certified by the CTC upon completion of their training. Drivers' candidates must have a good driving record with no more than five (5) points on their driver records within the last three years. Pre-employment drug testing is also required.

#### Standing Orders

The CTC for Duval County has established the following standing order practices and procedures.

A standing order is the permanent reservation of a regular trip made by a rider. This eliminates the need to make individual reservations for each trip. The trip must be to and 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 (6) months. One standing order is allowed per rider. Requests for additional standing orders will be considered on a case by case basis. The Americans with Disabilities Act allows the CTC to maintain up to 50 percent capacity for standing orders.

Once a standing order has been implemented, pick-up times and locations may not be changed. If the passenger does not need the standing order for a period of time, please contact the CTC to temporarily suspend the standing order for up to 90 calendar days. There is no penalty for doing so. If after 90 days it is not reinstated, it will be forfeited.

Standing orders falling on designated holidays are automatically suspended for that day. If a rider needs a trip on any of the following holidays, the trip must be scheduled as an individual demand trip. Pick-up times on designated holidays may be different than standing order pick-up times due to reductions in overall service. Designated holidays are:

- ✓ New Year's Day
- ✓ Memorial Day
- ✓ July 4, Independence Day
- ✓ Labor Day
- ✓ Thanksgiving Day
- ✓ Christmas Day

#### Suspension of Standing Orders

A rider who violates the CTC's Rider Policies, including the No-Show Policy, may lose Standing Order trip status and potentially lose general riding privileges.

If a rider does not need a trip or trips generated by a standing order, but does not wish to place the standing order on hold, the trip(s) must be cancelled at least 90 minutes in advance of the scheduled pick-up time. A trip not cancelled accordingly will be tallied as a no-show, late cancellation, or cancellation at the door.

An individual who has accrued three (3) no-shows, late cancellations and/or cancellations at the door within a thirty (30) day period will have their standing order suspended. Consideration will be given to circumstances beyond the control of the individual. Notice of suspension will be provided to the rider by the CTC and will become effective immediately. A rider whose standing order has been suspended may be eligible for reinstatement six (6) calendar months from the date of cancellation. Further no-shows, late cancellations, or cancellations at the door may result in warnings or suspension of riding privileges, according to the No-Show Policy. Any rider who is suspended from use of the CTC service will automatically forfeit Standing Order status for a minimum of six months.

#### Reservations and Cancellations

Service is available seven days a week.

Service may be scheduled by telephone and can be made every day of the week from 8:00 a.m. to 5:00 p.m., including weekends and holidays. Return trips must be scheduled in advance. When scheduling medical trips, the client should verify the appropriate pick-up time with the doctor's office before calling to schedule the trip. Trips must be canceled no later than one and a half hours prior to the scheduled pick-up time. Cancellations can only be made by calling JTA

Connexion. Inquiries about scheduling and pick-up time should be directed to the CTC, not to the service provider(s).

When scheduling trips the caller must be specific about the type of service required (i.e. wheelchair, cane or walker, etc.). Specific and accurate information about the destination including the address with the suite number and zip code, and the telephone number, is required. The exact location for pick-up for the return-trip should also be specified. For medical trips, the return time should be verified by the doctor's office.

Passengers will be given a 30 minute pick-up window when they call to make a reservation. This means that the vehicle will arrive within (15) fifteen before or fifteen (15) minutes after the pickup time given at the time of the reservation. Passengers must be ready within the pick-up window. When the driver arrives passengers must board the vehicle immediately.

#### Door-to-Door Service

Service is door-to-door. The driver should not be expected to escort passengers to specific offices, departments or floors within a medical complex and cannot provide personal attendant care. When providing door-to-door service, drivers shall:

- Park as close as legally practical to the primary or designated entrance of a pick-up or drop-off location.
- Take reasonable steps to make their presence known to the client including ringing the doorbell and knocking on the door.
- Provide walking guidance or stability assistance (i.e. extend an arm for support) to an individual, if necessary or requested.
- Assist an individual in a wheelchair up or down a wheelchair ramp.<sup>14</sup>
- Assist an individual across the threshold into or out of the area at the primary or designated entrance of a pick-up or drop-off location to include opening and closing the door if necessary or requested (wheelchairs must roll in forward or roll out backward)

When providing door-to-door service, drivers shall not:

- Sound the vehicles horn as a means of announcing the arrival of the vehicle except if requested by visually impaired clients.
- Enter a residence.

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<sup>14</sup> See ramp guideline in Appendix E

- Proceed into a non-residential building further than the area at the primary or designated entrance of a pick-up or drop-off location (see door-through-door service).
- Lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.
- Assist wheelchair customers up or down stairs.
- Load, unload, and/or carry any individual's personal property (i.e. handbags, shopping bags, gift boxes, etc.)
- Leave a client as a no-show before being authorized by the dispatcher to do so.

#### Door-to-Door Service (buildings/ offices)

When providing door-to-door service drivers shall:

- Park as close as legally practical to the primary or designated entrance or common lobby area as designated of a pick-up or drop-off location.
- Take reasonable steps to make their presence known to the client, a staff member, nurse, or receptionist.
- Provide walking guidance or stability assistance (i.e. extend an arm for support) to an individual, if necessary or requested.
- Assist any individual in a wheelchair up or down a wheelchair ramp.<sup>15</sup>
- Assist an individual to a designated pick-up or drop-off location within a designated door-through-door building.
- Notify a staff member, nurse, or receptionist before leaving the building when a client is not present at the primary or designated pick-up location or common reception area or, in the absence of a staff member, nurse, or receptionist a courtesy notice will be left at the front desk if possible.

When providing door-to-door service, drivers shall not:

- Sound the vehicle's horn as a means of announcing the arrival of the vehicle, except if requested by a visually impaired client.
- Enter a residence.

