



Duval County Transportation Disadvantaged  
Coordinating Board  
Agenda Book

9:00 am  
Thursday, March 4, 2021

North Florida TPO Board Room  
980 North Jefferson Street  
Jacksonville, FL 32209



## Meeting Agenda

- A. Call to Order
- B. Introduction of Members/ Public
- C. Public Comments (Comments limited to the current agenda items)
- D. Approval of New Members and Alternates **ACTION ITEM**
- E. Election of 2021 Vice-Chairman **ACTION ITEM**  
(holdover item from the 11/5/20 meeting)
- F. Minutes of May 7\*, September 3\* and November 5, 2020 **ACTION ITEM**  
(\*holdover items from the 9/3/20 and 11/5/20 meetings)
- G. Approval of 2019-20 Annual Operations Report **ACTION ITEM**  
(holdover item from the 9/3/20 meeting)
- H. Approval of 2019-20 CTC Evaluation **ACTION ITEM**
- I. CTC Re-Designation **ACTION ITEM**
- J. Next Steps on Transfer of Duval County TD Program to NEFRC Information Only
- K. Commission Update / Legislative Information Only
- L. Report of the Community Transportation Coordinator Information Only
- M. Report of the Jacksonville Transportation Advisory Committee Information Only
- N. Unfinished Business Information Only
- O. New Business Information Only
- P. Regional Update Information Only
- Q. Agency Reports Information Only

North Florida TPO Meeting Agenda  
Duval County Transportation Disadvantaged Coordinating Board  
March 4, 2021

R. Public Comments

S. Adjournment

**The next meeting will be May 6, 2021.**

**NOTICE**

In accordance with Section 286.01105, *Florida Statutes*, any person wishing to appeal a decision reached at this meeting will need a record of the proceedings. He may need to ensure that a verbatim record of the proceedings be made, which record would include the testimony and evidence upon which the appeal is to be made.

Minutes of  
May 7, 2020  
September 3, 2020  
November 5, 2020

Agenda Item F



**DUVAL COUNTY TRANSPORTATION DISADVANTAGED**  
**LOCAL COORDINATING BOARD**  
**MEETING SUMMARY**

Thursday, May 7, 2020 - 9:00 AM  
**VIRTUAL MEETING**

**MEMBERS PRESENT:**

Jeff Aboumrad, Vocational Rehab/Dept. of Education  
Janet Dickinson, Elder Source (for Nancy Tufts)  
Sharon Dykes, Citizen Advocate  
John Markiewicz, Disabled American Veterans, **Vice Chairman**  
Charisa Munroe, DCI Shands Jacksonville, Medical Community  
Dan O'Connor, Citizen Advocate  
DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)  
Theodis Perry, FL Dept. of Transportation  
Kara Tucker, City of Jacksonville, Disabled Services

**MEMBERS ABSENT:**

Terry Campbell, Dept. of Children and Families  
Wanda Hathaway, Citizen Advocate  
Bliss Hayes, CareerSource, Northeast Florida  
Don Ingram, Jacksonville/Duval County Council on Elder Affairs  
Berneitha McNair, Northeast Florida Community Action Agency

**OTHERS PRESENT:**

Justin Cayless, JTA Connexion  
Mark Wood, JTA Connexion  
Liz Peak, Regional Mobility Group

**TPO STAFF PRESENT:**

Jeff Sheffield, Executive Director  
Elizabeth De Jesus, Transportation Programs Manager  
Marci Larson, Public Affairs Manager  
Jennifer Lott, Executive Assistant

**► A. CALL TO ORDER**

Vice Chairman Markiewicz called the Duval County Transportation Disadvantaged Local Coordinating Board meeting to order at 9:02 a.m.

► **B. INTRODUCTION OF MEMBERS/PUBLIC**

► **C. PUBLIC COMMENT**

Mr. Sheffield informed the committee that if anyone has a comment and does not wish to speak to email Marci Larson at [mlarson@northfloridatpo.com](mailto:mlarson@northfloridatpo.com). Ms. Larson will read the comment for the record during the *Public Comment* portion of the meeting.

None at this time.

► **D. APPROVAL OF NEW MEMBERS AND ALTERNATES**

None at this time.

► **E. APPROVAL OF THE MINUTES OF THE MARCH 5, 2020 MEETING OF THE DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Vice Chairman Markiewicz asked for review and approval of the minutes of the March 5 meeting.

**DeWeece Ogden moved for approval of the March 5, 2020 minutes; Kara Tucker seconded; motion unanimously carried.**

► **F. APPROVAL OF BYLAWS**

Elizabeth De Jesus presented the draft bylaws.

The only update is on page 8, updated approval date.

Ms. De Jesus asked for questions. There were no questions at this time.

**Daniel O'Connor moved for approval of the Bylaws; DeWeece Ogden seconded; motion unanimously carried.**

► **G. APPROVAL OF GRIEVANCE PROCEDURE**

Elizabeth De Jesus presented the grievance procedure.

The only update is on page 7, updated approval date.

Ms. De Jesus asked for questions. There were no questions at this time.

**Jeff Aboumrad moved for approval of the Grievance Procedure; DeWeece Ogden seconded; motion unanimously carried.**

► **H. APPROVAL OF THE 2020-21 TD RATES/RATE CALCULATION WORKSHEET**

Elizabeth De Jesus presented the proposed TD service rates for FY 2020-21. The worksheet was prepared by the CTC, and has yet to be submitted to the TD Commission. This item will be approved today; however, if there are any changes we will have to bring it back before the TD Board for approval in September.

Ms. De Jesus asked for questions.

- Dan O'Connor wanted to know what the difference is between what is being presented today and the previous rates.

Elizabeth De Jesus responded that the ambulatory rate was \$27.31 and the proposed rate is \$28.18. The wheelchair proposed rate is \$46.82, which is approximately a \$2 increase.

- Dan O'Connor commented that he believes there is a formula to reflect the increased costs and analysis that went into this.

Ms. De Jesus responded that there is a worksheet that the JTA has to plug all the information into. The worksheet calculates the rate that they will use for the coming year. It goes to the TD Commission for review and approval. If the rate is increased by a specific percentage, the Commission will then check to make sure the numbers are okay. If the Commission feels the rates are too high, the CTC will have to justify the increase.

Ms. De Jesus feels confident that the Commission will approve the proposed rates.

- Ms. De Jesus commented that these rates will go into the new service plan, which will begin July 1.
- Sharon Dykes wanted to know if these rates are for paratransit only.

Mark Wood responded that the rates are for paratransit only.

- Thee Perry commented that on the pdf of the worksheet there are three Ns in the word "Connexion".

Ms. De Jesus responded that staff will make the correction showing "Connexion" with two Ns.

Dan O'Connor moved for approval of the 2020-21 TD Rates/Rate Calculation Worksheet; DeWeece Ogden seconded; motion unanimously carried.

► I. **APPROVAL OF 2016-21 TD SERVICE PLAN – 2020 UPDATE**

The TD Service Plan is required to be updated every year. On April 16, the TD Service Plan Committee had a conference call to review and discuss changes to the TD Service Plan. Members of the Committee are John Markiewicz, Kara Tucker, Lois Smokes and Ronald Howell. Mr. Howell did not participate on the conference call. Others present were JTA Connexion Manager, Mark Wood, and Justin Cayless.

The Committee reviewed the TD Service Plan and made revisions. Additional corrections were submitted by JTA Connexion staff.

The following updates/changes were made to the document:

- **Page 13 – updated Figure B (per JTA Connexion)**
- **Page 17 – updated Membership Certification**  
The Chairman position is vacant. Kara Tucker and Lois Smokes were added as alternates.
- **Pages 41-43 – updated Table 17A and 17B**
- **Page 85 – proposed changes to non-sponsored eligibility**  
JTA Connexion wanted to add language to the TD eligibility criteria to increase re-certification from two years to three.

JTA Connexion wanted to add the following language to the criteria below:  
“Cannot access JTA fixed route bus service due to physical or cognitive disability that prevents usage of the fixed route system *or qualifies for the fixed route senior fare card*”.

JTA Connexion wanted to add the following language to the criteria below:  
“Have a documented household income which does not exceed 150 percent of the federal poverty guidelines. *Household income includes ALL income that an applicant receives prior to disbursement to any assisted living facility or care provider.*”

- **Page 89 – updated Table 20**
- **Page 90 – updated Figure H**



- **Page 99 – updated “Passenger Assistance” Standard**  
Language added – *“the driver may open and close door to buildings”*
- **Pages 134-135 – updated Table 21**
- **Page 137 – updated Tables 22-24**

Ms. De Jesus asked for questions.

- Dan O’Connor wanted to know in what instances would not opening a door be unsafe.

Ms. De Jesus responded that they would open doors; now they may open doors depending on the situation.

Mr. Wood commented that a situation would be where the driver would lose sight of the vehicle.

- Dan O’Connor commented that it is a door-to-door service. Mr. O’Connor wanted to know if the driver is required to go to the door to assist the person.

Mr. Wood responded that if the driver opening the door puts the vehicle out of their sight range for an extended period or forcing situations where clients are left on the vehicle and out of the driver’s view, then they cannot assist the passenger.

- Mark Wood commented that the driver can assist the passenger to the door. If additional steps are needed for the passenger to enter the building, the driver has to assess the situation. If assisting the passenger into the building leaves the passengers on the vehicle out of his sight or away for an extended period of time, he cannot assist the passenger.
- Sharon Dykes commented that she feels there needs to be clarification on this policy. There are many instances where the driver is walking the passenger to their apartment, and the apartment is out of the sight of the vehicle. If you leave it up to the drivers, no one will get escorted to their door. Ms. Dykes wanted to know if the driver can shut the door prior to losing sight of the vehicle so no one can enter.
- Ms. De Jesus wanted to know if the driver training includes criteria for opening and closing doors for passengers.

Mr. Wood responded that we try and remove as much of a driver having to make a judgement call as possible. In a situation where they cannot meet

the standard procedure, they are required to contact Dispatch. Dispatch will make the decision about any variance from the standard operating procedure. Mr. Wood commented that JTA will look into making some clarification to that particular paragraph.

- Thee Perry requested that on page 43, Table 17B, to add the verbiage “A Large Urban” under The ARC Jacksonville, Inc. in the first column.
- Sharon Dykes asked for clarification on page 85 regarding “Household income includes ALL income that an applicant receives prior to disbursement to any assisted living facility or care provider”.

Mr. Cayless responded that the TD Commission has made it clear that any time we look at household income information before anything is taken out for assisted living or nursing homes. We are to include everything that they have coming in as household income, and not after the facility is paid.

- Sharon Dykes wanted to know if this is the normal policy or something new.

Mr. Cayless responded that this is the normal policy. It is just providing clarification, as we have had questions as to why we cannot include the income post paying for an assisted living facility or similar.

- Sharon Dykes wanted to know if this would include young adults living with their parents and if their parent’s income would be included in that.

Mr. Cayless responded that is correct.

- DeWeece Ogden wanted to know if the “Rate per Revenue Hour” of \$37.641 for JTA vans is correct.

Mr. Wood responded that the amount is correct.

- Elizabeth De Jesus commented that she did not receive the ADA cost per trip.

Mr. Wood responded that he will have JTA’s Finance Department get that number so that it can be approved in September.

- Dan O’Connor wanted to know if an individual had money in a special needs trust would those funds be considered.

Mr. Cayless responded that those funds would not be considered as income. In terms of income, they are looking at funds that come in on a

regularly monthly basis. Such as unemployment, social security or disability.

**Dan O'Connor moved to approve the 2016-21 TD Service Plan 2020 Update; Kara Tucker seconded; motion unanimously carried.**

**A Roll Call vote was taken and approved unanimously.**

**► J. COMMISSION UPDATE/LEGISLATIVE**

- In response to anticipated reduction in demand for Transportation Disadvantaged services due to COVID-19, the Commission is implementing a rescue plan within the Trip and Equipment Grant to mitigate some of the corresponding financial losses that would be incurred by the system. Beginning for the month of March, the Commission will compensate The Community Transportation Coordinators for a portion of their monthly allocated amount remaining in excess of invoiced TD services rendered through the duration of the same month. This plan is intended to provide a certain level of financial relief, and is also designed to support and encourage the continuation of essential TD services.

**► K. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR**

Mark Wood reported that last month 12,000 passengers were transported. In an average month, JTA Connexion transport between 30,000 and 31,000 passengers. This is a decline in ridership of approximately 50 percent. Mr. Wood reported that in lieu of laying off drivers, MV has offered for the drivers to take a reduction in hours. This will allow them to retain their benefits. JTA is looking at other things for the MV drivers to do outside of their normal duties to provide them additional hours.

- Dan O'Connor wanted to know if JTA plans to have the drivers tested periodically is going forward.

Mr. Wood responded that the JTA has increased their cleaning efforts and revised their standards to ensure the health and safety of our patrons.

- Dan O'Connor wanted to know if there are requirements for the passengers to wear masks and/or gloves.

Mr. Wood responded that the passengers are strongly encouraged to wear masks. It is difficult to mandate that someone wear a mask. The issue is that there is limited access to these supplies.

- Sharon Dykes commented that she is strongly against passengers being mandated to wear masks. Ms. Dykes cannot wear a mask, as it restricts her breathing. This will cause issues among the passengers. Mr. Wood responded that we depend on instruction and guidance from the FTA and the CDC.
- Dan O' Connor wanted to know if there are going to be options for drivers to be tested in the near future.

Mr. Wood responded that the lawyers and unions will work together to work these things out.

► **L. REPORT OF THE JACKSONVILLE TRANSPORTATION ADVISORY COMMITTEE (JTAC)**

Sharon Dykes reported that JTAC has only met once since the COVID-19 outbreak began. We have some proposed changes for the premium service. Mileage would be cut down to 15 miles, and anything over that the client would be responsible for. JTAC is encouraging JTA to find additional funding sources to supplement this service.

► **M. UNFINISHED BUSINESS**

None at this time.

► **N. NEW BUSINESS**

- Dan O'Connor requested that JTA give a status update on the automated vehicles, the Skyway transition and the possibility of a downtown trolley.

Mr. Wood responded that he will have the appropriate staff member reach out to Elizabeth and she can then disseminate the information to the group.

The Transportation Disadvantaged Coordinating Board meeting was recessed at 10:10 a.m. The annual Duval County TD Program Public Meeting was convened at 10:10 a.m.

► **O. ANNUAL DUVAL COUNTY TD PROGRAM PUBLIC MEETING**

Elizabeth De Jesus gave a brief presentation on the TD program.

Ms. De Jesus asked for questions.

- Thee Perry commented that FDOT has contracts in place for the express routes to St. Johns and Baker counties. Due to the COVID-19 pandemic, all of these routes have been suspended.
- Sharon Dykes wanted to know if people with disabilities can ride the fixed route for free.

Mr. Wood responded that if a passenger has an SSA disability, they can get a reduced fare card. If they go through the eligibility process at CTC, they can ride the fixed route for free.

- Dan O'Connor wanted to know if there is an update on the commuter rail initiative. Mr. O'Connor wanted to know if there would be a connection from the airport to downtown.

Mr. Sheffield responded that the commuter rail initiative is included in our long range plan. This will allow the JTA to move forward with some preliminary analysis.

- Thee Perry commented that JTA does include this information in their TDP and is required to update this annually. The public is always encouraged to provide feedback.

The annual Duval County TD Program Public Meeting was adjourned at 10:27 a.m.

► **N. ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:27 a.m. The next TD meeting will be September 3, 2020.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on May 7, 2020.

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Elizabeth De Jesus  
Duval County TD Planning Agency



**DUVAL COUNTY TRANSPORTATION DISADVANTAGED**  
**LOCAL COORDINATING BOARD**  
**MEETING SUMMARY**

Thursday, September 3, 2020 - 9:00 AM  
**VIRTUAL MEETING**

**MEMBERS PRESENT:**

Jeff Aboumrad, Vocational Rehab/Dept. of Education  
Terry Campbell, Dept. of Children and Families  
Ron Howell, Northeast Florida Community Action Agency  
John Markiewicz, Disabled American Veterans, **Vice Chairman**  
Charisa Munroe, DCI Shands Jacksonville, Medical Community  
Dan O'Connor, Citizen Advocate  
DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)  
Theodis Perry, FL Dept. of Transportation  
Kara Tucker, City of Jacksonville, Disabled Services

**MEMBERS ABSENT:**

Janet Dickinson, Elder Source (for Nancy Tufts)  
Sharon Dykes, Citizen Advocate Wanda Hathaway, Citizen Advocate  
Bliss Hayes, CareerSource, Northeast Florida  
Don Ingram, Jacksonville/Duval County Council on Elder Affairs  
Berneitha McNair, Northeast Florida Community Action Agency

**OTHERS PRESENT:**

Farisha Hamid, Office of Senator Audrey Gibson  
Liz Peak, Regional Mobility Group  
Mark Wood, JTA Connexion

**TPO STAFF PRESENT:**

Elizabeth De Jesus, Transportation Programs Manager  
Jennifer Lott, Executive Assistant

**► A. CALL TO ORDER**

Vice Chairman Markiewicz called the Duval County Transportation Disadvantaged Local Coordinating Board meeting to order at 9:08 a.m.

► **B. INTRODUCTION OF MEMBERS/PUBLIC**

► **C. PUBLIC COMMENT**

Ms. De Jesus informed the committee that if anyone has a comment and does not wish to speak to email Marci Larson at [mlarson@northfloridatpo.com](mailto:mlarson@northfloridatpo.com). Ms. Larson will read the comment for the record during the *Public Comment* portion of the meeting.

None at this time.