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<sup>15</sup> See ramp guidelines in Appendix E

- Lock or otherwise secure or attempt to secure any individual's home, apartment or office, etc.
- Assist wheelchair customers up or down stairs.
- Load, unload, and/or carry any individual's personal property (i.e. handbag, shopping bag, gift boxes, etc.).
- Leave a client as a no-show before being authorized to do so by the dispatcher.
- Leave the vehicle unattended for more than 15 minutes or out of visual range.

#### Fixed-Route Service

- Individuals capable of using the fixed-route bus system will be encouraged and in some cases may be required to do so.
- A disabled person living within  $\frac{3}{4}$  miles of a bus route but not capable of using the fixed-route service is eligible for the complementary paratransit service funded by the JTA.
- ADA eligible individuals living anywhere in the county are eligible if they can get to a location within  $\frac{3}{4}$  miles of a bus route.

#### Americans with Disabilities Act

To be eligible for the complementary paratransit service funded by the Jacksonville Transportation Authority, in accordance with the Americans with Disabilities Act the disabled individual must have a condition that "impairs a major life function or have a history of such a condition, or be regarded as having such a condition. Major life activities include functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working," and:

- Be unable to independently board, ride or disembark from accessible vehicles as a result of their disability; or
- Need an accessible vehicle and require service in areas or routes not yet served by accessible fixed-route transportation; or

- Have an impairment–related condition preventing them from traveling to and from a boarding or disembarking location.<sup>16</sup>

### Pick-up and Drop-off

- Passengers must pay the fare prior to being transported.
- With the exception of medical emergencies, vehicles will only make scheduled stops.
- Passengers must show a JTA Connexion ID prior to boarding.

### Wheelchairs

All people using common wheelchairs, or any mobility device that can safely navigate the ramp or wheelchair lift without exceeding the manufacturer’s maximum weight limit are permitted to ride the complementary paratransit service. Section 37.3 of the DOT regulations implementing the American with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37 and 38) defines a “wheelchair” as mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. No. 49 CFR Part 38 requires that lifts have a minimum design load of 600 pounds and the lift platform accommodates a wheelchair measuring 30 inches by 48 inches. Driver shall assist wheelchair passenger up or down a wheelchair ramp.<sup>19</sup>

### Passenger Safety

While being transported, all passengers must be secured with seat belts and/or wheelchair tie-downs or will not be transported.

### Prohibited Behavior in Vehicles

Service shall be provided free from fear. Conduct that is violent, disruptive or illegal will not be tolerated. Severe sanctions will be imposed. This applies to riders and drivers. (See Guidelines for Denial of Service Page 107-110)

### Driver Responsibility / Conduct

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<sup>16</sup> No eligibility for paratransit exists due simply to lack of curb cuts in the path of travel of an individual with a disability since, in the short term, such barriers can often be navigated around and, more importantly, pressure to eliminate these architectural barriers must be maintained on the state and local government entities responsible for eliminating them. In the same way, distance from a boarding or disembarking location alone does not trigger eligibility. The House of Representatives Public Works and Transportation Committee (H. Report 101-485, Part 1 at 29-30)

<sup>19</sup> Ramp Guidelines are included in Appendix E

- With the exception of two-way radios a radio; tape, compact disc or digital player shall not be operated while passengers are on board.
- Drivers must be neat and clean in appearance, with hair combed and clean clothes. The required uniform is a shirt with a collar, blue or black pants, with low heels and closed toes. Tennis or running type shoes may be worn as long as they are clean and the laces are tied. High heel and open toe shoes are not acceptable.
- Drivers will not ask for or accept tips; eat or smoke on vehicles; curse at passengers; rush passengers on or off vehicles; pull away with passengers standing near the vehicle; or be rude to passengers.
- Drivers will not enter a residence.
- Drivers will not lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.
- Drivers will collect the fare prior to transporting passengers.

### Rider's Guides

- All new customers will be forwarded a letter confirming their eligibility determination and a copy of the Connexion Rider's Guide and the grievance procedure.
- The Rider's Guide is available online and to the general public at [www.JTAFLA.com](http://www.JTAFLA.com).

### Jacksonville Transportation Advisory Committee

The Jacksonville Transportation Advisory Committee (JTAC) meets the second Monday of the month at 4:00 pm at the JTA Board Room located at 100 North Myrtle Avenue, Jacksonville, Florida 32204.

### On-Time Performance

- Trips for which the passenger arrives at the destination after the scheduled appointment time are considered late. When a client is dropped off late for their appointment and require a later return trip, they should call reservations and reschedule their return trip.
- All transportation service providers are expected to operate at 90% on-time performance or better. If an operator fails to do so the CTC will work with them to institute corrective measures.
- Drivers shall notify the dispatcher of any delays.
- All service interruptions shall be reported.
- Drivers need to report every drop-off and pick-up. Dispatchers will monitor the performance of the manifest.

### Length of Time a Passenger is on a Vehicle

Trips within the service area should meet these guidelines: 0–10 miles up to 60 minutes; 10.1–20 miles up to 90 minutes; and over 20.1 miles up to 120 minutes. Particular care shall be taken when scheduling return trips for dialysis patients, to minimize the length of the trip.

### Employee Training

All reservationists and other office staff, including dispatchers, schedulers and customer service personnel will receive sensitivity and courtesy training annually, and within 30 days of employment.

### Vehicles

- All CTC vehicles will show the JTA Connexion logo.
- All passenger vehicles shall be inspected in accordance with the Florida Administrative Code Chapter 14-90 and in the annual FDOT systems compliance review to confirm that they meet minimum safety standards. Taxicabs must comply with all City of Jacksonville regulations governing their operation.
- Vehicles must be certified by the original chassis manufacturer to conform to all applicable Federal motor vehicle safety standards in effect on the date of manufacture as required by 49 CFR Part 567.
- Vehicles that have been altered must also be certified by the company or individual making alterations that the alterations conform to all applicable FMVSS in effect on the date of alteration as required by 49 CFR Part 567. All vehicles must have:
  - ✓ Seatbelts for all seat positions;
  - ✓ At least one fully charged dry chemical fire extinguisher having, at least, a 1 ABC rating and bearing the label of Underwriter's Laboratory, Inc. and having some means of determining if it is fully charged. Each fire extinguishers shall be inspected annually and be tagged by the inspecting entity;
  - ✓ A sufficient supply of safety reflectors and/or safety flares;
  - ✓ Two-way radios to permit direct communication with the dispatcher and/or supervisory staff
- All wheelchair accessible vehicles must have a wheelchair securement system and restraining device for each wheelchair position. In addition, each wheelchair position must have a seatbelt and shoulder harness assembly as required by the ADA.