► **D. APPROVAL OF THE MINUTES OF THE MAY 7, 2020 MEETING OF THE DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Vice Chairman Markiewicz asked for review and approval of the minutes of the May 7 meeting.

**Terry Campbell moved for approval of the May 7, 2020 minutes; Dan O'Connor seconded; motion unanimously carried.**

► **E. APPROVAL OF NEW MEMBERS AND ALTERNATES**

Elizabeth De Jesus informed the committee that she received an email from Florida Agency for Persons with Disabilities (APD). Ms. De Jesus will reach out to them to see if they are interested in participating on the TD Board.

► **F. APPROVAL OF GRIEVANCE PROCEDURE - DEFERRED**

In communication with the CTC, the application used to generate the report is out of service. The CTD indicated they are working to restore the service. The final report approval will be deferred to the November meeting.

► **G. REGIONAL UPDATE**

Liz Peak gave the following update on the Regional Transit Working Group.

- Before the COVID-19 pandemic, the Regional Transit Working Group received approval for the Northeast Florida Coordinated Mobility Plan and were ready to begin implementing those goals.
- The group continued to meet via Zoom and helped each other with by sharing resources and knowledge related to the pandemic. For example, the way the vehicles were cleaned, locating and sharing cleaning products, and changing policies and procedures to protect our drivers and passengers.

- The Nassau Express Select Service started in December and was suspended in March. It resumed operations in July, with a new stop at the Regional Transportation Center. The Baker and St. Johns Express Select Services began in July.
- The coordination of the technology updates to the Trapeze and client management system were led by the Regional Transit Working Group.
- During this pandemic, we learned that there is a great need for a single webpage dedicated to the coordination of regional transportation. The webpage is currently under development and should be launched during Mobility Week.
- Mobility Week will take place October 30 through November 6. This event will highlight safe multi-modal transportation choices.
- Some of the priority projects highlighted in the Coordinated Plan were put on hold due to the pandemic. We hope to be back on track within the next few months.
- Work will resume on the Customer Centered Mobility Management System that will provide a full range of mobility options by expanding the availability and accessibility within each county and across the region.

Ms. Peak asked for questions.

- Dan O'Connor wanted to know if there were any other areas in Florida that are adopting the regional concept with multiple counties.

Ms. Peak responded that there are some good examples of regional coordination in several areas of Florida, with the Tampa Bay and Orlando areas being the largest.

Elizabeth De Jesus thanked Liz Peak for attending the meeting and providing an update on behalf of the Regional Transit Working Group.

► **H. COMMISSION UPDATE/LEGISLATIVE**

- The CTD held virtual meetings during the month of August to discuss changes to the CTD Allocation model. The final draft report is available at <https://ctdallocationstudy.com/index.php/final-report/>.



► **I. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR**

Mark Wood gave the following update.

- At the beginning of the pandemic, ridership dropped 50 percent below average. Over the past six to eight weeks, we have seen a steady increase. As a result, we are transitioning drivers from part-time back to full time.
- As they are available, we are providing masks to passengers that do not have them. The drivers are adapting well to the new environment in terms of wearing a mask and sanitizing the vehicles.

► **J. REPORT OF THE JACKSONVILLE TRANSPORTATION ADVISORY COMMITTEE (JTAC)**

There was no representation from JTAC at the meeting. Elizabeth De Jesus wanted to know if JTAC has been meeting during the pandemic. Mr. Wood responded that JTAC is meeting virtually on their normal schedule and informed the committee that Ken Middleton is JTA's JTAC liaison. Mr. Wood indicated that there is nothing to report at this time.

► **K. UNFINISHED BUSINESS**

None at this time.

► **L. NEW BUSINESS**

- As last reported by the CTD, we are authorized to have virtual public meetings until the end of this month. Unless there is a change in status or the deadline is extended by Governor DeSantis, Sunshine Law dictates that a quorum is established by those physically present.

To date, November's meeting will be face-to-face. We have taken the necessary precautions to provide social distancing in the Boardroom, and will make sure that the number of those present is limited following government guidelines.

- Marci Larson, TPO Public Affairs Manager, would like to add the member's email addresses to our mailing list. The emails are usually sent once a month and provide a brief update on the projects the TPO is working on. If anyone does not wish to receive these emails, please contact me.
- Dan O'Connor informed the group that the Able Trust held a virtual meeting September 2 on Florida's accessible transportation future. Every

five years, FDOT updates its long-range plan to adjust for opportunities and challenges that need to be addressed for land, sea, air and space travel. Representatives from the Florida Transportation Plan Planning Team were on the webinar and eager to hear what is needed to ensure that individuals with disabilities and their families can live, work, learn, play and raise a family in Florida.

Mr. O'Connor wanted to know if our local coordinating board was aware of the meeting.

Ms. De Jesus responded that she was not aware of the meeting and asked Mr. O'Connor to send her the information.

Kara Tucker indicated that she attended the meeting and that they are accepting comments through September 30.

- Jeff Aboumrad asked Elizabeth De Jesus to find out if a hybrid meeting would be acceptable for November. A hybrid being some members participate virtually and some members participate in person.

Ms. De Jesus responded that Sunshine Law requires people meet in person to establish a quorum. If we can have a hybrid meeting, we will need a quorum established from those attending in person.

Vice Chairman Markiewicz commented that he prefers a virtual meeting, but even that presents some challenges.

#### ► **M. PUBLIC COMMENTS**

- Dan O'Connor wanted to know how things are going with the JRTC.

Mr. Wood responded that the JRTC opening coincided with the beginning of the pandemic. We are not seeing the level of ridership and activity that we expected. Staff is continuing to work virtually and in person staggered shifts.

- Thee Perry gave the following brief update for FDOT.

Our federal grant workshop will be held virtually October 15. If you would like information regarding this event, please contact Janelle Damato at 904-360-5687.

If you need any additional information regarding Mobility Week, please contact Chris Nielson at 904-360-5667.

- Dan O'Connor gave the following brief update for the Division of Blind Services.

We recently became accessible to the public. Staff at our training facility are still working remotely. Training is occurring virtually with the exception of orientation and mobility.

- DeWeece Ogden gave the following brief update for the Florida Agency for Health Care Administration.

Our building remains closed and staff is continuing to work virtually. If any of our members or providers have any questions or concerns, please call our contact center at 877-254-1055.

- Kara Tucker gave the following brief update for the City of Jacksonville's Disabled Services.

Our office reopened June 3. The Mayor's Disability Council has been meeting virtually. On October 15, we will celebrate White Cane Awareness Day. October is Disability Employment Awareness Month. We will hold our ADA Symposium October 14. We are working on a campaign for the rapid flashing beacons with the Mayor's Office. This campaign focuses on street crossing safety.

- Elizabeth De Jesus asked the committee if they would like to include the agency updates on the agenda going forward.

DeWeece Ogden responded that she thinks it is a great idea.

Ms. De Jesus responded that she will include it on the agenda going forward.

- Vice Chairman Markiewicz commented that the VA has authorized a partial reopening of the hospitals and clinics. Van services are anticipated to resume sometimes this month.

► **N. ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:52 a.m. The next TD meeting will be November 5, 2020.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on September 3, 2020.

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Elizabeth De Jesus  
Duval County TD Planning Agency



**DUVAL COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
MEETING SUMMARY**

Thursday, November 5, 2020 - 9:00 AM  
**VIRTUAL MEETING**

**MEMBERS PRESENT:**

Terry Campbell, Dept. of Children and Families  
Janet Dickinson, Elder Source (for Nancy Tufts)  
Ron Howell, Northeast Florida Community Action Agency  
John Markiewicz, Disabled American Veterans, **Vice Chairman**  
Dan O'Connor, Citizen Advocate  
DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)  
Theodis Perry, FL Dept. of Transportation  
Kara Tucker, City of Jacksonville, Disabled Services

**MEMBERS ABSENT:**

Sharon Dykes, Citizen Advocate  
Wanda Hathaway, Citizen Advocate  
Bliss Hayes, CareerSource, Northeast Florida  
Don Ingram, Jacksonville/Duval County Council on Elder Affairs  
Berneitha McNair, Northeast Florida Community Action Agency  
Charisa Munroe, DCI Shands Jacksonville, Medical Community

**OTHERS PRESENT:**

Mark Wood, JTA Connexion

**TPO STAFF PRESENT:**

Elizabeth De Jesus, Transportation Programs Manager  
Jennifer Lott, Executive Assistant

► **A. CALL TO ORDER**

Vice Chairman Markiewicz called the Duval County Transportation Disadvantaged Local Coordinating Board meeting to order at 9:03 a.m.

***\*\*In the absence of a quorum, all "Action Items" are Deferred.***

► **B. INTRODUCTION OF MEMBERS/PUBLIC**

► **C. PUBLIC COMMENT**

Ms. De Jesus informed the committee that if anyone has a comment and does not wish to speak to email Marci Larson at [mlarson@northfloridatpo.com](mailto:mlarson@northfloridatpo.com). Ms. Larson will read the comment for the record during the *Public Comment* portion of the meeting.

None at this time.

► **D. APPROVAL OF NEW MEMBERS AND ALTERNATES**

None at this time.

► **E. ELECTION OF VICE-CHAIRMAN - DEFERRED**

The Board must elect a Vice Chairman that will serve a term of one year starting at the next meeting.

Mr. Markiewicz expressed his interest in continuing as Vice Chairman.

► **F. APPROVAL OF THE MINUTES OF THE SEPTEMBER 3, 2020 DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING - DEFERRED**

► **G. APPROVAL OF 2019-20 ANNUAL OPERATING REPORT - DEFERRED**

► **H. APPROVAL OF CTC VEHICLE TO ATTEND 2021 TD DAY AT THE CAPITOL - DEFERRED**

The TD Day is tentatively scheduled for March 30, 2021 in Tallahassee, Florida. Staff recommends approval, provided that a funding source is identified.

► **I. 2019-20 CTC EVALUATION & 2021-26 TD SERVICE PLAN – SELECTION OF COMMITTEE MEMBERS**

Staff is requesting that members be appointed to serve on two separate committees. Both Committees will be meeting in January and February respectively. The CTC Evaluation will be presented and approved at the March 4 TD Board meeting. The final updated TD Service Plan will be presented and approved at the May 6 TD Board meeting.

Kara Tucker, DeWeece Ogden, John Markiewicz and Dan O'Connor volunteered to serve on the CTC Evaluation Committee.

Kara Tucker, DeWeece Ogden, John Markiewicz and Dan O'Connor volunteered to serve on the TD Service Plan Committee.

► **J. COMMISSION UPDATE/LEGISLATIVE**

The Commission has approved the proposed revisions to the formula for allocation of funds. These revisions will go into effect July 1, 2021.

TD Boards throughout the state are continuing to find it challenging to establish a quorum to conduct meetings and approve deliverables.

- John Markiewicz wanted to know if there was a way to reduce the number of people needed to establish a quorum.

Ms. De Jesus responded that in September of last year we voted to reduce the number of people needed to establish a quorum from 50 percent to 35 percent. We can explore options to further reduce the percentage needed to establish a quorum.

Our issue is the majority of our membership consists of governmental agencies. Those employees continue to work from home and are not permitted to travel at this time.

- Kara Tucker commented that the City is conducting hybrid meetings.
- Elizabeth De Jesus commented that we might have to include language in the bylaws that will allow us to lower the number of people required to establish a quorum in an emergency situation.
- DeWeece Ogden commented that she serves on another committee and they amended the bylaws to lower the number of people required to establish a quorum.

Ms. De Jesus asked Ms. Ogden if she could provide the language that was used to amend the bylaws.

- Jennifer Lott commented that the TCC and CAC held hybrid meetings yesterday. They took action at the beginning of the meeting under “significant circumstance”, due to the COVID-19 pandemic, to allow those members participating virtually to be able to vote.
- Dan O’Connor commented that if we lower the number of persons required to establish a quorum to two, it may not necessarily be in line with what the majority would agree with.

Ms. De Jesus responded that we are trying figure out how to make this work.

► **K. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR**

Mark Woods, JTA Connexion Paratransit Manager gave the following update.

- In April, ridership was down 64 percent. In October, ridership was down 38 percent. This reflects a slow and steady increase in ridership.
- In order to keep our drivers employed during the peak of the pandemic, they were transitioned from full time to part-time. We are now transitioning all drivers back to full-time; however, some have elected not to return. This has led to a shortage of drivers. MV is in the process of recruiting and hiring drivers to address the shortage.

► **L. REPORT OF THE JACKSONVILLE TRANSPORTATION ADVISORY COMMITTEE (JTAC)**

None at this time.

► **M. UNFINISHED BUSINESS**

In-person meetings and quorum requirements were re-established effective November 1 in accordance with the Sunshine Law. An in-person quorum must be established to conduct business.

► **N. NEW BUSINESS**

- The North Florida TPO 2021 Meeting Schedule was provided to via email. Outlook invitations will be sent to each member for the 2021 meetings.
- Bylaws Clarification – In September 2019, the TD Board voted to reduce the quorum from 50 percent to 35 percent. Staff made a clerical error and submitted the incorrect bylaws in May 2020. The corrected bylaws have been signed by the Vice Chairman.
- CTC Re-designation – JTA’s current Memorandum of Agreement with the TD Commission as Duval County’s CTC will expire on June 30, 2021. Staff will bring this item before the Board in March recommending the continuation of JTA as Duval County’s CTC.

The following steps must occur for re-designation:

- LCB vote to recommend to re-designate JTA as Duval County’s CTC
- TPO staff will send a letter to JTA inquiring of their interest in CTC re-designation



- JTA will send a response to the TPO indicating their interest to continue as Duval County's CTC
- TPO Board approves a resolution to support JTA as Duval County's CTC
- Staff submits all documentation to the TD Commission
- Staff works on a new five-year TD Service Plan for 2016-2021
- Staff attends a TD Commission meeting to make a formal request to approve the re-designation of JTA
- A new five-year Memorandum of Agreement is issued

► **O. REGIONAL UPDATE**

None at this time.

► **P. AGENCY REPORTS**

**Florida Department of Children and Families – Terry Campbell** – The Florida Department of Children and Families currently has a hiring and budget freeze. Our offices remain closed to the public. The majority of our employees continue to work from home. There is a possibility that some of our brick and mortar locations will be closed permanently. All investigators were being tested twice a month for the COVID-19 virus. Going forward, we will utilize an application to assess symptoms.

**Northeast Florida Community Action Agency – Ronald Howell** – We are still providing utility assistance up to \$2000 for those low-income individuals that do not exceed 150 percent of poverty. All appointments will be held virtually, and can be scheduled by calling 904-362-8052. The satellite offices remain closed, with those employees working virtually. The Central Office is open with access limited to authorized personnel only.

**American Veterans – John Markiewicz** - The VA van transportation network remains shut down, as we cannot properly social distance on the vehicles.

The new VA clinic will open in North Jacksonville next year, and will replace the University Boulevard and Southpoint Drive facilities. This clinic will be fully staffed and allow for specialty appointments.

**Florida Department of Education – Dan O'Connor** – We can now assist clients in our office by appointment only. Our local training with the Vision Education and Rehabilitation Center remains virtual.

**Florida Agency for Health Care Administration – DeWeece Ogden** – Our offices remain closed. The Medicaid agency's contact center allows us to continue to speak with our clients and providers, and can be reached at 877-254-1055.

**FDOT – Theodis Perry** – Our offices remain closed. Staff is in a transitional period, with some continuing to work from home and some transitioning to in-person. Mobility Week is from October 31 – November 6. FDOT has a virtual room showcasing our contribution to Mobility Week.

**Elder Source – Janet Dickinson** – The majority of our staff continue to work from home. Medicare Open Enrollment is ongoing. We have a new program called SHINE, which is Serving Health Insurance Needs of Elders. Staff is available to answer questions via our helpline at 888-242-4464.

**COJ Disable Services – Kara Tucker** – Our offices are open. We are holding hybrid meetings, with a combination of in-person and virtual participants for our Mayor’s Disability Council and subcommittee meetings. December 12 we are partnering with the ICEMAN to provide 175 tickets to enjoy a hockey game. October 15 was White Cane Awareness Day and October was Disability Employment Awareness Month, with two proclamations signed by Mayor Curry. July 26 was the 30<sup>th</sup> anniversary of the Americans with Disabilities Act.

Over the last two years, we’ve held an art contest for local high school students to make individuals aware of the white cane laws and ordinances at the state level. The art work will be displayed in the Tax Collector’s office in the Yates Building downtown.

JTA and JTAC agreed to wrap two buses for white cane awareness.

► **Q. PUBLIC COMMENTS**

None at this time.

► **R. ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:01 a.m. The next TD meeting will be March 4, 2021.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on November 5, 2020.

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Elizabeth De Jesus  
Duval County TD Planning Agency

Approval of  
2019-20 Annual Operations Report

Agenda Item G



# CTC Organization

**County:** Duval

**Fiscal Year:** 7/1/2019 - 6/30/2020

**CTC Status:** Approved

**CTD Status:** Approved

**Date Initiated:** 9/4/2020

**CTC Organization Name:** Jacksonville Transportation Authority

**Address:** 100 N Myrtle Ave

**City:** Jacksonville

**State:** FL

**Zip Code:** 32202

**Organization Type:** Public Transit Authority

**Network Type:** Partial Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 2

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** No

**Local Coordinating Board (LCB) Chairperson:** John Markiewicz

**CTC Contact:** Mark Wood

**CTC Contact Title:** Manager, Service Delivery Connexion

**CTC Contact Email:** mwood@jtafla.com

**Phone:** (904) 265-8924

## CTC Certification

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

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, John Markiewicz, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



**Transportation  
Disadvantaged**

# CTC Trips

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	253,458	N/A	253,458	296,135	N/A	296,135
Paratransit						
Ambulatory	16,752	0	16,752	38,960	0	38,960
Non-Ambulatory	6,277	0	6,277	15,001	0	15,001
Stretcher	0	0	0	0	0	0
Transportation Network Companies	569	N/A	569	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	276,487	N/A	276,487	350,096	N/A	350,096
<b>Total - Contracted Transportation Operator Trips</b>	<b>276,487</b>	<b>0</b>	<b>276,487</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	22,661	N/A	22,661	53,961	N/A	53,961
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	937	0	937	1,215	0	1,215
Local Non-Government	253,458	0	253,458	294,920	0	294,920
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>



**Transportation  
Disadvantaged**

# CTC Trips (cont'd)

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	0	0	0	0	0	0
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	277,056	0	277,056	350,096	0	350,096
Low Income	0	0	0	0	0	0
Other	0	0	0	0	0	0
<b>Total - Passenger Type</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Trip Purpose - One Way</b>						
Medical	53,021	0	53,021	147,583	0	147,583
Employment	53,013	0	53,013	64,701	0	64,701
Education/Training/Daycare	18,336	0	18,336	25,652	0	25,652
Nutritional	13,400	0	13,400	16,266	0	16,266
Life-Sustaining/Other	139,286	0	139,286	95,894	0	95,894
<b>Total - Trip Purpose</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	3,841	0	3,841	4,276	0	4,276
<b>Total - UDPHC</b>	<b>3,841</b>	<b>0</b>	<b>3,841</b>	<b>4,276</b>	<b>0</b>	<b>4,276</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	14,051	N/A	14,051	14,717	N/A	14,717
<b>Customer Feedback</b>						
Complaints	360	N/A	360	658	N/A	658
Commendations	390	N/A	390	591	N/A	591



**Transportation  
Disadvantaged**

# CTC Vehicles & Drivers

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	3,097,595	N/A	3,097,595	4,000,334	N/A	4,000,334
Paratransit Miles	282,861	0	282,861	748,415	0	748,415
Transportation Network Companies (TNC) Miles	8,051	N/A	8,051	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>3,388,507</b>	<b>0</b>	<b>3,388,507</b>	<b>4,748,749</b>	<b>0</b>	<b>4,748,749</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	56	0	56	56	0	56
Chargeable Accidents	3	0	3	10	0	10
<b>Vehicle Inventory</b>						
Total Number of Vehicles	99	0	99	103	0	103
Number of Wheelchair Accessible Vehicles	99	0	99	103	0	103
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	125	0	125	141	0	141
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 923,591	N/A	\$ 923,591	\$ 2,102,194	N/A	\$ 2,102,194
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 1,012,963	\$ 0	\$ 1,012,963	\$ 800,000	\$ 0	\$ 800,000
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 16,473	\$ 0	\$ 16,473	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 1,342,777	\$ 0	\$ 1,342,777	\$ 1,550,642	\$ 0	\$ 1,550,642
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 10,942,727	\$ 0	\$ 10,942,727	\$ 11,656,697	\$ 0	\$ 11,656,697
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 1,024,634	\$ 0	\$ 1,024,634	\$ 1,112,508	\$ 0	\$ 1,112,508
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 15,263,165</b>	<b>\$ 0</b>	<b>\$ 15,263,165</b>	<b>\$ 17,222,041</b>	<b>\$ 0</b>	<b>\$ 17,222,041</b>





**Transportation  
Disadvantaged**

# CTC Expense Sources

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,499,240	\$ 0	\$ 1,499,240	\$ 1,405,845	\$ 0	\$ 1,405,845
Fringe Benefits	\$ 724,794	\$ 0	\$ 724,794	\$ 654,955	\$ 0	\$ 654,955
Services	\$ 300,241	\$ 0	\$ 300,241	\$ 587,745	\$ 0	\$ 587,745
Materials & Supplies Consumed	\$ 1,688,140	\$ 0	\$ 1,688,140	\$ 2,196,739	\$ 0	\$ 2,196,739
Utilities	\$ 11,047	\$ 0	\$ 11,047	\$ 10,614	\$ 0	\$ 10,614
Casualty & Liability	\$ 4,078	\$ 0	\$ 4,078	\$ 6,709	\$ 0	\$ 6,709
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 8,076	\$ 0	\$ 8,076	\$ 13,649	\$ 0	\$ 13,649
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 3,355,378	\$ 0	\$ 3,355,378	\$ 2,845,374	\$ 0	\$ 2,845,374
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 198,327	N/A	\$ 198,327	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 7,473,843	N/A	\$ 7,473,843	\$ 9,500,411	N/A	\$ 9,500,411
<b>Total - Expense Sources</b>	<b>\$ 15,263,164</b>	<b>\$ 0</b>	<b>\$ 15,263,164</b>	<b>\$ 17,222,041</b>	<b>\$ 0</b>	<b>\$ 17,222,041</b>

County: Duval  
 CTC: Jacksonville Transportation Authority  
 Contact: Mark Wood  
 100 N Myrtle Ave  
 Jacksonville, FL 32202  
 904-265-8924

Demographics	Number
Total County Population	0
Unduplicated Head Count	3,841



Email: mwood@jtafla.com

<b>Trips By Type of Service</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Vehicle Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	4,665,487	4,748,749	3,388,507
Deviated FR	0	0	0	Roadcalls	126	56	56
Complementary ADA	0	296,135	253,458	Accidents	9	10	3
Paratransit	336,018	53,961	23,029	Vehicles	97	103	99
TNC	0	0	569	Drivers	137	141	125
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>				

<b>Passenger Trips By Trip Purpose</b>			
Medical	69,175	147,583	53,021
Employment	61,632	64,701	53,013
Ed/Train/DayCare	23,032	25,652	18,336
Nutritional	3,539	16,266	13,400
Life-Sustaining/Other	178,640	95,894	139,286
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>

<b>Financial and General Data</b>			
Expenses	\$13,959,986	\$17,222,041	\$15,263,164
Revenues	\$13,959,986	\$17,222,041	\$15,263,165
Commendations	666	591	390
Complaints	1,418	658	360
Passenger No-Shows	16,255	14,717	14,051
Unmet Trip Requests	0	0	0

<b>Passenger Trips By Revenue Source</b>			
CTD	61,191	53,961	22,661
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	274,827	296,135	254,395
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>

<b>Performance Measures</b>			
Accidents per 100,000 Miles	0.19	0.21	0.09
Miles between Roadcalls	37,028	84,799	60,509
Avg. Trips per Passenger	75.83	81.87	72.13
Cost per Trip	\$41.55	\$49.19	\$55.09
Cost per Paratransit Trip	\$41.55	\$49.19	\$54.49
Cost per Total Mile	\$2.99	\$3.63	\$4.50
Cost per Paratransit Mile	\$2.99	\$3.63	\$4.46

<b>Trips by Provider Type</b>			
CTC	0	0	569
Transportation Operator	336,018	350,096	276,487
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>

Approval of  
2019-20 CTC Evaluation

Agenda Item H

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



Draft

**Transportation  
Disadvantaged**

**CTC BEING REVIEWED: JACKSONVILLE TRANSPORTATION AUTHORITY**

**COUNTY (IES): DUVAL COUNTY**

**ADDRESS: 100 NORTH MYRTLE AVENUE, JACKSONVILLE FL**

**CONTACT: MARK WOOD      PHONE: 904-265-8924**

**REVIEW PERIOD: FY 2019-20      REVIEW DATES: 2-11-2021**

**PERSON CONDUCTING THE REVIEW: ELIZABETH DE JESUS**

**CONTACT INFORMATION: 904-306-7505**

## EVALUATION INFORMATION

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

1	Cover Page
6 - 7	Entrance Interview Questions
13	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
14	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
20	Insurance
24	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
26 - 31	Commission Standards and Local Standards
47	Level of Cost - Worksheet 1
48 - 49	Level of Competition – Worksheet 2
50 - 51	Level of Coordination – Worksheet 3

**Notes to remember:**

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

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.  
  
The LCB will be reviewing the following areas:
  - Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - Following up on the Status Report from last year and calls received from the Ombudsman program.
  - Monitoring of contractors.
  - Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:       RURAL       URBAN
  
2. ORGANIZATION TYPE:       PRIVATE-FOR-PROFIT  
    PRIVATE NON-PROFIT  
    GOVERNMENT  
    TRANSPORTATION AGENCY
  
3. NETWORK TYPE:       SOLE PROVIDER  
    PARTIAL BROKERAGE  
    COMPLETE BROKERAGE
  
4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:  
  
**The only operator under contract with JTA is MV Transportation. MV Transportation subcontract with CRC to provide trips.**
  
5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:  
**The CTC does not have a coordination contract.**

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

Name of Agency	% of Trips	Name of Contact	Telephone Number
CTD	8%	CTD	
Other	92%	JTA	

7. REVIEW AND DISCUSS TD HELPLINE CALLS: *Information was not available*

	Number of calls	Closed Cases	Unsolved Cases
Cost	0		
Medicaid	0		
Quality of Service	0		
Service Availability	0		
Toll Permit	0		
Other	0		

## GENERAL QUESTIONS

**Findings: None**

**Recommendations: None**



**COMPLIANCE WITH CHAPTER 427, F.S.**

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

*“Review all transportation operator contracts annually.”*

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

**MV Transportation is under contract with JTA to provide drivers, schedulers, reservationists and dispatchers. MV monitors the performance of their own employees (drivers, service personnel and management), and subcontracted DBE's on a daily basis. JTA monitors and reviews the performance of MV Transportation operations for drug and alcohol and driver training records. JTA Q/A staff and Risk/Safety staff review records and conduct inspections to make sure contractor is in compliance with 14-90. All performance statistics are generated, monitored and analyzed by JTA Connexion staff. Customer concern intake and monitoring is performed by JTA Connexion staff to ensure resolution.**

Is a written report issued to the operator?       Yes       No

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

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

**The CTC does not have a Provider Coordination Contract.**

Is a written report issued?       Yes       No      N/A

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

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

**Contractors that are not in compliance receive a performance improvement plan with a dateline to take corrective actions based on the severity.**

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS. Staff reviewed a monitoring report.**

## COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

**Unlike school boards in other counties, the Duval County School Board does not own or operate school buses. Instead, service is provided by private contractors. These vehicles are not available for use in the coordinated system. They are part of the Emergency Operations Plan.**

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

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

**JTA, as the CTC is also the provider of public transportation services in Duval County and the region. The JTA has also developed and facilitate a travel training program called On the Move Regional Travel Training through their contracted provider MTM. TD and ADA eligible clients are encouraged to request travel training to learn how to use the fixed route as a viable alternative to the door to door system, to give them the ability to use transit when the need arise and without fear of losing their door to door privileges. However, travel training would be provided to any person who request it not only in Duval County but through the region. Certified ADA clients are eligible to ride JTA fixed route at no charge.**

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

Yes  No

If YES, what is the goal? If YES, what is the goal?

**The 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 a face to face interview with JTA staff and a possible functional assessment with an Occupational Therapist. This process is based on the Easter Seals Project Action, Determining ADA Paratransit Eligibility. This allows the JTA to only provide paratransit trips to those 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 or senior citizen.**

Is the CTC accomplishing the goal?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  Yes  No

Comments:

## CHAPTER 427

Findings: None

Recommendations: None

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

**Compliance with 41-2.006(1), Minimum Insurance Compliance**  
*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?  
**The minimum vehicle liability requirement is \$100,000 per person and \$200,000 per incident.**

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?  
**For contractors under the coordination agreement, minimum vehicle liability insurance requirement is \$100,000 per person and \$200,000 per incident. For operators under contract with JTA, the minimum requirements are:**

- **General aggregate - \$2 million**
- **Products/Completed Operations Aggregate - \$2 million**
- **Personal and advertising injury- \$2 million**
- **Each occurrence - \$2 million**
- **Fire damage - \$2 million**
- **Automobile bodily injury / property damage- \$2 million**

HOW MUCH DOES THE INSURANCE COST (per operator)?  
**Not Available. Private Contractor. CTC makes sure they have proper Insurance**

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?  
**X** Yes     No

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

**Not needed for operators under contract with JTA.**

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    **X** Yes     No

Comments:

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

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

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

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

**The CTC does not have a coordination contract.**

Cost [CTC and Coordination Contractor (CC)]

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

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

**Findings: None**

**Recommendations: None**

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

**Compliance with Commission Standards**  
*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	The CTC shall maintain a telephone system allowing toll-free access for all users and Telecommunications Device for the Deaf (TDD) to allow access by hearing impaired users. Clients may call JTA Connexion at (904) 265-6999 or Florida Relay (800) 955-8771 for comments or complaints.
Vehicle Cleanliness	All vehicles will be clean, free of dirt, trash and sand.
Passenger/Trip Database	When scheduling, the customer service representative shall, at minimum, record the following information on the Trapeze reservation screen: <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>
Adequate seating	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 schedule 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 that the registered seating or standing capacity shall be scheduled or transported in the vehicle at any time.
Driver Identification	Drivers will be identified with identification badges. Drivers will identify themselves to visually impaired passengers.
Passenger Assistance	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. 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. The driver may open and close doors to buildings, if

Commission Standards	Comments
	requested by the passenger, 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. Drivers are not required to assist customers in carrying their belongings on or off the vehicle.
Smoking, Eating and Drinking	Smoking is not permitted in vehicles. Eating and drinking are not permitted in vehicles unless medically necessary.
Two-way Communications	All vehicles must have two-way radios to permit direct communication with the dispatcher and/or supervisory staff.
Air Conditioning/Heating	All vehicles will be equipped with heat and air conditioning systems that are in good working order.
Billing Requirements	In accordance with Section 287.0585, Florida Statutes, JTA Connexion will pay all subcontractors within seven (7) days of receiving payment.
Drug and Alcohol Policy	<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 ten <b>(10)</b> 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.</p> <p>If the driver is found at fault for an accident he/she should submit to a drug and alcohol test.</p>
Vehicle Transfer Points	Drivers will ensure that transfer points are safe and secure.



## COMMISSION STANDARDS

Findings: The local toll free number was updated. No additional corrections or findings.

Recommendations: None

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

**Compliance with Local Standards**

*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Escorts and attendants are defined in different ways depending on the funding source as explained in pages 74-75 of the TDSP. 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.
Use, Responsibility, and cost of child restraint devices	Children under six years of age must be 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. 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.
Out-of-Service Area trips	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).
CPR/1st Aid	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.
Cardiopulmonary Resuscitation	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.
Driver Criminal Background Screening	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.
Rider Personal Property	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)
Advance reservation requirements	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.
Pick-up Window	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.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	<b>CTC 100%</b>	<b>CTC 100%</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	<b>CTC 90%</b>	<b>CTC 90.2%</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	<b>CTC 4%</b>	<b>CTC 4.1%</b>	<b>No</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	<b>CTC 3 / 100,000 M</b>	<b>CTC 0.1/100,000 M</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	<b>CTC 10,000 VM</b>	<b>CTC 60,365 VM</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed: 360</i>	<b>CTC 3% of Trips</b>	<b>CTC 0.001296%</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	<b>CTC 2 minutes</b>	<b>CTC 71.7 sec</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## LOCAL STANDARDS

**Findings:** The CTC met all measurable standards with the exception of one. Passenger no-show performance went slightly over for the reporting period FY July 1, 2019 – June 30, 2020. The current on-time performance goal is 4 percent.

The committee agreed that last fiscal year cannot be compared to any previous years due to the challenges the transportation system faced during the COVID-19 quarantine.

Paratransit Manager Mark Wood informed the Committee that ridership went down 60% in April 2020. During the first months of the quarantine the CTC experienced a high driver attrition rate. The downward trend has continued until the present. The main reason given by drivers not wanting to return to work was that they felt vulnerable/ expose and at risk providing transportation services. The main challenge for the CTC was to provide the necessary equipment to drivers to be protected while providing service. The CTC paid a premium to acquire Personal Protective Equipment (PPE) at the height of the pandemic. PPE includes face masks, face shields, rubber gloves and sanitizer. Sanitation of vehicles with special cleaning agents added a new cost to the operation. To enforce social distancing only 2-3 passengers are allowed by vehicle and sitting positions are clearly marked. Recently the federal government has mandated the use of face masks in public transportation. This presents a new challenge for drivers since there is many clients that have medical conditions and can't wear them.

This situation have created a funding shortfall. The CTC is exploring new funding opportunities like is the CARES act and they have request FDOT to provide funding to bridge the funding gap.

### **Recommendations:**

The Committee recommend the CTC to continue exploring additional funding to help cover the additional operational expenses imposed by the pandemic.

# Level of Cost Worksheet 1

Insert Cost page from the AOR.