### Accessibility Specification for Transportation Vehicles

All vehicles traveling outside of the service area will be equipped with a cellular phone.

### Vehicle Maintenance

The JTA and its contracted service providers are responsible for maintaining/inspecting all in-service vehicles. At minimum, an “A”, “B”, “C” or “D” cycled vehicle maintenance inspection will be performed on all in-service vehicles at 6,000 mile intervals.

### Unauthorized Riders

No one is allowed to ride in the vehicle except the driver and authorized riders.

### Breakdowns

All vehicle breakdowns and/or road calls will be reported to the CTC as required by the FTA, with the completion of a Vehicle Breakdown Report.

Breakdown due to mechanical reasons include failure of: air equipment; heating equipment; vehicle body parts; cooling systems; electrical units; fuel system; engine; steering and front axle; rear axle and suspension and torque converters. (These breakdowns require assistance from someone other than the vehicle operator to restore the vehicle to operating condition and usually require the transfer of passengers to another vehicle.)

Breakdowns for other reasons include tire failure; wheelchair lift/ramp failure; air conditioning systems; out of fuel- coolant-lubricant and other causes not included in breakdowns for mechanical reasons.

### Roadcalls reporting guideline:

The following is FTA’s definition of road calls for the AOR:

- Total Road calls: A count of paratransit “in-service” for “mechanical” or “other” reasons during this reporting period whether the rider is transferred or not. “In-service” is defined as the time a vehicle has begun its route to provide transportation service to the time it has completed its route. Do not include Section 49 USC 5307 fixed route/fixed schedule road calls.
- Road calls for Mechanical Failure: A revenue service interruption caused by failure of some mechanical element of the revenue vehicle. Mechanical failures include breakdowns of air equipment, brakes, body parts, doors, cooling system, heating system, electrical units, fuel

system, engine, steering and front axle, rear axle and suspension, and torque converters (FTA1) or;

- Road calls for Other Reasons: A revenue service interruption caused by tire failure, fare box failure, wheelchair lift failure, air conditioning system, out of fuel-coolant-lubricant, and other causes not included as mechanical failures. (FTA1) Road calls exclude accidents.

#### Personnel—Drivers

- All drivers will have a physical examination certifying their ability to perform their required duties before employment and at a minimum every two years thereafter as required by Rule Chapter 14-90 F.A.C.
- Pre-employment drug tests verifying a negative result is required for all drivers as per USDOT regulations, 49 CFR part 655.
- Employment records for all drivers shall include: required pre-employment criminal record check; results of the required pre-employment, post-accident, reasonable suspicion, return to duty and random tests as required by 449 CFRR Part 655; documentation of required physical examinations; moving violation reports and documentation of driver work hours including days/hours worked and off duty hours.
- The driver must not have had a suspended or revoked driver's license within the immediate past two (2) years, except for the administrative suspensions caused by failure to pay child support or failure to maintain PIP insurance on their personal vehicle.
- A copy of each driver Moving Violation Record will be provided to the CTC at least once every six months.
- Drivers will not be permitted to driver more than 12 hours in any one twenty-four hour period. Drivers are not permitted to be on duty more than 16 hours during any 24 hour period or drive more than 70 hours in any period of seven consecutive days. Any driver who has reached the maximum of 12 consecutive hours or 16 hours on duty is required to have a minimum of 8 consecutive hours off duty.
- The CTC and his/her subcontractors shall maintain a drug-free workplace and otherwise comply with the provisions of the Drug-free Workplace Act, 41 U.S.C. §701-707.
- Drivers will:
  - obey all traffic laws and ordinances;

- use correct radio procedures;
  - conduct a daily pre-trip inspection of their vehicles;
  - keep the vehicle clean;
  - assist passengers when necessary;
  - keep their manifests, timesheets, etc. accurate and legible;
  - collect all fares as indicated on their manifest or otherwise instructed;
  - have passengers sign any required forms;
  - report all traffic accidents and/or any other incidents immediately;
  - radio the dispatcher before leaving the location of a client who is marked as a no-show; and
  - report any change in drop-off location from the location listed on the manifest.
- All drivers will receive training in defensive driving every 2 years (SSPP), passenger assistance and sensitivity (every 2 years SSPP), accident/incident reporting and on-road emergency procedures, and drug abuse and alcohol misuse (as required by FTA regulations).
  - A driver must not have had any conviction within the last twenty (20) years for DWI or DUI, reckless driving or operating any kind of motorized vehicle under the influence of alcohol or any illegal drug or controlled substance. Must not have had any conviction (at any time) for vehicular manslaughter.
  - A driver can be removed from a safety sensitive position at any time at the request of the CTC.
  - All drivers shall be issued a Drivers Manual outlining their responsibilities, and tested on its content prior to going on the road.

#### Personnel—Dispatchers

One or more dispatchers shall be on duty during all hours that a subcontractor's vehicle are operating or until the last passenger is dropped off.

Dispatchers are responsible for:

- Monitoring driver performance regarding passenger pick-ups and drop-offs and should know when vehicles are not operating on schedule;
- Advising the CTC when a vehicle is not operating on schedule and what steps are being taken to correct the problem and notifying all passengers impacted in a timely manner;
- Informing the CTC of accidents, incidents, and breakdowns/roll calls. In the case of accidents the CTC must be notified within one hour of occurrence;
- Attempting to contact passengers who will otherwise be identified as no-shows (if a telephone number is available they will call them);
- Ensuring the provision of accurate information regarding estimate items of arrival and cancellations;
- Changes to the manifest will be made in emergency situations only.