# CTC Organization

**County:** Duval

**Fiscal Year:** 7/1/2019 - 6/30/2020

**CTC Status:** Approved

**CTD Status:** Approved

**Date Initiated:** 9/4/2020

**CTC Organization Name:** Jacksonville Transportation Authority

**Address:** 100 N Myrtle Ave

**City:** Jacksonville

**State:** FL

**Zip Code:** 32202

**Organization Type:** Public Transit Authority

**Network Type:** Partial Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 2

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** No

**Local Coordinating Board (LCB) Chairperson:** John Markiewicz

**CTC Contact:** Mark Wood

**CTC Contact Title:** Manager, Service Delivery Connexion

**CTC Contact Email:** mwood@jtafla.com

**Phone:** (904) 265-8924

## CTC Certification

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

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, John Markiewicz, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



**Transportation  
Disadvantaged**

# CTC Trips

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	253,458	N/A	253,458	296,135	N/A	296,135
Paratransit						
Ambulatory	16,752	0	16,752	38,960	0	38,960
Non-Ambulatory	6,277	0	6,277	15,001	0	15,001
Stretcher	0	0	0	0	0	0
Transportation Network Companies	569	N/A	569	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	276,487	N/A	276,487	350,096	N/A	350,096
<b>Total - Contracted Transportation Operator Trips</b>	<b>276,487</b>	<b>0</b>	<b>276,487</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	22,661	N/A	22,661	53,961	N/A	53,961
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	937	0	937	1,215	0	1,215
Local Non-Government	253,458	0	253,458	294,920	0	294,920
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>





**Transportation  
Disadvantaged**

## CTC Trips (cont'd)

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	0	0	0	0	0	0
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	277,056	0	277,056	350,096	0	350,096
Low Income	0	0	0	0	0	0
Other	0	0	0	0	0	0
<b>Total - Passenger Type</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Trip Purpose - One Way</b>						
Medical	53,021	0	53,021	147,583	0	147,583
Employment	53,013	0	53,013	64,701	0	64,701
Education/Training/Daycare	18,336	0	18,336	25,652	0	25,652
Nutritional	13,400	0	13,400	16,266	0	16,266
Life-Sustaining/Other	139,286	0	139,286	95,894	0	95,894
<b>Total - Trip Purpose</b>	<b>277,056</b>	<b>0</b>	<b>277,056</b>	<b>350,096</b>	<b>0</b>	<b>350,096</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	3,841	0	3,841	4,276	0	4,276
<b>Total - UDPHC</b>	<b>3,841</b>	<b>0</b>	<b>3,841</b>	<b>4,276</b>	<b>0</b>	<b>4,276</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	14,051	N/A	14,051	14,717	N/A	14,717
<b>Customer Feedback</b>						
Complaints	360	N/A	360	658	N/A	658
Commendations	390	N/A	390	591	N/A	591



**Transportation  
Disadvantaged**

# CTC Vehicles & Drivers

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	3,097,595	N/A	3,097,595	4,000,334	N/A	4,000,334
Paratransit Miles	282,861	0	282,861	748,415	0	748,415
Transportation Network Companies (TNC) Miles	8,051	N/A	8,051	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>3,388,507</b>	<b>0</b>	<b>3,388,507</b>	<b>4,748,749</b>	<b>0</b>	<b>4,748,749</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	56	0	56	56	0	56
Chargeable Accidents	3	0	3	10	0	10
<b>Vehicle Inventory</b>						
Total Number of Vehicles	99	0	99	103	0	103
Number of Wheelchair Accessible Vehicles	99	0	99	103	0	103
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	125	0	125	141	0	141
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 923,591	N/A	\$ 923,591	\$ 2,102,194	N/A	\$ 2,102,194
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 1,012,963	\$ 0	\$ 1,012,963	\$ 800,000	\$ 0	\$ 800,000
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 16,473	\$ 0	\$ 16,473	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 1,342,777	\$ 0	\$ 1,342,777	\$ 1,550,642	\$ 0	\$ 1,550,642
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 10,942,727	\$ 0	\$ 10,942,727	\$ 11,656,697	\$ 0	\$ 11,656,697
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 1,024,634	\$ 0	\$ 1,024,634	\$ 1,112,508	\$ 0	\$ 1,112,508
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 15,263,165</b>	<b>\$ 0</b>	<b>\$ 15,263,165</b>	<b>\$ 17,222,041</b>	<b>\$ 0</b>	<b>\$ 17,222,041</b>



**Transportation  
Disadvantaged**

# CTC Expense Sources

County: Duval

CTC Status: Approved

CTC Organization: Jacksonville  
Transportation  
Authority

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Approved

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,499,240	\$ 0	\$ 1,499,240	\$ 1,405,845	\$ 0	\$ 1,405,845
Fringe Benefits	\$ 724,794	\$ 0	\$ 724,794	\$ 654,955	\$ 0	\$ 654,955
Services	\$ 300,241	\$ 0	\$ 300,241	\$ 587,745	\$ 0	\$ 587,745
Materials & Supplies Consumed	\$ 1,688,140	\$ 0	\$ 1,688,140	\$ 2,196,739	\$ 0	\$ 2,196,739
Utilities	\$ 11,047	\$ 0	\$ 11,047	\$ 10,614	\$ 0	\$ 10,614
Casualty & Liability	\$ 4,078	\$ 0	\$ 4,078	\$ 6,709	\$ 0	\$ 6,709
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 8,076	\$ 0	\$ 8,076	\$ 13,649	\$ 0	\$ 13,649
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 3,355,378	\$ 0	\$ 3,355,378	\$ 2,845,374	\$ 0	\$ 2,845,374
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 198,327	N/A	\$ 198,327	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 7,473,843	N/A	\$ 7,473,843	\$ 9,500,411	N/A	\$ 9,500,411
<b>Total - Expense Sources</b>	<b>\$ 15,263,164</b>	<b>\$ 0</b>	<b>\$ 15,263,164</b>	<b>\$ 17,222,041</b>	<b>\$ 0</b>	<b>\$ 17,222,041</b>

County: Duval  
 CTC: Jacksonville Transportation Authority  
 Contact: Mark Wood  
 100 N Myrtle Ave  
 Jacksonville, FL 32202  
 904-265-8924

Demographics	Number
Total County Population	0
Unduplicated Head Count	3,841



Email: mwood@jtafla.com

<b>Trips By Type of Service</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Vehicle Data</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	4,665,487	4,748,749	3,388,507
Deviated FR	0	0	0	Roadcalls	126	56	56
Complementary ADA	0	296,135	253,458	Accidents	9	10	3
Paratransit	336,018	53,961	23,029	Vehicles	97	103	99
TNC	0	0	569	Drivers	137	141	125
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>				

<b>Passenger Trips By Trip Purpose</b>			
Medical	69,175	147,583	53,021
Employment	61,632	64,701	53,013
Ed/Train/DayCare	23,032	25,652	18,336
Nutritional	3,539	16,266	13,400
Life-Sustaining/Other	178,640	95,894	139,286
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>

<b>Financial and General Data</b>			
Expenses	\$13,959,986	\$17,222,041	\$15,263,164
Revenues	\$13,959,986	\$17,222,041	\$15,263,165
Commendations	666	591	390
Complaints	1,418	658	360
Passenger No-Shows	16,255	14,717	14,051
Unmet Trip Requests	0	0	0

<b>Passenger Trips By Revenue Source</b>			
CTD	61,191	53,961	22,661
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	274,827	296,135	254,395
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>

<b>Performance Measures</b>			
Accidents per 100,000 Miles	0.19	0.21	0.09
Miles between Roadcalls	37,028	84,799	60,509
Avg. Trips per Passenger	75.83	81.87	72.13
Cost per Trip	\$41.55	\$49.19	\$55.09
Cost per Paratransit Trip	\$41.55	\$49.19	\$54.49
Cost per Total Mile	\$2.99	\$3.63	\$4.50
Cost per Paratransit Mile	\$2.99	\$3.63	\$4.46

<b>Trips by Provider Type</b>			
CTC	0	0	569
Transportation Operator	336,018	350,096	276,487
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>336,018</b>	<b>350,096</b>	<b>277,056</b>

<p><b>Level of Competition</b> <b>Worksheet 2</b></p>
---

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit	23	1	350,096	3%
Government				
Public Transit Agency	1	1	10,121,407	97%
<b>Total</b>	<b>21</b>	<b>2</b>	<b>10,471,503</b>	<b>100%</b>

2. How many of the operators are coordination contractors? 0
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 2  
Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system.  
January 1, 2014

5. Does the CTC have a competitive procurement process? Yes

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	1
Low bid	Requests for proposals
Requests for qualifications	Requests for interested parties
Negotiation only	

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

Request for Proposal
----------------------

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

X	Capabilities of operator	X	Scope of Work
	Age of company	X	Safety Program

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

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

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? 40

How many responded? 8

The request for bids/proposals was distributed:

X Locally      X Statewide      X Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? NO

## Level of Availability (Coordination) Worksheet 3

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

**Duval County TD Service Plan (Updated Annually)  
Northeast Florida Coordinated Mobility Plan (Updated Annually)  
JTA Five Year Transit Development Plan**

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

**JTA has an active Marketing Department that keeps the public informed of JTA services. Activities include: brochures, agency website, Riders Guide/Quick Reference, public outreach presentations, attendance at community events, public service announcements and the JTA Facebook page.**

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

**All individual certifications and registrations are submitted to JTA’s Eligibility Office.**

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

**All certifications for TD eligibility are submitted to and approved by the CTC through JTA Connexion’s eligibility Office.**

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

**All calls to the JTA Connexion Call Center are answered. If a Reservationist is not available, the call is answered and the caller placed on hold; the caller receives a message that someone will answer shortly.**

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

**All riders call the JTA Connexion Call Center at 904-265-6999. The caller provides needed information and trip details. Requests must be made at least one day in advance of the trip, and no more than seven days in advance. The reservationists directly enter the information in JTA’s scheduling software. Duplications are minimized because clients use their unique ID numbers, and trip information is directly input into JTA’s scheduling software. This software will notify JTA of any trip duplications.**

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

**Basic standing routes are assigned to a manifest. Trips are assigned to the routes the evening before the scheduled trips by MV’s schedulers using the schedules developed by JTA’s scheduling software. MV issues the final schedules (pick-ups) to each subcontractor by late evening the day before the trips are performed.**

Scheduling – How is the trip assignment to vehicles coordinated?

**Trips are assigned to the routes the evening before the trips are performed by the subcontracted service providers. The routes have designated vehicle types based on capacity. The carriers assign the actual vehicles to perform the service based in the designated vehicle type for each manifest.**



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

**MV schedules based on demand and issues the scheduled trips by percentage based DBE contract requirement the evening before the service is provided. JTA dispatchers monitor and coordinate services during service operations. JTA currently carries all ADA and TD clients “curb to curb” or “door to door” if appropriate, from origin to destination.**

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

**MV dispatchers keep in constant radio communications with bus operators. Dispatchers also utilize a DiverMate Software and tablets to monitor each vehicle’s location and status.**

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

**MV dispatchers keep in constant radio communications with bus operators. Dispatchers also utilize a DiverMate Software and tablets to monitor each vehicle’s location and status. MV management and JTA staff monitor the service as well.**

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

**Any issues with trips are handled through the JTA Control center and coordinated with the Main contractor for resolution. JTA Quality Assurance assists when necessary to ensure that problems are handled in a timely manner.**

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

**Subcontractors receive manifest listing riders from MV. During the day, drivers edit ridership info (different number of escorts / PCA’s; no-shows; etc.) Drivers advise dispatchers of changes, discrepancies, etc. MV do trip reconciliation and JTA staff verifies accuracy.**

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

**Passengers are informed as to the appropriate fare when they make the reservation. They are advised that an exact fare and / or tickets are required when boarding. Customers can pay with the StarCard. The fare amount is tracked in JTA’s Trapeze scheduling software. The Contractor keeps the fares and the JTA deducts the fare revenues from contractor’s monthly invoice.**

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

**Data received by AVL. System automatically update, mileage, location and times. The software compiles information and reports can be generated daily, weekly, monthly or annually. JTA Connexion staff reviews the reports and works with the contractors on any issues.**

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

**The JTA compensates the contractor for their service at a contracted per revenue hour rate. To help reduce costs the JTA provides fuel and maintenance. The staff works to increase productivity, thus reducing revenue hours and costs.**

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

**The JTA Connexion has regular / ongoing communication with partner organizations. JTA works with dialysis clinics, the Mayor’s Disability Council, Jacksonville Transportation Advisory Committee, ElderSource, etc. We also participate in the Regional Transit Working Group.**

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

**JTA have a Coordination Agreement with ARC Jacksonville that authorize them to apply for and receive 5310 funding for the provision of service to their clientele.**

CTC Evaluation  
FY July 1, 2019 to June 30, 2020

**Draft**

# Inventory of Transportation Providers

**A**

This section identifies the private-for-profit transportation companies the CTC contracts with for the provision of service. During the reporting period there was only one transportation providers under contract with the CTC (See Table 1). MV Transportation began its contract in January 2014. MV subcontracted CRC to provide transportation during the reporting period. A list of potential transportation providers is also included (See Table 2).

## Table 1—Inventory of Transportation Providers

*2020 Evaluation of the Community Transportation Coordinator*

MV Transportation  
Jacksonville FL  
**Contract began: January 2014**

Community Rehabilitation Center (CRC)  
7240 Lem Turner Road, Jacksonville, FL  
Telephone: (904) 766-7799

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Table 2—Inventory of Potential Transportation Providers  
*2020 Evaluation of the Community Transportation Coordinator*

<p>ASI Wheelchair            5995 Philips Hwy            Jacksonville, FL 32216            Telephone (904) 731-4783</p>	<p>Century Ambulance Services, Inc.            2110 Herschel St.            Jacksonville FL 32204            Telephone (904) 356-2828</p>
<p>ZTrip  <a href="http://www.ZTrip.com/book-a-ride">www.ZTrip.com/book-a-ride</a>            Telephone (904) 222-2222</p>	<p>Liberty Ambulance &amp; Wheelchair Service            1614 Atlantic University Circle            Jacksonville, FL 32207            Telephone (904) 721-0008</p>
<p>JaxCare  <a href="mailto:JaxReservations@JaxPatientCare.com">JaxReservations@JaxPatientCare.com</a>            Telephone 904-309-9902</p>	<p>Promise Transportation Group            5991 Chester Ave., Ste. 106            Jacksonville FL 32217            Telephone 904-374-3152</p>
<p>Doctor's Direct Transportation            4495 Roosevelt Blvd # 214            Jacksonville, FL 32210            Telephone (904) 683-0471</p>	<p>Rivercity Transportation            6318 Restlawn Dr.            Jacksonville, FL 32208            Telephone (904) 683-0532</p>
<p>Coastal Cab            1840 S. Mealy St.            Atlantic Beach FL 32233            Telephone (904) 222-2000</p>	<p>Homebound Alternatives, Inc.            Jacksonville, FL 32257            Telephone (904)268-2552</p>
<p>Gecko Cab            4600-4622 Norwood Ave.            Jacksonville, FL 32206            Telephone (904) 224-5555</p>	<p>Lomisa Transportation Inc.            9951 Atlantic Blvd.            Jacksonville, FL 32225            Telephone (904) 723-3008</p>

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HDS Vans & Mobility Handicapped Driver Service  
2727 St Johns Bluff Rd S.  
Jacksonville, FL 32246  
Telephone (904) 281-0111

Westside Taxi Service  
438 Arora Blvd.  
Orange Park 32073  
Telephone 904-210-8503

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Emmanuel's Transportation  
10906 Apple Blossom Trail East  
Jacksonville FL 32218  
Telephone (904) 800-2724; 904-647-6287

Greyhound Bus  
10N Pearl St. Jacksonville FL 32202  
904-356-9976 Local Number  
800-846-0754 Main Line

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Ambulance Service Inc.  
5995 Philips Hwy  
Jacksonville FL 32216  
Telephone 904-794-0002

Amtrak  
3570 Clifford Lane  
Jacksonville, FL 32209  
Telephone 904-766-5110  
1-800-872-7245

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UBER  
[www.UBER.com](http://www.UBER.com)

LYFT  
[www.Lyft.com](http://www.Lyft.com)

---

# Inventory of Coordination Contractors

**B**



During the reporting period (July 1, 2019 – June 30, 2020) the CTC had no *coordination contracts*. (See Table 3).

Table 3—Inventory of Coordination Contractors  
*2020 Evaluation of the Community Transportation Coordinator*

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No Coordination Contractors in this reporting  
period

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# Peer Group Comparison

**C**

The Peer Group Comparison evaluates operating statistics for the Duval County Coordinated Transportation System comparing them with those of similar systems in Dade, Escambia, Hillsborough, Orange and Pinellas Counties. Duval County had the highest average trip length with 12.23 miles followed by Escambia County (11.80) and Hillsborough (6.10). (See page 29). The highest cost per trip was provided by Duval County at \$55.09 and the less expensive by Pinellas County at \$4.69 (See page 30). Dade County had the highest cost per mile with \$8.26 followed by Orange County with \$5.86 (See page 28).

Pinellas County is the biggest provider of fixed route trips with 82% of the trips provided thru the fixed route system. Duval County provided 91% of its trips for Complementary ADA service . 50% of Duval county total trips were use to transport clients to life sustaining appointments.

The source of data for the Peer Group Analysis is the Annual Performance Report of the Florida Commission for the Transportation Disadvantaged. The Annual Performance Report is based on the Annual Operating Report of the CTC's for each of Florida's 67 Counties.