#### Accidents and Incidents

- All accidents and incidents occurring on vehicles shall be immediately reported to the dispatcher and forwarded immediately to the CTC Customer Service Personnel. These include those accidents reported to law enforcement as well as those that are not reported. If the accident occurs after regular business hours, the CTC's Operations Manager should be notified by telephone.
- An Accident/Incident Review Form shall be completed and faxed to the CTC within 24 hours of the accident/incident, and the original forwarded to the CTC within 48 hours.
- If personal injuries are evident or suspected, a 911 call should be made immediately. A police report should be filed for all accidents.
- If an accident results in bodily injury or property damage in excess of Federal Transportation Authority (FTA) guidelines, the driver must submit drug and alcohol testing in accordance with FTA requirements.
- If the driver is found at fault for the accident he/she should submit to a drug and alcohol test.
- As soon as an accident is reported, a road supervisor will begin an investigation.
- One copy of a report filed by a law enforcement agency will be forwarded to the CTC within 48 hours of the accident.

- To the fullest extent possible, all standards have been implemented. This does not mean that a driver never honks a horn or eats on a vehicle.

#### Accidents reporting guideline

The following is the TD Commission's requirement for accident reporting for the AOR:

- **Number of accidents:** The number of paratransit accidents under the appropriate category outlined below which occurred during this reporting period. Do not include section 49 USC 5307 fixed route/fixed schedule accidents. Each category is mutually exclusive and should be broken out into chargeable (a ticket was received or the cause of the accident was the fault of the provider) or non-chargeable (a ticket was given to the other party involved in the accident or was not the fault of the provider).
- **Person Only:** Total number of in-service accidents related to vehicle activity involving injury to persons only (this is not a count of injured persons). Injury to persons includes those situations where the person(s) requires transportation to a medical facility for some sort of medical attention as a result of the accident. This includes injuries sustained while entering and exiting vehicles.
- **Vehicle Only:** Total number of in-service accidents with damage to either vehicle involved in the accidents. The threshold for reporting purposes is when the damage to either vehicle or property meets or exceeds \$1,000.00.
- **Person and Vehicle:** Total number of in-service accidents with both vehicle damage and injury to persons involve in the accidents. The definitions and thresholds for "person" and "vehicle" are the same as in the preceding two paragraphs, and for reporting purposes, accidents reported in this category only have to meet the threshold criteria for one area (i.e. person or vehicle).

3. Accidents	
	Chargeable
Total Accidents Person Only:	
Total Accidents Vehicle Only:	
Total Accidents Persons and Vehicle:	
<b>Total Accidents:</b>	

<b>Grand Total:</b>	
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These are the adopted standards and failure to comply with them is cause for termination of drivers, dispatchers and transportation providers.

### Transit Patron 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.

#### I. 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:

- Transit buses, community shuttles
- Paratransit service and Skyway
- Charter service / special services vehicles
- Park and ride lots
- Transit shelters and all other passenger facilities

#### II. 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, this rule also help 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 noises 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 13 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.

### III. Customer Courtesy

- Please have the correct fare ready when boarding.
- Please occupy only one seat and make room for other passengers.
- Please exit at the rear door to make room for the flow of incoming 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.

### IV. 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.

#### V. 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.

#### VI. Publication

This code of conduct is available on-line at [www.JTAFLA.com](http://www.JTAFLA.com). Hard copies are available without charge at JTA's office 121 West Forsyth Street, Jacksonville, Florida 32204, and at selected JTA transit hub locations.

### 14. Local Complaint and Grievances Procedure / Process

All local coordinating boards are required to adopt Complaint and Grievance Procedures. The Duval County Transportation Disadvantaged Coordinating Board adopted these Complaint and Grievance Procedures. Daily service complaints are routine in nature and are usually resolved immediately within the control center of the CTC. However, if left unresolved, a routine service complaint can develop into a formal grievance.

## Section 1: Definition of a Complaint

For the purposes of this Committee a complaint is defined as:

“An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a rider, sponsoring agency, community service provider or the staff of the North Florida Transportation Planning Organization which addresses an issue or several issues concerning transportation services provided by the CTC or subcontractors. Complaints generally relate to the daily operation of the coordinated transportation system and could include late pickups, no-shows, the behavior of drivers, clients or reservationists, denial of service or discomfort.

## Section 2: Complaint Procedures

The following procedures are established to provide regular opportunities for complaints to be made to the CTC and if necessary brought before the Grievance Committee as a “grievance.”

### *Filing a Complaint*

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the Riders Guide and distributed to all clients. Riders can file complaints with the CTC by telephone 904-265-8928, fax 904-265-8919, or by regular mail to 5711 Richard Street, Jacksonville, Florida 32216. All complaints must be submitted immediately after the incident and should include: passenger’s name and address, date and time of incident, and a detailed explanation of the incident. When requested, the CTC will respond in writing to complaints within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

### *Appeal to the Grievance Committee*

The CTC shall advise and provide direction to all persons, agencies or entities from which a complaint has been received of their right to file a formal written grievance to the North Florida TPO for review by the Grievance Committee. The CTC will provide the Grievance Committee with a report on each issue or item brought before the Committee and shall conduct additional investigation as required by the Grievance Committee.

### *Recording of Complaints*

The CTC will keep a computerized file of all complaints and generate a monthly report identifying emerging patterns of complaints. At minimum this report should identify the number of complaints by type including on-time performance (late-trips), safety, vehicle condition, and customer service (driver behavior and reservationist behavior for example).

Written responses to complaints forwarded by any agency will be copied to the agency.

### Section 3: Definition of a Grievance

For the purposes of this Committee a grievance is defined as:

“A circumstance or condition thought to be unjust and grounds for a grievance or resentment not resolved by the Community Transportation Coordinator (CTC) through the complaint procedure.” Grievances could include unresolved service complaints, denial of service, suspension of service and unresolved safety issues.