**Table 4-Peer Group Comparison**  
**2020 Evaluation of the Community Transportation Coordinator**

	<b>Duval</b>	<b>Dade</b>	<b>Escambia</b>	<b>Hillsborough</b>	<b>Orange</b>	<b>Pinellas</b>
<b>General Information</b>						
Operating Environment	Urban	Urban	Urban	Urban	Urban	Urban
Organization Type	Public Transit	County	County	County	Public Transit	Public Transit
Network Type	Partial Brokerage	Partial Brokerage	Complete Brokerage	Partial Brokerage	Complete Brokerage	Partial Brokerage
Operators	2	0	1	1	4	5
Coordination Contractors	0	35	0	14	11	12
Total Population	936,186	2,699,428	313,491	1,422,278	1,349,746	964,666
Total Passengers Served (Unduplicated Passengers)	3,841	50,650	664	21,706	19,954	26,793
<b>Passenger Trip Information</b>						
<b>By Type of Service</b>						
Fixed Route	-	2,298,635	-	182,213	274,277	2,558,464
<i>% of Total Trips</i>	0%	76%	0%	28%	31%	82%
Deviated Fixed Route	-	-	0	-	39,592	-
<i>% of Total Trips</i>	0%	0%	0%	0%	4%	0%
Complementary ADA	253,458	-	56,108	-	229,014	267,356
<i>% of Total Trips</i>	91%	0%	55%	0%	26%	9%
Paratransit	23,029	708,592	4,646	470,025	253,542	282,578
<i>% of Total Trips</i>	8%	24%	5%	72%	28%	9%
TNC	569	-	-	-	2,345	13,712
<i>% of Total Trips</i>	0%	0%	0%	0%	0%	0%
Taxi	-	-	-	1,498	92,139	8,233
<i>% of Total Trips</i>	0%	0%	0%	0%	2%	0%
School Board (School Bus)	-	-	-	-	-	-
<i>% of Total Trips</i>	0%	0%	0%	0%	0%	0%
Volunteers	-	-	-	-	-	-
<i>% of Total Trips</i>	0%	0%	0%	0%	0%	0%
<b>By Trip Purpose</b>						
Medical	53,021	260,478	38,221	147,946	190,266	1,223,806
<i>% of Total Trips</i>	19%	9%	37%	23%	21%	39%
Employment	53,013	17,130	49,577	55,332	85,943	1,040,262
<i>% of Total Trips</i>	19%	1%	48%	8%	10%	33%
Education/Training/Daycare	18,336	174,313	3,332	136,509	136,114	146,848
<i>% of Total Trips</i>	7%	6%	3%	21%	15%	5%
Nutritional	13,400	198,273	1,785	163,963	50,346	457,065
<i>% of Total Trips</i>	5%	7%	2%	25%	6%	15%
Life-Sustaining/ Other	139,286	2,357,033	9,599	149,986	428,240	262,362
<i>% of Total Trips</i>	50%	78%	9%	23%	48%	8%

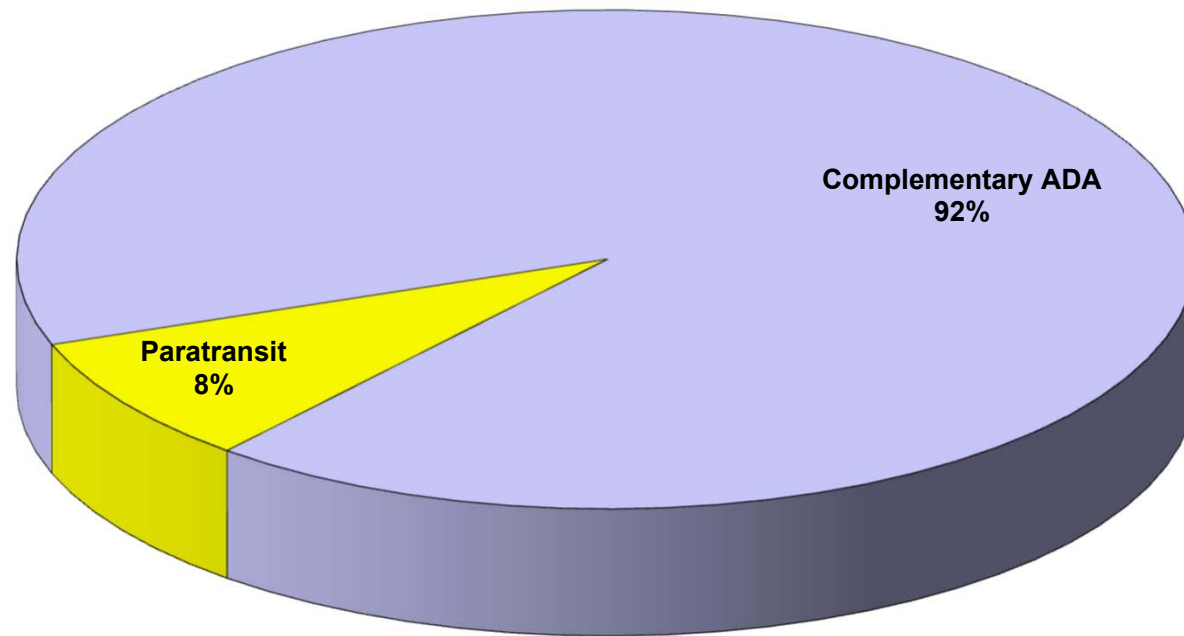
Table 4-Peer Group Comparison  
2020 Evaluation of the Community Transportation Coordinator

	Duval	Dade	Escambia	Hillsborough	Orange	Pinellas
<b>By Passenger Type</b>						
Older Adults	-	238,019	23,587	9,117	254,372	71,070
% of Total Trips	0%	8%	23%	1%	29%	2%
Children at Risk	-	19,020	312	2,345	32,908	9,826
% of Total Trips	0%	1%	0%	0%	4%	0%
Persons with Disabilities	277,056	231,366	46,715	567,826	279,597	1,119,523
% of Total Trips	100%	8%	46%	87%	31%	36%
Low Income	-	2,351,873	22,049	69,745	1,045	1,929,576
% of Total Trips	0%	78%	22%	11%	0%	62%
Other	-	166,949	9,851	4,703	322,987	348
% of Total Trips	0%	6%	10%	1%	36%	0%
<b>By Funding Source</b>						
Commision for the Transportation Disadvantaged	22,667	2,298,634	42,336	195,495	127,325	2,636,227
% of Total Trips	8%	76%	41%	30%	14%	84%
Agency for Health Care Administration	-	1,036	-	30,272	971	2,449
% of Total Trips	0%	0%	0%	5%	0%	0%
Agency for Persons with Disabilities	-	56,022	-	96,070	131,332	75,702
% of Total Trips	0%	2%	0%	15%	15%	2%
Department of Elder Affairs	0	148,753	3,650	29,546	36,314	35,502
% of Total Trips	0%	5%	4%	5%	4%	1%
Department of Education	-	12,036	418	192	-	2,444
% of Total Trips	0%	0%	0%	0%	0%	0%
Other	254,395	490,746	56,110	302,161	594,967	378,019
% of Total Trips	92%	16%	55%	46%	67%	12%
<b>Total Trips</b>	<b>277,056</b>	<b>3,007,227</b>	<b>102,514</b>	<b>653,736</b>	<b>890,909</b>	<b>3,130,343</b>
<b>Service Statistics</b>						
Vehicle Miles	3,388,507	2,871,606	1,210,096	3,989,786	4,279,118	5,002,415
Roadcalls	56	124	10	124	138	240
Accidents	3	15	19	86	46	20
Vehicles	99	397	31	307	254	349
Drivers	125	552	24	831	615	544
Complaints	360	-	36	40	1,013	-
Commendations	390	-	57	211	208	-
Passenger No-Shows	14,051	-	5,482	4,467	29,602	-
Unmet Trip Request	-	106,560	41	70	-	-
Revenue	15,263,165	22,304,440	3,679,368	21,046,142	29,507,949	16,431,439
Expenses	15,263,164	23,719,643	3,679,368	21,046,142	25,075,666	14,693,807

Table 4-Peer Group Comparison  
 2020 *Evaluation of the Community Transportation Coordinator*

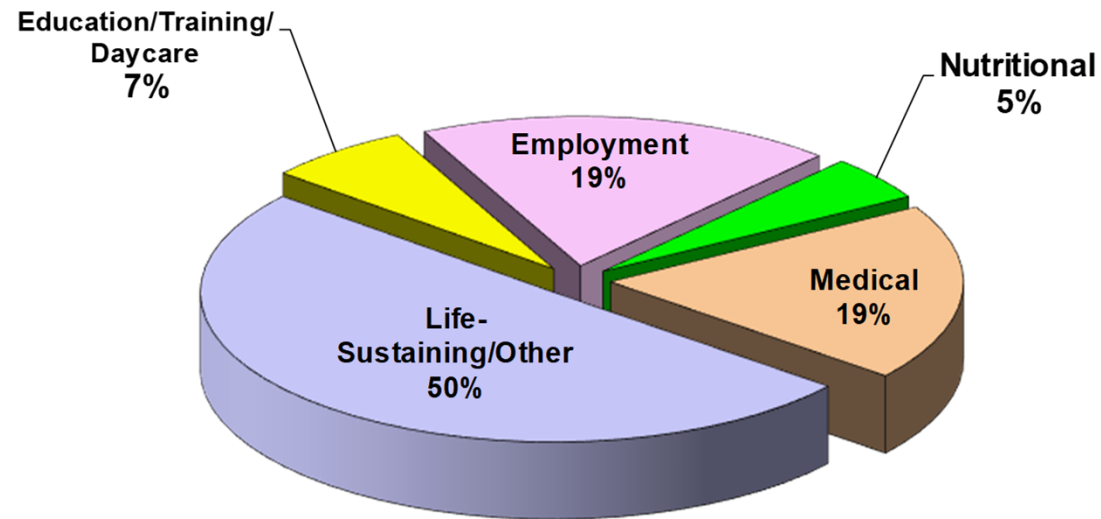
	<b>Duval</b>	<b>Dade</b>	<b>Escambia</b>	<b>Hillsborough</b>	<b>Orange</b>	<b>Pinellas</b>
<b>Cost and Performance Measures</b>						
Average Trip Length (Vehicle Miles/Total Trips)	12.23	0.95	11.80	6.10	4.80	1.60
Accidents per 100,000 Miles	0.09	0.52	1.57	2.16	1.07	0.40
Miles Between Roadcalls	60,509	23,158	121,010	32,176	31,008	20,843
Average Trips per Passenger	72.13	59.37	154.39	30.12	44.65	116.83
Cost Per Trip	\$55.09	\$7.89	\$35.89	\$32.19	\$28.15	\$4.69
Cost per Paratransit Trip	\$55.15	\$24.87	\$35.89	\$42.27	\$43.14	\$24.84
Cost per Total Mile	\$4.50	\$8.26	\$3.04	\$5.28	\$5.86	\$2.94
Cost per Paratransit Mile	\$4.51	\$6.14	\$3.04	\$5.00	\$6.35	\$2.80

# Duval County CTC Type of Service 19-20



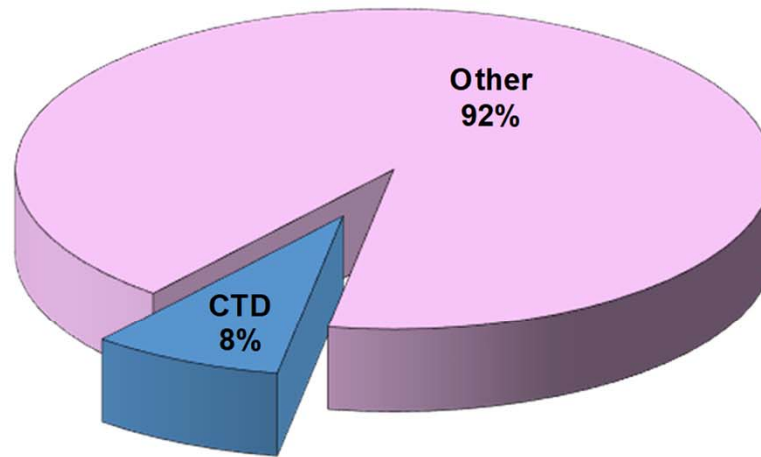


# Duval County CTC Trip Purpose 19-20



# Duval County CTC

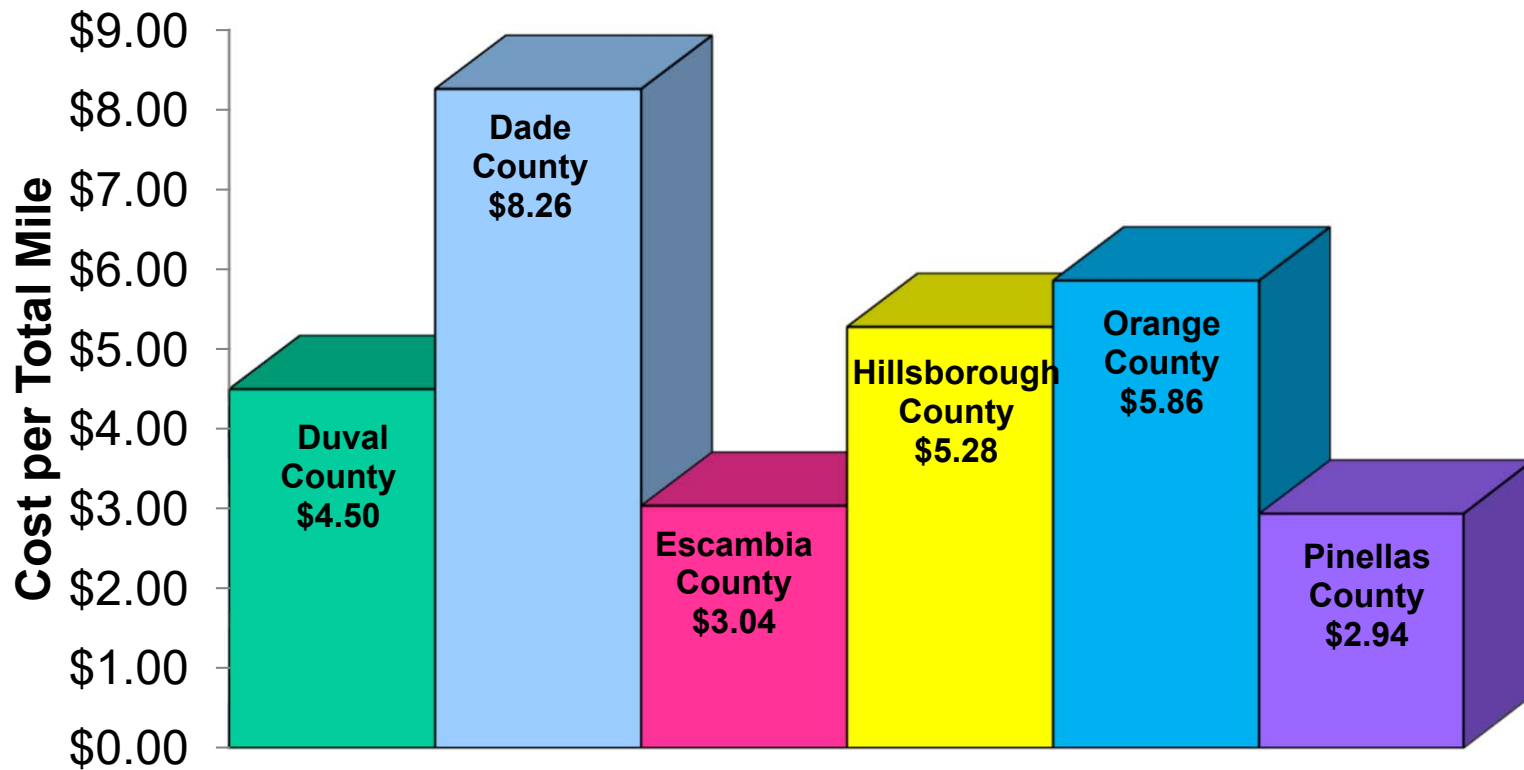
## Trips Provided by Funding Source 19-20



# Peer Group Comparison

## Cost per Total Mile 19-20

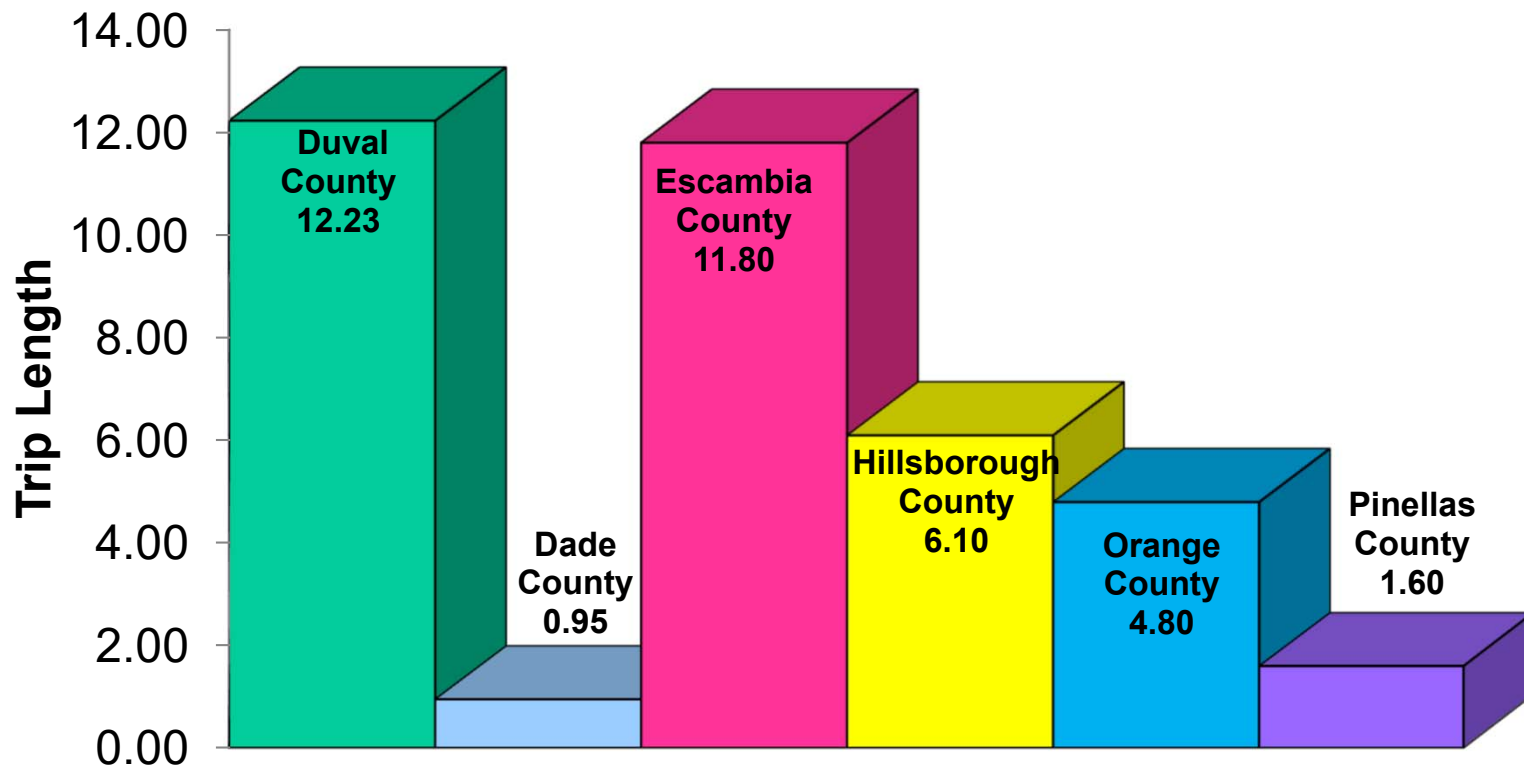
(Vehicle Miles/Total Trips)



# Peer Group Comparison

## Average Trip Length 19-20

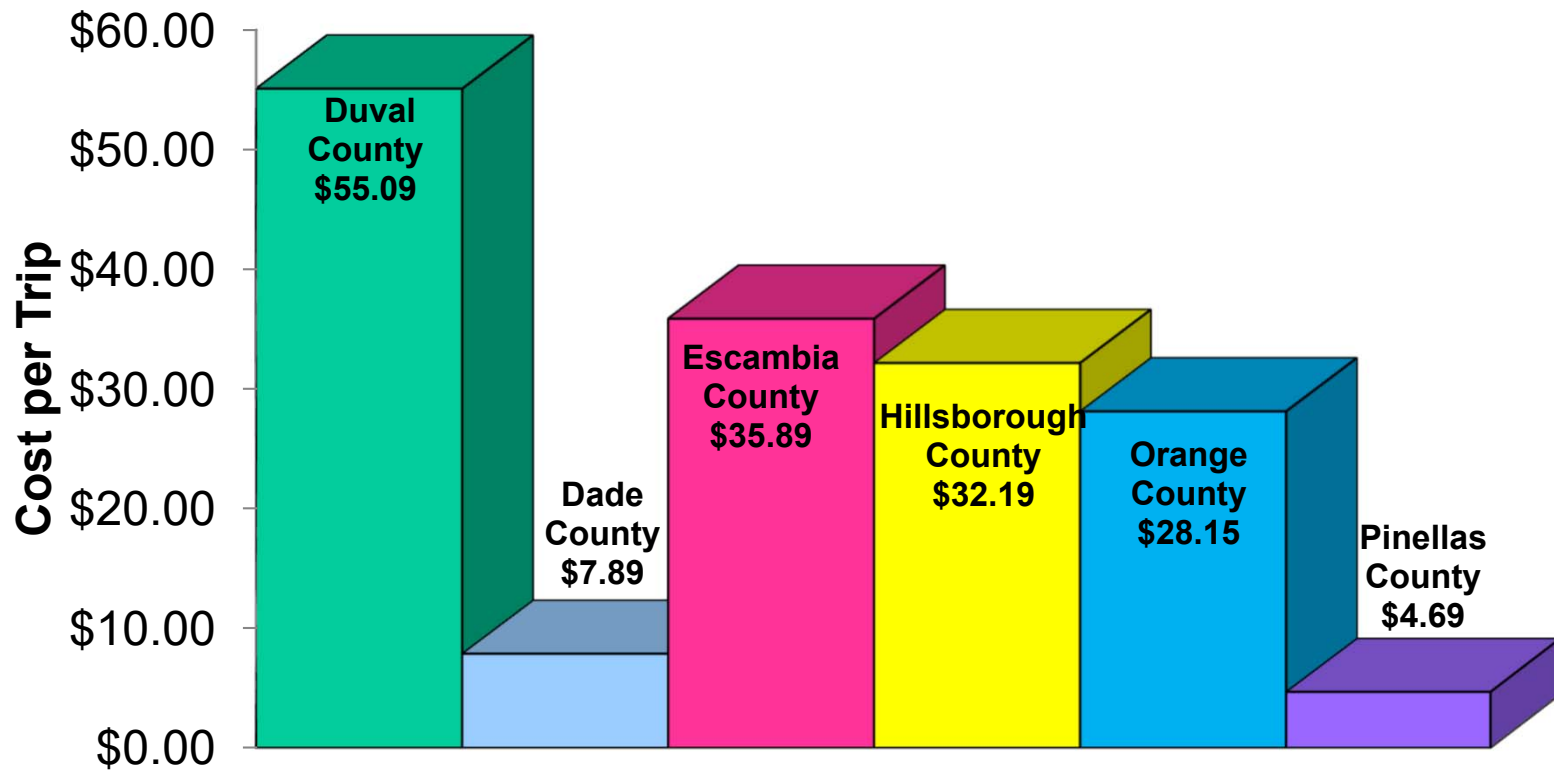
(Vehicle Miles/Total Trips)



# Peer Group Comparison

## Cost Trip 19-20

(Vehicle Miles/Total Trips)



# Regional Comparison

**D**

Regional Comparison compares operating statistics for Duval County with those for Baker, Clay, Nassau, Putnam and St. Johns Counties. Of the six, only Duval County has a fixed route bus system/ complementary paratransit service required by the Americans with Disabilities Act. Duval County also offers Ride Request and inter-county services with accessible vehicles. Baker, Clay, Nassau, Putnam and St. Johns County also provide rural deviated service routes.

Trip purpose for the counties in this region varies. Life-Sustaining trips/Other are the primary purpose for trips in St. Johns (82%) Putnam (54%) and Duval (50%). Medical trips are the primary trip purpose in Clay (92%). Baker County provides the longest trip in the region (15.27) (See page 42). Duval County has the highest cost per mile (\$4.50) (See page 43).

**Table 5-Regional Comparison**  
**2020 Evaluation of the Community Transportation Coordinator**

	<b>Duval</b>	<b>Baker</b>	<b>Clay</b>	<b>Nassau</b>	<b>Putnam</b>	<b>St. Johns</b>
<b>General Information</b>						
Operating Environment	Urban	Rural	Rural	Rural	Rural	Rural
Organization Type	Public Transit	Private Non-Profit	Public Transit	Private Non-Profit	Private Non-Profit	Private Non-Profit
Network Type	Partial Brokerage	Sole Source	Partial Brokerage	Sole Source	Sole Source	Sole Source
Operators	2	1	1	1	1	1
Coordination Contractors	0	0	0	0	0	0
Total Population	936,186	28,211	211,405	83,098	73,252	244,674
Total Passengers Served	3,841	493	300	1,109	1,896	5,617
<b>Passenger Trip Information</b>						
<b>By Type of Service</b>						
Fixed Route Trips	-	-	-	-	2,436	0
<i>% of Total Trips</i>	0%		0%		3%	0%
Deviated Fixed Route	-	4,069	19,831	12,603	32,117	200,153
<i>% of Total Trips</i>	0%	15%	46%	26%	36%	80%
Coplementary ADA	253,458	-	-	-	-	-
<i>% of Total Trips</i>	91%	0%	0%	0%	0%	0%
Paratransit	23,029	22,932	23,261	35,060	43,878	50,845
<i>% of Total Trips</i>	8%	85%	54%	74%	49%	20%
TNC	569	0	-	-	0	-
<i>% of Total Trips</i>	0%	0%	0%	0%	0%	0%
Taxi						
<i>% of Total Trips</i>	0%	0%	0%	0%	0%	0%
School Board Services						
<i>% of Total Trips</i>	0%	0%	0%	0%	0%	0%
Volunteers	-	-	0	0	10,234	-
<i>% of Total Trips</i>	0%	0%			12%	0%
<b>By Trip Purpose</b>						
Medical	53,021	10,340	39,729	18,001	15,726	23,196
<i>% of Total Trips</i>	19%	38%	92%	38%	18%	9%
Employment	53,013	1,863	975	8,777	24,629	5,334
<i>% of Total Trips</i>	19%	7%	2%	18%	28%	2%
Education/Training/Daycare	18,336	2,822	1,506	4,910	68	2,110
<i>% of Total Trips</i>	7%	10%	3%	10%	0%	1%
Nutritional	13,400	9,096	735	10,830	11	14,198
<i>% of Total Trips</i>	5%	34%	2%	23%	0%	6%
Life-Sustaining/ Other	139,286	2,880	147	5,145	48,231	206,160
<i>% of Total Trips</i>	50%	11%	0%	11%	54%	82%



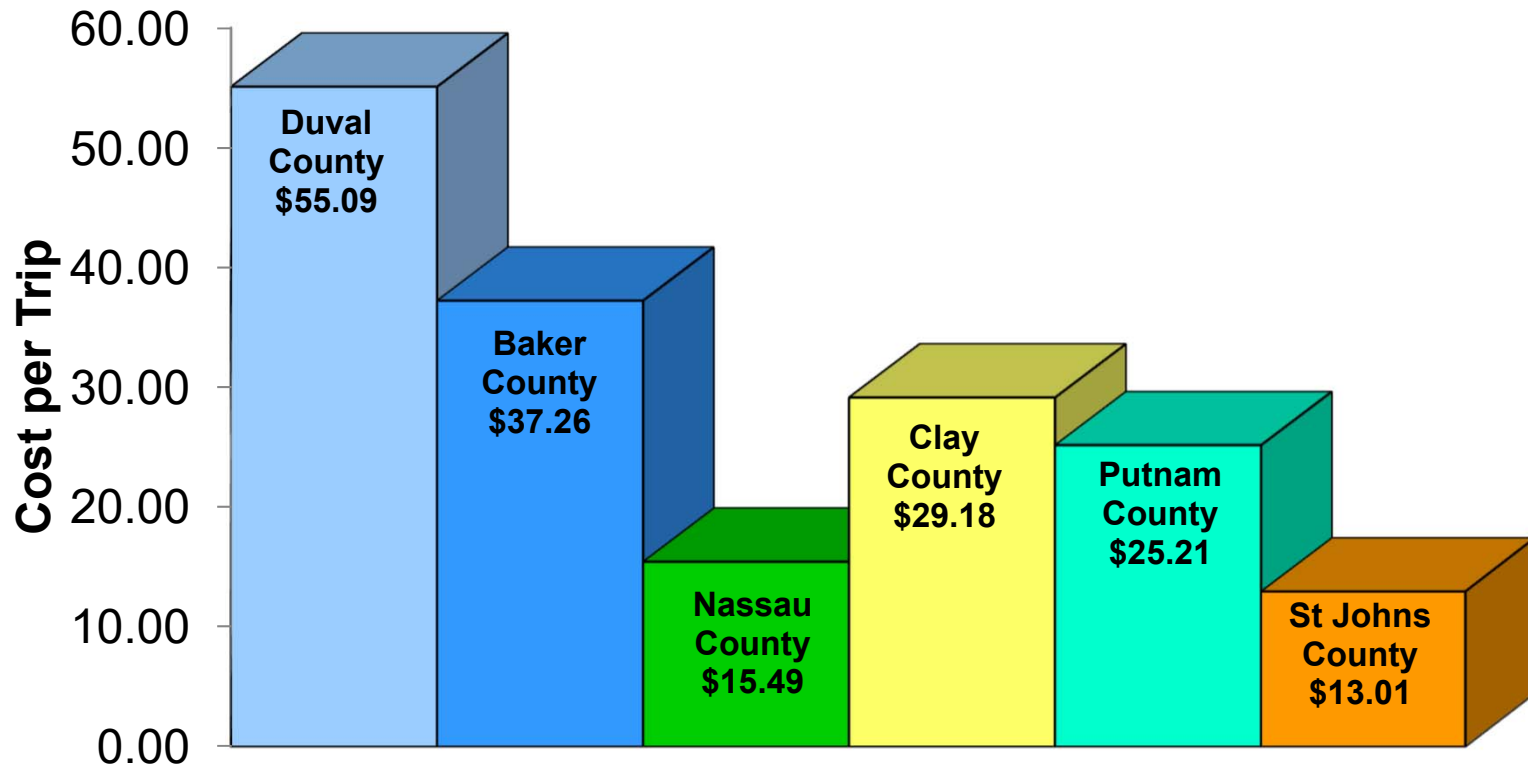
Table 5-Regional Comparison  
2020 Evaluation of the Community Transportation Coordinator

	Duval	Baker	Clay	Nassau	Putnam	St. Johns
<b>By Passenger Type</b>						
Older Adults	-	7,888	27,148	23,568	8,841	29,061
<i>% of Total Trips</i>	0%	29%	63%	49%	10%	12%
Children at Risk	-	-	-	208	18,414	2,252
<i>% of Total Trips</i>	0%	0%	0%	0%	21%	1%
Persons with Disabilities	277,056	9,583	11,348	4,905	7,210	10,179
<i>% of Total Trips</i>	100%	35%	26%	10%	8%	4%
Low Income	0	5,309	4,596	12,192	0	8,546
<i>% of Total Trips</i>	0%	20%	11%	26%	0%	3%
Other	0	4,221	0	6,790	54,200	200,960
<i>% of Total Trips</i>	0%	16%	0%	14%	61%	80%
<b>By Funding Source</b>						
Commission for the Transportation Disadvantaged	22,661	5,509	20,195	23,084	17,610	23,811
<i>% of Total Trips</i>	8%	20%	47%	48%	20%	9%
Agency for Health Care Administration	0	3,934	0	2,449	2,048	0
<i>% of Total Trips</i>	0%	15%	0%	5%	2%	0%
Agency for Persons with Disabilities	0	-	-	-	19,096	-
<i>% of Total Trips</i>	0%	0%	0%	0%	22%	0%
Department of Elder Affairs	0	0	-	9,527	-	-
<i>% of Total Trips</i>	0%	0%	0%	20%	0%	0%
Department of Education	-	-	-	-	-	-
<i>% of Total Trips</i>	0%	0%	0%	0%	0%	0%
Other	254,395	17,558	22,897	12,603	49,911	227,187
<i>% of Total Trips</i>	92%	65%	53%	26%	56%	91%
<b>Total Trips</b>	<b>277,056</b>	<b>27,001</b>	<b>43,092</b>	<b>47,663</b>	<b>88,665</b>	<b>250,998</b>
<b>Service Statistics</b>						
Vehicle Miles	3,388,507	412,228	407,642	442,163	589,735	1,000,821
Roadcalls	56	16	4	4	6	9
Accidents	3	1	4	-	-	-
Vehicles	99	27	27	26	32	42
Drivers	125	15	16	19	24	78
Complaints	360	0	11	-	5	10
Commendations	390	0	-	-	8	10
Passenger No-Shows	14,051	229	818	755	630	498
Unmet Trip Request	-	78	-	688	3	1
Revenue	15,263,165	1,134,288	667,595	1,391,042	1,594,991	2,981,246
Expenses	15,263,164	1,006,188	667,596	1,391,042	2,235,089	3,265,927

Table 5-Regional Comparison  
*2020 Evaluation of the Community Transportation Coordinator*

	<b>Duval</b>	<b>Baker</b>	<b>Clay</b>	<b>Nassau</b>	<b>Putnam</b>	<b>St. Johns</b>
<b>Cost and Performance Measures</b>						
Average Trip Length (Vehicle Miles/ Total Trips)	12.23	15.27	9.46	9.28	6.65	3.99
Accidents per 100,000 Miles	0.09	0.24	0.98	0.00	0.00	0.00
Miles Between Roadcalls	60,509	25,764	101,910	110,541	98,289	111,202
Average Trips per Passenger	72.13	54.77	143.64	42.98	46.76	44.69
Cost Per Trip	\$55.09	\$37.26	\$15.49	\$29.18	\$25.21	\$13.01
Cost per Paratransit Trip	\$55.15	\$37.26	\$15.49	\$29.18	\$25.92	\$13.01
Cost per Total Mile	\$4.50	\$2.44	\$1.64	\$3.15	\$3.79	\$3.26
Cost per Paratransit Mile	\$4.51	\$2.44	\$1.64	\$3.15	\$3.79	\$3.26