**Issues concerning eligibility determinations are the sole responsibility of the entity/authority determining eligibility and are not subject to these grievance procedures. An exemption to the policy is not allowable under the grievance procedure.**

### Section 4: Grievance Procedures

The following procedures are established to provide regular opportunities for grievance to be brought before the Grievance Committee. The CTC provides copies of the Grievance Procedures to clients who have a service suspension.

#### A. Filing a Grievance

If a system users, sponsoring agency, community service provider or entity has a grievance with an action taken by the CTC in response to a complaint will present the grievance to the North Florida TPO within thirty (30) days of the written response from the CTC. All grievances must be in writing and shall include the following information:

1. The name and address of the grieving party; and
2. A statement of the grounds for the grievance and supporting documentation.

Facts concerning the grievance should be stated in clear and concise language. Grievances can be mailed to the North Florida TPO at the following address:

North Florida Transportation Planning Organization  
980 North Jefferson Street  
Jacksonville, Florida 32209  
Attn: Elizabeth De Jesus

Grievances can also be e-mailed at [edejesus@NorthFloridaTPO.com](mailto:edejesus@NorthFloridaTPO.com)

The North Florida TPO will forward a copy of the grievance letter to the CTC for a written response and will schedule a meeting of the Grievance Committee. Grievances can also be mailed to the Community Transportation Coordinator (JTA Connexion) at this address:

JTA Connexion  
100 North Myrtle Avenue  
Jacksonville, Florida 32204  
Attn: Justin Cayless

Grievances can also be faxed to the JTA Connexion at 904-265-8919. The JTA Connexion will forward all Grievances to the North Florida TPO. The aggrieved party and the CTC will be notified of the date, time and location of the meeting at least ten (10) days in advance.

#### B. Grievance Committee Hearing

Within thirty (30) days of receipt of the grievance of the Grievance Committee will meet and render a recommendation. A written copy of the Committees recommendation will be forwarded to the TD Board Chairperson and all parties involved within ten (10) days of the recommendation. The TD Board authorizes the Grievance Committee to make the final determination. The grieving party will be notified in writing of the Committee's final determination.

#### C. Appeal to the Florida Commission for the Transportation Disadvantaged

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and the Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged. The appeal should be in writing and submitted within 60 days of the denial date. It should be address to the Florida Commission for the Florida Transportation Disadvantaged at 605 Suwannee Street, MS-49, Tallahassee, Florida, 32399-0450.

#### D. Appeal to the Judicial Court System

Aggrieved parties with proper standing may request an administrative hearing or court hearing as per Chapter 120, Florida Statutes.

#### Section 5: Grievance Committee Procedures

The Grievance Committee will follow the procedures outline below when a grievance has been filed:

##### *Schedule Meetings*

Upon receipt of a grievance the North Florida TPO staff will contact the Chairperson and members of the Grievance Committee to schedule a meeting. The Committee will hear grievance prior to the next regularly scheduled Board meeting or at a date, time and location convenient to the Grievance Committee. Grievance meetings will be advertised in a major circulation newspaper.

##### *Notification*

The North Florida TPO staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

##### *Written Minutes*

The minutes of the meeting are recorded and if requested will be provided in written format. These minutes shall include the following.

- A statement that a meeting has held in which the involved parties, their representative, and witnesses were given an opportunity to present their position.
- A statement that clearly defines the issues discussed.
- An opinion and reasons for the grievance based on the information provided; and
- A recommendation by the Grievance Committee based on their investigation and findings.

##### *Communication with other Agencies*

The North Florida TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, Florida Administrative Code.

### ADA Eligibility Appeal Process

Persons who are denied eligibility for ADA paratransit service by JTA have the right to request a hearing to appeal to the JTA Appeals Committee.

#### a. Filing an Appeal

1. An appeal request shall be submitted in writing to the JTA or by phone (904)265-6001 within sixty (60) days of the original determination. If the determination is on a weekend or legal holiday, an appeal will be accepted on the next subsequent business day.
2. Appellants are urged to clearly state in their appeal the reason(s) why they believe the determination does not accurately reflect their ability to use JTA's fixed route bus service. Written material regarding the specific functional ability of the Appellant or relating to the general nature of the individual's disability may also be submitted in support of the appeal.

#### b. Appeal

1. Once the appeals letter and supporting documentation is received by JTA staff, the client's information will be reviewed. If nothing in the eligibility decision is changed after reviewing all available information, an appeals hearing will be scheduled.
2. All information gathered during the interview, assessment, supporting documents and anything submitted with appeals letter will be copied and provided to the appeals committee.
3. JTA staff will notify the appellant, by mail concerning the scheduled date and time of the hearing.
4. The client may attend the hearing but it is not mandatory. In addition, the appellant may submit any other supporting documents either prior to the meeting or at the meeting. If the client does not attend the hearing, the appeals committee will review all information provided as listed in step 2.
5. A letter concerning the appeals decision will be mailed to the appellant within 30 days following the appeals hearing. If a determination is not completed within 30 days the appellant will be granted temporary eligibility.

## 15. Guidelines for Denial of Service

Repeated incidents of unacceptable behavior by a passenger necessitated development of policies that would prohibit such behavior on vehicles, would provide for a system of warnings and if necessary allow discontinuation of service.

### The Need of Guidelines for the Denial of Service

The consensus of the Board is that rules governing the behavior of passengers are required. The proposed guidelines, which follow, have been submitted to the Florida Agency for Health Care Administration, the entity responsible for Medicaid, for approval. Action will be taken subsequent to that behavior. The guidelines are consistent with the provisions of the Americans with Disabilities Act, regarding passenger suspension of service for 30 days, and finally termination of service. The intent of the guidelines is to modify behavior of disruptive passengers, not to deny service.