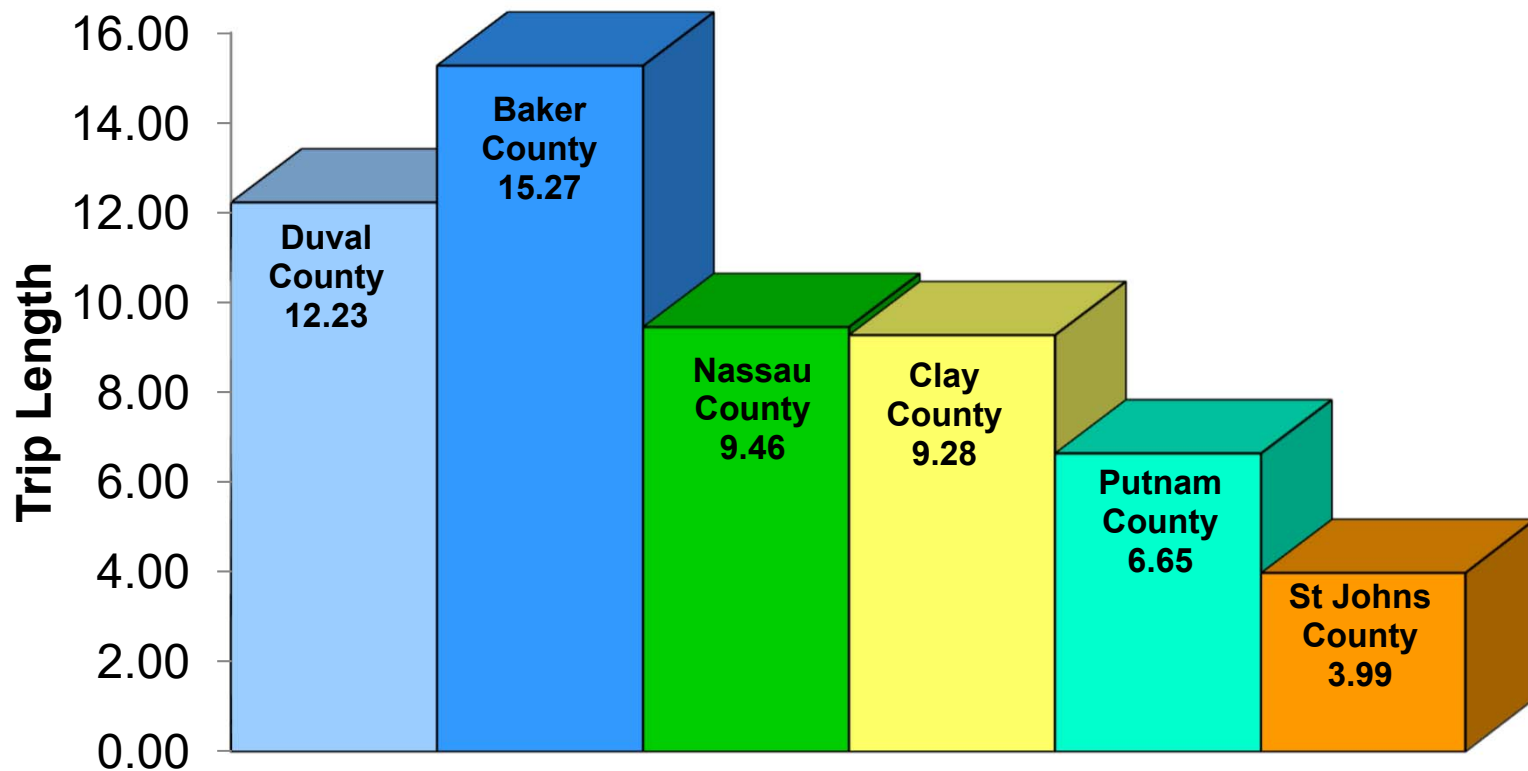
# Regional Comparison Cost per Trip 19-20



# Regional Comparison

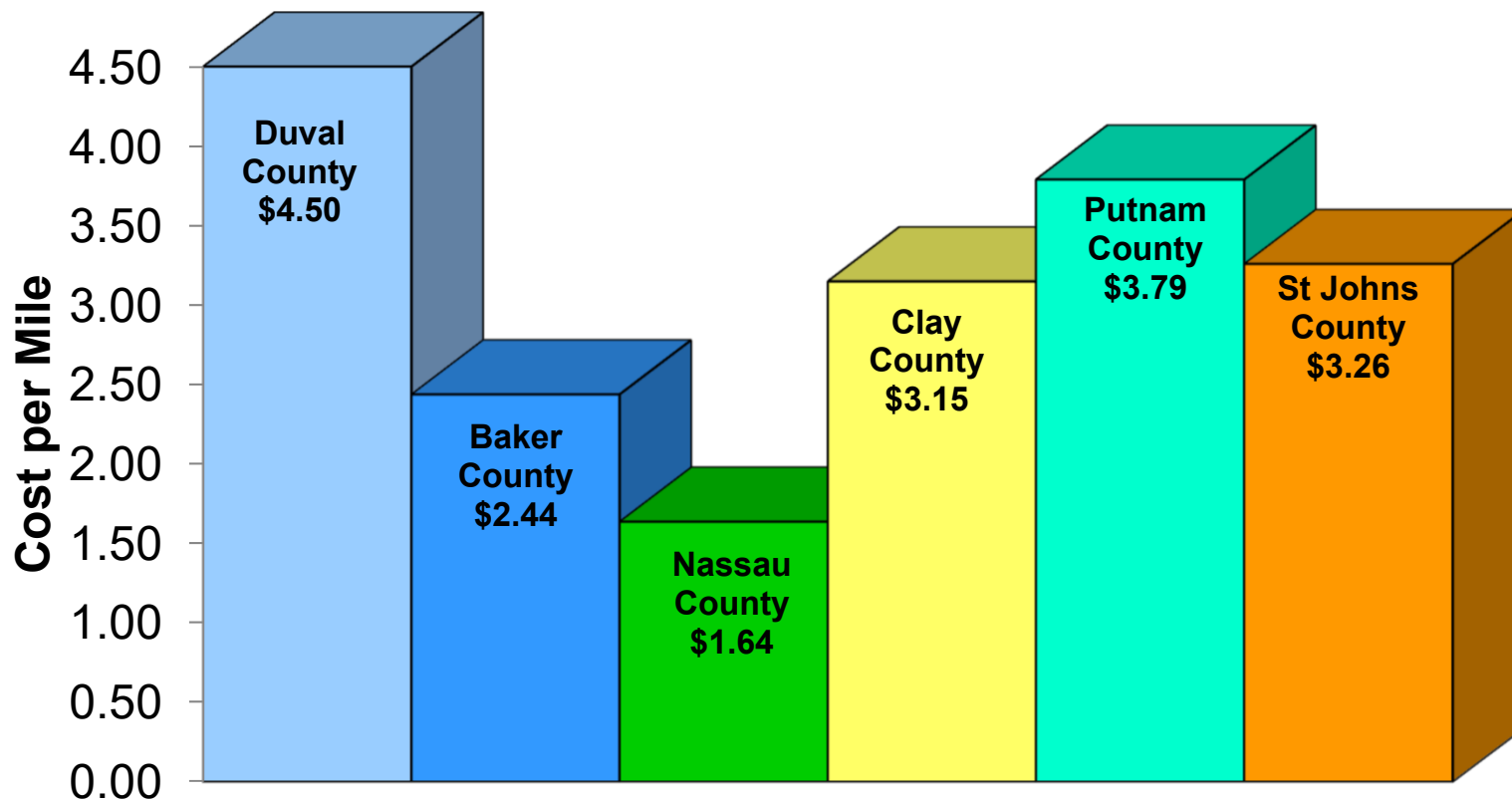
## Average Trip Length 19-20

(Vehicle Miles / Total Trips)



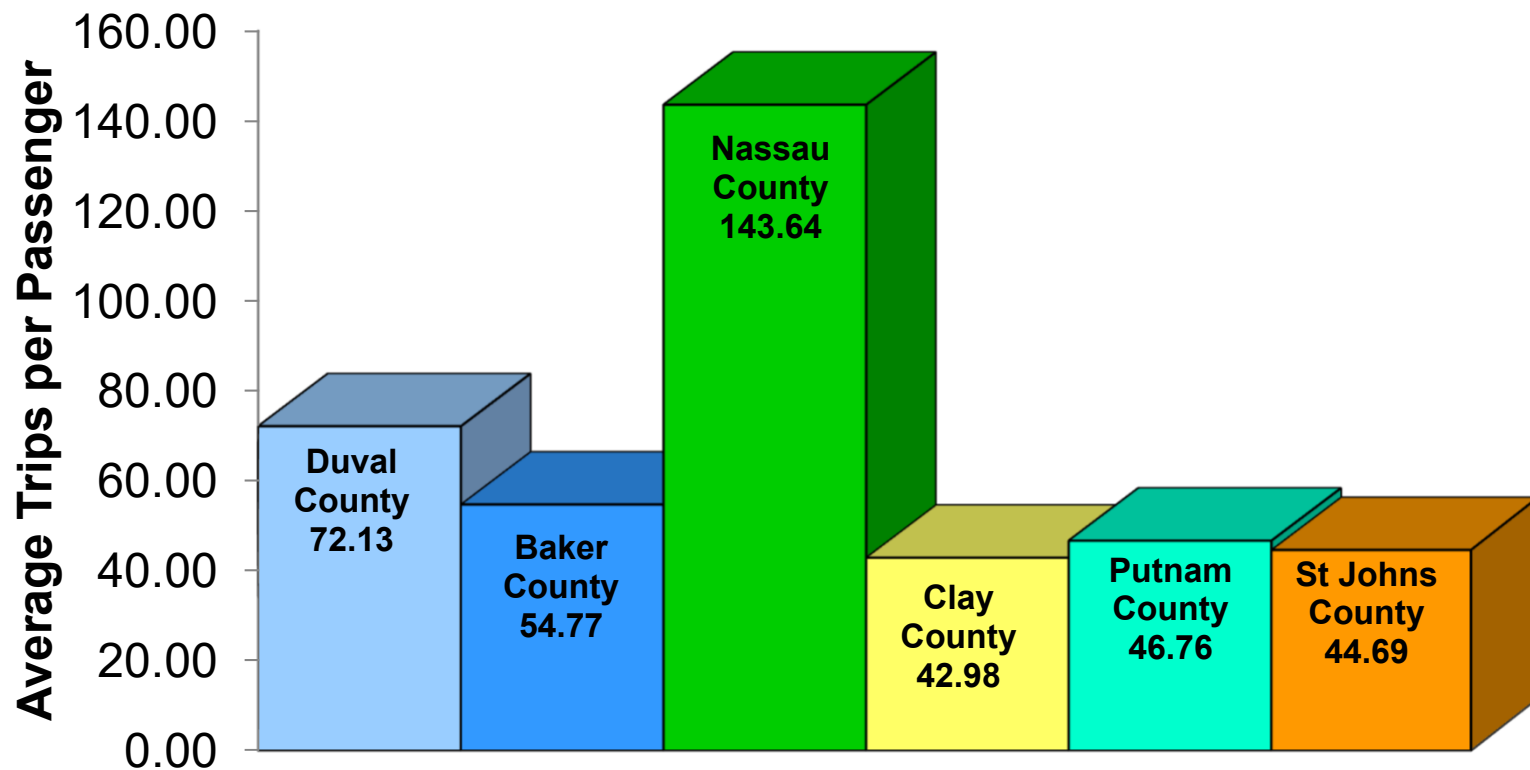
# Regional Comparison

## Cost per Total Mile 19-20



# Regional Comparison

## Average Trip Per Passenger 19-20



# Trip Allocation



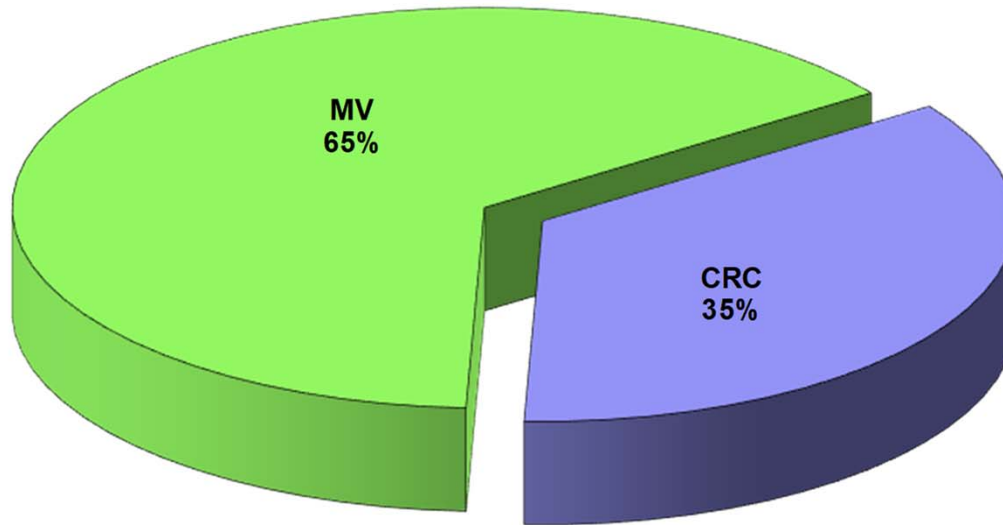
Trip Allocation (Table 6) illustrates how trips are allocated to transportation providers on a monthly basis. MV Transportation is the only company under contract with JTA to provide transportation in Duval County. MV Transportation subcontracted with CRC to provide trips during the reporting period. The type of service provided and the type of vehicles utilized are also identified. MV Transportation provided an average of 14,963 trips per month (See page 53-54).



Table 6  
 Trip Allocation  
 Evaluation of the Community Transportation Coordinator  
 July 1, 2019- June 30, 2020

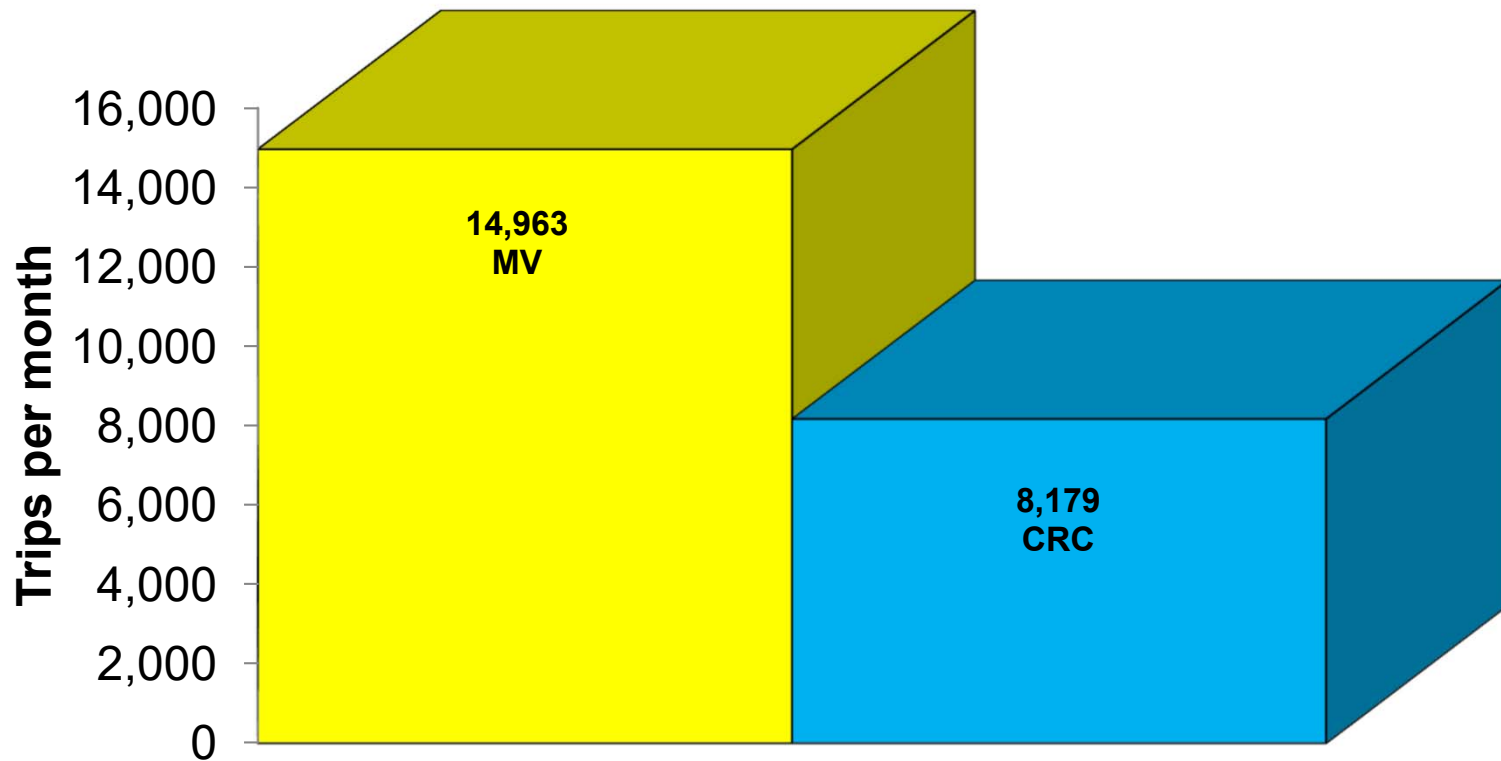
Date	MV	Community Rehabilitation Center - CRC	Monthly Total
Jul-19	17,550	10,120	27,670
Aug-19	18,579	10,597	29,176
Sep-19	15,671	9,327	24,998
Oct-19	19,772	10,703	30,475
Nov-19	17,126	9,135	26,261
Dec-19	16,295	9,096	25,391
Jan-20	17,579	10,197	27,776
Feb-20	15,994	9,597	25,591
Mar-20	12,413	6,974	19,387
Apr-20	7,810	3,393	11,203
May-20	9,070	3,920	12,990
Jun-20	11,691	5,087	16,778
<i>Total Trips</i>	179,550	98,146	277,696
<i>Monthly Avg</i>	14,963	8,179	23,141
<b>Organization Type</b>	Private for Profit	Private for Profit	
<b>Type of Service</b>	W/C accessible ambulatory vans	W/C accessible ambulatory vans	

# Duval County CTC Trip Allocation 19-20

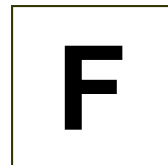


# Duval County CTC

## Monthly Average Trips 19-20



# Annual/Monthly Statistical Summary



The Annual/Monthly Statistical Summary provides an annual aggregation and evaluation of the data provided in the Monthly Statistical Reports.