The Duval County Transportation Disadvantaged Coordinating Board and the Community Transportation Coordinator for Duval County have reviewed and approved the following policy.

### Policy Statement

It is the policy of the Coordinated Transportation System to provide safe and reliable service free of fear or violence. Unacceptable conduct by clients of the Community Transportation System shall not be tolerated and shall be discouraged by the use of increasingly severe sanctions. It is recognized that some action may be as intolerable or dangerous as to require immediate termination of service.

### 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 action.

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

## Disciplinary Procedures

In accordance with §46.105, §37.5(h) of the Department of Transportation rule implementing the Americans with Disabilities Act,

*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 any other persons coming into contact with the Community Transportation System.

All instances of unacceptable conduct shall be documented, in writing, and forwarded to the CTC. After reviewing the circumstances, the General Manager of the CTC shall determine what action is to be taken.

Incremental actions can be taken as follows:

1. For a **FIRST OFFENSE**, 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 notice is to be considered an official warning and that any reoccurrence of the conduct deemed unacceptable within one calendar year will lead to further disciplinary action. A copy of the notice will also be forwarded to the agency funding the client's trip.
2. For a **SECOND OFFENSE** within one calendar year, written notification will 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 thirty (30) days. A copy of the notice shall also be forwarded to the agency funding or scheduling the client's trips.
3. For a **THIRD OFFENSE** within one calendar year, 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 the service permanently. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.

**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 it interfere with the immediate safety or well-being of any employee or other person.**

#### Appeal Procedure

Anyone wishing appeal a decision to deny service due to inappropriate behavior or prohibited conduct shall present their request for appeal in writing to the General Manager of the Community Transportation Coordinator within fifteen (15) days of notification of disciplinary sanction. The General Manager will immediately forward the request for appeal to the staff of the North Florida TPO for the scheduling of a meeting of the Grievance Committee or JTA Administrative Appeal Process (similar to ADA Eligibility Appeal Process). The appellant should include the following information in his/her request:

1. The name and address of the appellant;
2. A statement of the grounds for the grievance and supporting documentation (if any); and
3. An explanation of the relief desired by the grieving party.
4. Facts concerning the grievance should be state in clear and concise language.

The appellant will be notified in writing of the date, time and location of the meeting of the Grievance Committee/Administrative Appeal Committee at which the appeal will be heard. This written notice will be mailed at least ten (10) days prior to the meeting.

If a client elects to pursue the appeals process, the agency funding the client's service will be notified and requested to attend the Grievance Committee/Administrative Appeal Committee.

Suspensions or expulsions from service will not be enforced during the 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 persons.

Within thirty (30) days of receipt of the appeal request the Grievance Committee/Administrative Appeal Committee will meet and render a decision. A

written copy of the decision will be forwarded to the appellant via certified mail, return receipt, a copy will also be forwarded to all parties involved, including the agency funding service, within ten (10) days of the decision. If the appeal fails, the notification will also state the effective date of the suspension or expulsion.

#### Distribution of Guidelines for Denial of Service

Upon their approval by the Duval County Transportation Disadvantaged Coordinating Board copies of these guidelines will be transmitted to all funding agencies and current users of the services provided. Thereafter, a copy of the guidelines will be transmitted to all new clients.

### **16. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors**

The JTA Connexion uses various means (including scheduled and unscheduled audits) to monitor and ensure that system safety standards are achieved in the following areas:

1. A service provider's training program including: defensive driving, sensitivity training, security training, drug and alcohol training, curriculum, instructional materials for both operators and maintenance staff.
2. The proficiency of operators in the system, through functional testing techniques and evaluation of job performance.
3. Pre-operational, post-operational Daily Vehicle Inspections (DVI-Form 13) and discrepancy reporting procedures for the vehicle fleet including all required records and documentation.
4. Scheduled preventive maintenance inspections and unscheduled vehicle maintenance repair procedures.
5. Personnel files including, but not limited to motor vehicles background checks, national criminal background check (pre-employment), local criminal background check (pre-employment and annual), Federal Transportation Administration drug/alcohol records, physicals, etc.
6. Motor vehicle inspections records.
7. Accident and incident reporting.
8. Customer service and dispatch departments.

The JTA Connexion Quality Assurance Officers (QOA) have the task of overseeing the policies and procedures set forth in the System Safety Program Plan (SSPP) and when necessary initiating the appropriate changes to improve the overall safety of the system. It is the responsibility of the Quality Assurance Officers to monitor each participating contractor's compliance within the safety plan.

Each service provider shall designate a minimum of one Safety Officer to ensure compliance with the Duval County SSPP and other safety related issues. Upon assignment, the service providers must submit (by written correspondence) the name(s) and contract phone number(s) of their designated Safety Officer to the JTA Connexion's Quality Assurance Department.

Each Safety Officer shall have the qualifications and authority to inspect vehicles and drivers for compliance. They shall also have the authority to hold a vehicle or prevent a driver from operating in the service, if the vehicle or driver is found out of safety compliance.

The service provider's Safety Officers shall perform regular inspections, monitor training, investigate all complaints of safety and rules violations and shall investigate vehicle or rider accidents and make reports of their findings with appropriate support documentation. A copy of the SSPP is included in Appendix B.

## **17. Coordination Contract Evaluation Criteria**

Factors reviewed prior to entering into a coordination contract with an agency includes provisions that comply with the Memorandum Agreement between the Florida Commission for the Transportation Disadvantaged, Chapter 427, F.S. and Rule 41-2 F.A.C. In addition, the following must be provided by the coordination agency to the CTC:

- A System Safety Program Plan prepared in accordance with Chapter 341.061 F.A.C.
- Minimum vehicle liability insurance of \$100,000 per person and \$200,000 per incident;
- A brief explanation of the overall agency functions and its transportation program;
- Expected funds required to support its transportation trips with per trips and/or per unit costs;
- Estimated number of one-way trips to be provided; and

- Other information as required by the CTC to complete the Annual Operating Report.

## ***B. Cost / Revenue Allocation and Rate Structure***

### ***Justification***

On October 12 2000 the First Coast Metropolitan Planning Organization (now the North Florida TPO) recommended the designation of Jacksonville Transportation Authority as the Community Transportation Coordinator (CTC) for Duval County and approved by the TD Commission effective March 1, 2001. The JTA has been re-designated as Duval County's CTC in 2006, 2011 and 2016. The Commission entered into a Memorandum of Agreement (MOA) with Jacksonville Transportation Authority (JTA), designating them as the CTC for Duval County. The MOA is an agreement between the TD Commission and an organization/entity to designate them as CTC. The CTC is responsible for the arrangement of all transportation services in a particular service area. These services are funded through federal, state, and local government transportation disadvantaged funds. The MOA contains the Commission's minimum service standard requirements and is the basis for the uniform statewide passenger transportation services. The actual rate and fare information is a component of the Service Plan which must be submitted with the MOA. The fare structure developed by the CTC for use in Duval County bills purchasing agencies on a per trip basis. The Rate Calculation Model Worksheet, use to calculate the non-sponsored rates are included in Appendix H.

### Services

Services are defined as follows:

✓ *Random Shared Ride Services*

These are trips made by passengers who are travelling to a destination where the passenger is not traveling with more than five other passengers traveling to or from the same destination. This type of service represents the majority of paratransit service provided by the CTC

✓ *Deviated Fixed Route or Group Services*

These are trips for passengers making frequent, regularly scheduled trips to day programs. Under the group classification, five or more passengers must be traveling together on the same vehicle to or from a single destination.

✓ *Fixed Route Service*

These are CTC sponsored trips on JTA fixed route buses.

✓ *Out of County Trips*

These are special trips offered only to passengers to Medical locations outside of Duval County on a case by case basis.

✓ *Deviated Fixed Route of Group Services*

These are trips for passengers making frequent, regularly scheduled trips to day programs within a defined service area. The Jacksonville Transportation Authority is introducing deviated under the brand name ‘Community Shuttle Service’. The Community Shuttles are available for the general public within a defined area and time period. The small buses follow established routes and have published timetables. At least one connection point with fixed route buses is identified for persons to transfer to continue trips outside the area. By advance request, the Community Shuttle bus can deviate within  $\frac{3}{4}$  mile of the route to pick up or drop off a passenger. There may be an additional fare charged for each deviation request. Under the group classification, five or more passengers must be traveling together on the same vehicle to or from a single destination.

#### Fares for Agencies Purchasing Service

The current fare structure for all services is as follows:

**Table 21 - In County Fixed Route Services**

<b>Fare Category</b>	<b>Approved Fares</b>
<b>Cash Fare</b>	
Local Fare (full)	\$1.50
Express Fare (full)	\$2.00
Local Fare (reduced)	\$.75
Seniors (65 years and older)	Complimentary
Express Fare (reduced)	\$1.50
Trolley	\$1.50
Deviation	\$.50
Skyway	Complimentary
<b>Unlimited-ride Value Passes</b>	
1-Day value pass (full)	\$4.00
1-Day value pass (reduced)	\$1.50
3-day value pass (full)	\$10.00

7-day value pass (full)	\$16.00
31-day value pass (full)	\$50.00
31-day value pass (youth/reduced)	\$30.00
ADA Qualified Customer	Complementary service with the Exempt (E) Star Card including Community Shuttle deviation.

### **Fixed-Route Reduce Fare Card Program**

Any person with a temporary or long-term certified documented disability.

#### **Qualifications for Reduced Fare Card**

Proof of disability/Medicare eligibility. Submit one of the options listed below and a government issued pictured ID card. (Please note you must submit the exact form as required).

- A. Social Security Validation. You must provide a current printout that states the words, “disabled individual”, or the letters DI after your social security number.
- B. Medicare Validation
  - 1. A copy of your Medicare card (not Medicaid)
- C. Disabled Veterans Validation. If you are service-connected disabled, you must submit:
  - 1. A copy of your benefit letter from the Veterans Administration with a disability rating of at least 50%.
- D. Doctor Validation. You must submit the following two forms:
  - 1. Jacksonville Transportation Authority Application for Reduced Fare Card Application.

-and-

- 2. A doctor statement describing the nature of your disability on professional letterhead or prescription form.

### Passenger Fares

Passengers utilizing the Complementary Paratransit Service funded by the Jacksonville Transportation Authority and those receiving non-sponsored service are required to pay a fare. The FTA allows for an ADA flat rate not to exceed twice the fixed route base fare. The rate for Transportation Disadvantaged (TD) trips will be established at \$.50 greater than the recommended base ADA fare:

**Connexion ADA Fare - \$3.00**

Effective May 1, 2015 JTA will offer complementary trips to ADA approved Paratransit customers traveling within the Skyway service area. ADA trips must start and end within  $\frac{3}{4}$  of a mile of the Skyway during the Skyway's normal operating hours.

**Transportation Disadvantage (TD) Fare - \$3.50**

**Fare for Connexion Trips Outside of Duval County - \$6.00 (flat rate)**

### Rate Structure

Rates paid to transportation operators are negotiated in their contract with the Community Transportation Coordinator's Manager Contracts may be renegotiated and / or renewed annually on or October 1. A vehicle revenue hour is calculated from the time of the first pick-up of the day until the last drop off of the day. Minus any time the vehicle is out of service due to accidents, breakdowns, fueling and meal breaks or otherwise unavailable for service. Some dedicated vehicles are operated in split-shifts, operating only two or four hours during the morning peak hours, and /or two to four hours in the afternoon peak hours. Per Trip Rates are paid where service is not provided in dedicated vehicles. This methodology is used particularly where the carrier also transport other private pay passengers along with the CTC passengers or where the CTC does not schedule the vehicles. Air Mile Rate is reimbursed for out of county trips and for clients reimbursements. Hourly and Trip rates transportation operators are currently paid for the service they provide are as follows:

**Table 22- Rate Structure CTC**

**2014-2015**

<b>Transportation Provider</b>	<b>Type of Service</b>	<b>Rate per Revenue Hour</b>	<b>Trip/CitiCab Vouchers</b>
MV Transportation	JTA Vans	\$28.504	

**Table 23 - Calculated Rate for Non-Sponsored Trips**

**Rates for Fiscal Year 2018-19**

	<b>Ambulatory</b>	<b>Wheelchair</b>
<b>Rate per Passenger Mile</b>	\$2.13	\$3.66
<b>Rate per Passenger Trip</b>	\$26.51	\$45.45
<b>Rates if no Revenue Funds were identified as Subsidy Funds</b>		
	<b>Ambulatory</b>	<b>Wheelchair</b>
<b>Rate per Passenger Mile</b>	\$4.07	\$6.98
<b>Rate per Passenger Trip</b>	\$50.54	\$86.63

**Table 24 -Service Rates Summary**  
**Community Transportation Coordinator: JTA Connexion**

**Effective Date: September 6, 2018**

Type of Service to be provided	UNIT (Passenger Mile or Trip)	Cost per Unit \$
ADA	Trip	\$33.45
Non-Sponsored:		
Ambulatory	Passenger Trip	\$26.51
Wheelchair	Passenger Trip	\$45.45
Others	Grid	\$2.93

# III. QUALITY ASSURANCE

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Every year the Evaluation Committee of the Duval County Transportation Disadvantaged Coordinating Board conducts an extensive evaluation of the Community Transportation Coordinator. The Evaluation is based on data reported in the Annual Operating Report (AOR), previous AORS, and on statistics reported to the Board in the Monthly Statistical Report. The Board and the CTC (JTA Connexion) have been working over the last year to better coordinate the data reported in the Monthly Statistical Report with data needed for the Annual Evaluation and to provide the information on a timelier basis. When the evaluation is completed it is forwarded to the Board for review and approval and thereafter forwarded to the Florida Commission for the Transportation Disadvantaged.

## A. Annual Evaluation of the Community Transportation Coordinator

The evaluation period for the Community Transportation Coordinator is July 1, through June 30. It includes a peer group analysis.

## B. Quality Assurance and Program Evaluation

In addition to the local evaluation, the Florida Commission for the Transportation Disadvantaged conducts its own evaluation of the TD program and the performance of the CTC biennially. This review examines record keeping, implementation of Commission standards and local standards, compliance with the Americans with Disabilities Act, implementation of Medicaid standards and the availability of service. Service providers are also reviewed and monitored for:

1. Street supervision
2. Surveys are randomly distributed to riders of the system
3. Quality Assurance Telephone surveys are utilized to riders of the system
4. Every two years the State Quality Assurance team evaluates the system
5. FDOT inspects vehicles annually
6. CTC randomly spot check vehicle operators
7. Check-in procedures monitor client and agency billings
8. For the time being, the same monitoring tools will be utilized.

### C. Planning Agency Evaluation Process

It is the intention of the Florida Commission for the Transportation Disadvantaged to evaluate the performance of the designated official planning agencies on a regular basis. The North Florida Transportation Planning Organization (North Florida TPO) is the designated planning agency for Duval County. The responsibilities of the planning agency are to:

#### Program Management

- Provide and process the appointment and re-appointment of voting and non-voting members of the local coordinating board.
- Prepare agendas for board meetings.
- Prepare official minute of board meetings and keep records of all meetings for at least three years.
- Provide at least one public hearing annually.
- Provide staff support for committees and subcommittees.
- Develop and update bylaws for approval of the board.
- Develop, update and implement the adopted grievance procedures.
- Maintain a current membership roster and mailing list of board members.
- Provide public notice of board meetings.
- Review and comment on the Annual Operating Report for submittal to the local board and the Commission.
- Jointly develop the Transportation Disadvantaged Service Plan with the Community Transportation Coordinator.
- Review and comment on the Transportation Disadvantaged Service Plan.
- Report the actual expenditures of direct federal and local government transportation disadvantaged transportation funds to the Commission.
- Report the annual budget estimates for direct federal and local government transportation funds to the Commission.

### Service Development

- Prepare the planning section of the Transportation Disadvantaged Service Plan.
- Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plan. Ensure activities of local coordinator are consistent with local comprehensive planning activities.

### Technical Assistance, Training and Evaluation

- Provide the local coordinating board with quarterly reports of planning accomplishments as outlined in the planning grant agreement or any other activities related to the transportation disadvantaged program including but not limited to consultant contracts, special studies and marketing efforts.
- Attend Commission sponsored training, the Commission’s quarterly regional meetings, and the Commission’s annual training workshop, within budget/staff/schedule availability.
- Attend at least one Commission meeting each year within budget/staff/schedule availability.
- Notify Commission staff of local concerns that may require special investigations.
- Provide training for newly-appointed local coordinating board members.
- To the extent feasible, collect and review proposed funding applications involving “transportation disadvantaged” funds consistent with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, and provide recommendation to the local coordinating board.
- Ensure the local coordinating board conducts, at minimum, an annual evaluation of the CTC. The local coordinating board shall evaluate the CTC based on local standards and issuing the Commission’s Evaluation Workbook for CTCs and Providers in Florida (at minimum, using the modules concerning Competition in Use of Transportation Provider, Cost-Effectiveness and Efficiency, and Availability of Service.)

- Assist the Commission for the Transportation Disadvantaged in any requested joint reviews of the CTC within budget/staff/schedule availability.
- Ensure the local coordinating board annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available within Rule 41-2, F.A.C.

*Liaison Activities*

- Participate in, and initiate when necessary, meetings with the Commission, purchasing agencies, public transit agencies, the local school board, and other to discuss needs, service evaluation, and opportunities for service improvement within budget/staff/schedule availability.
- In coordination with the local coordinating board, conduct the selection process and recommend a community transportation coordinator, when needed.