In FY 2019/2020 an average of 23,141 trips was provided monthly.

The measures of **Service Reliability** established by the Duval County Transportation Disadvantaged Coordinating Board include on-time performance, complaints, accidents and breakdowns. The percent of total trips that arrived on-time increase to 90.2 percent from 87.5 percent in FY 2018-19.

**Table 7 Annual/Monthly Statistical Summary**  
**Evaluation of the Community Transportation Coordinator**  
**July 1, 2019- June 30, 2020**

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	FYTD Total	Average
<b>Total Service</b>														
Unduplicated Passengers	2,200	2,351	2,213	2,340	2,250	2,211	2,255	2,200	1,928	955	1,183	1,406		1,957.7
Total Para Passenger Transported	30,444	31,985	27,410	33,113	28,702	27,839	30,385	27,968	21,212	11,914	13,916	16,778	301,666	25,138.8
Vehicles in Service (max)	89	90	93	92	90	87	89	91	92	66	69	67		84.6
Revenue Hours	19,250	20,099	17,695	21,304	19,060	18,349	19,571	17,856	13,864	8,287	9,205	10,778	195,318	16,276.5
Total Vehicle Hours	22,575	23,203	20,738	24,533	22,356	21,592	22,904	21,013	16,473	10,098	10,809	12,437	228,732	19,061.0
Revenue Miles	332,988.7	347,151.8	303,108.2	367,265.1	325,761.3	311,747.3	335,730.1	307,884.4	241,395.6	147,271.9	165,988.1	194,163.4	3,380,455.9	281,704.7
Total Vehicle Miles	382,628.7	395,590.5	348,077.7	419,181.6	378,162.7	362,032.0	387,707.6	353,583.3	278,932.1	173,157.9	191,010.0	221,330.5	3,891,394.5	324,282.9
<b>Service Effectiveness</b>														
Total Revenue Miles / Passengers	10.9	10.9	11.1	11.1	11.3	11.2	11.0	11.0	11.4	12.4	11.9	11.6		11.3
Total Passengers / Revenue Hour	1.58	1.59	1.55	1.55	1.51	1.52	1.55	1.57	1.53	1.44	1.51	1.56		1.5
<b>Cost Effectiveness</b>														
Total Billable Cost For All Trips	\$ 1,338,831	\$ 1,644,937	\$ 1,547,680	\$ 1,535,293	\$ 1,419,437	\$ 1,486,236	\$ 1,571,454	\$ 2,055,510	\$ 1,706,488	\$ 738,359	\$ 1,414,361	\$ 835,701	\$ 17,294,287	\$ 1,441,190.58
Total Billable Cost/Revenue Hour	\$ 69.55	\$ 81.84	\$ 87.46	\$ 72.06	\$ 74.47	\$ 81.00	\$ 80.29	\$ 115.11	\$ 123.09	\$ 89.09	\$ 153.66	\$ 77.54		\$ 92.10
Total Billable Cost/ Passenger Trip	\$ 43.98	\$ 51.43	\$ 56.46	\$ 46.37	\$ 49.45	\$ 53.39	\$ 51.72	\$ 73.50	\$ 80.45	\$ 61.97	\$ 101.64	\$ 49.81		\$ 60.01
<b>Trip Status Detail</b>														
Trips Requested (Trips booked)	38,487	39,783	36,962	41,397	38,629	38,807	39,346	35,539	31,353	18,495	19,354	23,962	402,114	33,509.5
Advanced Cancels (Advanced CX, User Error CX, Site Closure CX)	5,091	4,637	6,520	4,665	5,914	7,164	5,333	4,407	7,265	4,593	3,655	3,911	63,155	5,262.9
Scheduled Trips (Trips booked less advanced cancels)	33,396	35,146	30,442	36,732	32,715	31,643	34,013	31,132	24,088	13,902	15,699	20,051	338,959	28,246.6
No-Shows (No shows, cancelled @ door)	410	552	481	699	651	483	477	936	800	715	653	806	7,663	638.6
Late Cancel	690	685	502	501	415	478	595	735	554	387	384	462	6,388	532.3
Net No Shows	1,100	1,237	983	1,200	1,066	961	1,072	1,671	1,354	1,102	1,037	1,268	14,051	1,170.9
Not Transported - Error (NE, CP, NP)	857	844	1,044	1,012	1,139	1,417	1,365	356	184	28	19	38	8,303	691.9
Missed Trips (No-shows outside the window)	111	169	136	172	156	120	95	138	58	35	48	61	1,299	108.3
Same Day Cancels	3,658	3,720	3,281	3,873	4,093	3,754	3,705	3,376	3,105	1,534	1,605	1,906	37,610	3,134.2
Completed Trips	27,670	29,176	24,998	30,475	26,261	25,391	27,776	25,591	19,387	11,203	12,990	16,778	277,696	23,141.3
No-show % of Scheduled	3.3%	3.5%	3.2%	3.3%	3.3%	3.0%	3.2%	5.4%	5.6%	7.9%	6.6%	6.3%	4.1%	4.1%
<b>CTC Call Center Information</b>														
Calls Offered	19,773	21,573	19,740	21,609	19,711	19,457	19,502	17,838	14,484	7,141	8,932	11,319	201,079	16,756.6
Calls Answered	18,544	20,126	18,342	19,733	17,920	18,157	18,084	16,775	13,911	6,804	8,484	10,419	187,299	15,608.3
Calls (long) Abandoned	843	977	974	1,360	1,284	883	955	743	348	249	317	683	9,616	801.3
Hang-Ups (short abandon)	386	470	424	516	507	417	463	380	225	88	131	217	4,224	352.0
Average Hold Time (Secs)	66	66	75	94	95	66	75	58	40	57	54.3	97	789	71.7
<b>Complaints / Commendations</b>														
Policy	6	5	1	3	2	3	1	4	1	-	-	1	27	2.7
Service	36	30	42	46	22	24	20	25	16	8	11	28	308	25.7
Vehicle	3	1	-	2	-	-	-	-	3	2	-	3	14	2.3
Other	6	-	1	1	1	1	-	1	-	1	-	-	11	1.8
Total Valid Complaints Received	51	36	44	52	25	28	21	30	20	10	11	32	360	30.0
Commendations by CTC	3	1	-	1	-	-	5	-	1	-	-	1	12	2.0
Commendations by Transportation Providers	58	49	40	56	17	31	46	23	25	8	18	7	378	31.5
Total Commendations	61	50	40	57	17	31	51	23	26	8	18	8	390	32.5
Complaints per 10,000 Trips	16.8	12.3	17.6	17.1	9.5	11.0	7.6	11.7	10.3	8.9	8.5	19.1	13.0	12.5

**Table 7 Annual/Monthly Statistical Summary**  
**Evaluation of the Community Transportation Coordinator**  
**July 1, 2019- June 30, 2020**

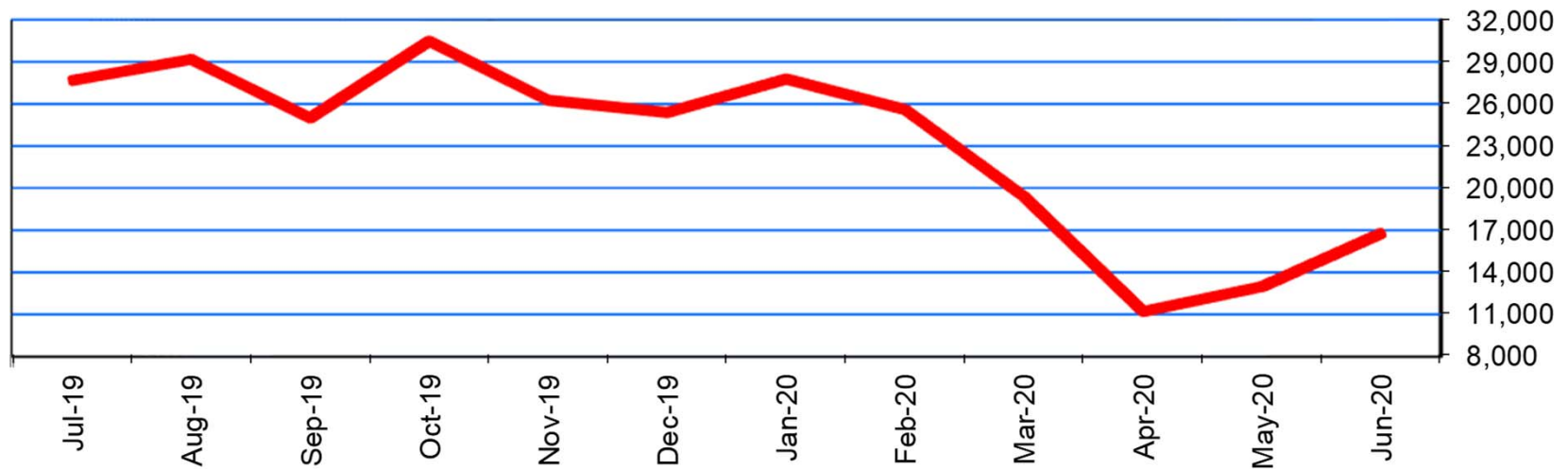
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	FYTD Total	Average
<b>Service Reliability</b>														
<b>Total Completed Trips</b>														
MV	17,550	18,579	15,671	19,772	17,126	16,295	17,579	15,994	12,413	7,810	9,070	11,691	179,550	14,963
CRC	10,120	10,597	9,327	10,703	9,135	9,096	10,197	9,597	6,974	3,393	3,920	5,087	98,146	8,179
<b>Total Trips</b>	<b>27,670</b>	<b>29,176</b>	<b>24,998</b>	<b>30,475</b>	<b>26,261</b>	<b>25,391</b>	<b>27,776</b>	<b>25,591</b>	<b>19,387</b>	<b>11,203</b>	<b>12,990</b>	<b>16,778</b>	<b>277,696</b>	<b>23,141</b>
<b>Percent On-Time Trips</b>														
MV	91.7%	85.3%	86.5%	86.0%	88.4%	88.8%	90.9%	89.1%	93.2%	95.1%	92.5%	91.1%		89.9%
CRC	92.0%	86.6%	88.1%	88.0%	90.4%	90.8%	92.3%	90.4%	93.4%	94.2%	91.5%	89.5%		90.6%
<b>Total On-Time</b>	<b>91.79%</b>	<b>85.8%</b>	<b>87.1%</b>	<b>86.7%</b>	<b>89.1%</b>	<b>89.5%</b>	<b>91.4%</b>	<b>89.57%</b>	<b>93.27%</b>	<b>94.8%</b>	<b>92.2%</b>	<b>90.6%</b>		<b>90.2%</b>
<b>Total Trips - Includes No-Shows, Cancel Door and Missed Trips</b>														
MV	17,923	19,078	16,085	20,355	17,655	16,701	17,943	16,672	12,972	8,385	9,536	11,417	184,722	15,394
CRC	10,318	10,873	9,557	11,008	9,432	9,365	10,435	10,012	7,278	3,598	4,116	5,046	101,038	8,420
<b>TOTAL</b>	<b>28,241</b>	<b>29,951</b>	<b>25,642</b>	<b>31,363</b>	<b>27,087</b>	<b>26,066</b>	<b>28,378</b>	<b>26,684</b>	<b>20,250</b>	<b>11,983</b>	<b>13,652</b>	<b>16,463</b>	<b>285,760</b>	<b>23,813</b>
<b>Late Pick-Ups</b>														
MV	1,492	2,797	2,164	2,858	2,041	1,867	1,635	1,819	880	415	716	1,013	19,697	1,641
CRC	827	1,456	1,137	1,317	903	864	808	965	482	210	351	530	9,850	821
<b>TOTAL</b>	<b>2,319</b>	<b>4,253</b>	<b>3,301</b>	<b>4,175</b>	<b>2,944</b>	<b>2,731</b>	<b>2,443</b>	<b>2,784</b>	<b>1,362</b>	<b>625</b>	<b>1,067</b>	<b>1,543</b>	<b>29,547</b>	<b>2,462</b>
<b>Complaints (Valid only)</b>														
MV	32	25	35	46	20	19	17	24	14	8	10	28	278	23
CRC	13	10	9	4	5	9	4	6	3	0	1	1	65	6
JTA	6	1	0	2	0	0	0	0	3	2	0	3	17	3
<b>TOTAL</b>	<b>51</b>	<b>36</b>	<b>44</b>	<b>52</b>	<b>25</b>	<b>28</b>	<b>21</b>	<b>30</b>	<b>20</b>	<b>10</b>	<b>11</b>	<b>32</b>	<b>360</b>	<b>30</b>
<b>Accidents - Person Only (Chargeable)</b>														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>n/a</b>
<b>Accidents - Person Only (Non-Chargeable)</b>														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>n/a</b>
<b>Accidents - Vehicle Only (Chargeable)</b>														
MV	1	0	0	0	0	0	0	0	0	0	0	0	1	1.0
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>1.0</b>
<b>Accidents - Vehicle Only (Non-Chargeable)</b>														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>n/a</b>
<b>Accidents - Person &amp; Vehicle (Chargeable)</b>														
MV	0	0	0	0	0	0	0	0	0	0	1	0	1	1.0
CRC	0	0	0	1	0	0	0	0	0	0	0	0	1	1.0
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>1.0</b>

**Table 7 Annual/Monthly Statistical Summary**  
**Evaluation of the Community Transportation Coordinator**  
**July 1, 2019- June 30, 2020**

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	FYTD Total	Average
<b>Accidents - Person &amp; Vehicle (Non-Chargeable)</b>														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Chargeable	1	-	-	1	-	-	-	-	-	-	1	-	3	0.3
Total Non-Chargeable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Accidents</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>3</b>
Accidents per 100,000 Miles	0.3	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.0	0.1	0.1
<b>Total Roadcalls (Major)</b>														
	6	6	6	6	7	6	5	5	4	2	1	2	56	60,365
<b>Service Utilization</b>														
<b>Trips Denied</b>														
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Trip Purpose</b>														
Employment	5,355	5,540	4,770	5,873	5,060	4,749	5,259	4,766	3,778	2,438	2,490	2,935	53,013	4,417.8
Percent of Total Trips	19%	19%	19%	19%	19%	19%	19%	19%	19%	22%	19%	19%	53,013	19%
Medical	5,479	5,698	4,833	6,240	4,815	4,553	5,260	4,921	3,679	1,624	2,361	3,558	53,021	4,418.4
Percent of Total Trips	20%	20%	19%	20%	18%	18%	19%	19%	19%	14%	18%	23%	53,021	19%
Dialysis	5,918	6,062	5,252	5,882	5,483	5,853	5,945	5,252	5,443	5,363	5,410	5,396	67,259	5,604.9
Percent of Total Trips	21%	21%	21%	19%	21%	23%	21%	21%	28%	48%	42%	35%	67,259	24%
Education	1,492	2,178	2,100	2,923	2,209	1,633	2,416	2,350	880	37	10	108	18,336	1,528.0
Percent of Total Trips	5%	7%	8%	10%	8%	6%	9%	9%	5%	0%	0%	1%	18,336	7%
Shopping	1,309	1,339	1,049	1,304	1,387	1,443	1,275	1,168	944	525	800	857	13,400	1,116.7
Percent of Total Trips	5%	5%	4%	4%	5%	6%	5%	5%	5%	5%	6%	6%	13,400	5%
Other	8,117	8,359	6,994	8,253	7,307	7,160	7,621	7,134	4,663	1,216	1,919	2,715	71,458	5,954.8
Percent of Total Trips	29%	29%	28%	27%	28%	28%	27%	28%	24%	11%	15%	17%	71,458	26%
<b>TOTAL</b>	<b>27,670</b>	<b>29,176</b>	<b>24,998</b>	<b>30,475</b>	<b>26,261</b>	<b>25,391</b>	<b>27,776</b>	<b>25,591</b>	<b>19,387</b>	<b>11,203</b>	<b>12,990</b>	<b>15,569</b>	<b>276,487</b>	<b>23,041</b>
<b>Service Utilization</b>														
<b>Population Served/Passengers</b>														
Ambulatory	22,505	23,658	20,541	25,017	21,720	20,839	23,018	21,087	15,729	8,600	10,221	12,356	225,291	18,774.3
Wheelchair	6,384	6,750	5,526	6,334	5,479	5,474	5,702	5,266	4,348	2,720	2,849	3,338	60,170	5,014.2
Scooter	1,555	1,577	1,343	1,762	1,503	1,526	1,665	1,615	1,133	594	846	1,084	16,203	1,350.3
<b>Total</b>	<b>30,444</b>	<b>31,985</b>	<b>27,410</b>	<b>33,113</b>	<b>28,702</b>	<b>27,839</b>	<b>30,385</b>	<b>27,968</b>	<b>21,210</b>	<b>11,914</b>	<b>13,916</b>	<b>16,778</b>	<b>301,664</b>	<b>25,138.7</b>
<b>Population Served/Trips</b>														
Ambulatory	19,847	20,969	18,225	22,469	19,388	18,518	20,504	18,818	13,977	7,903	9,305	11,195	201,118	16,759.8
Wheelchair	6,319	6,688	5,319	6,271	5,414	5,395	5,657	5,222	4,306	2,716	2,848	3,314	55,469	4,622.4
Scooter	1,504	1,519	1,343	1,735	1,459	1,478	1,615	1,551	1,104	584	837	1,060	19,900	1,658.3
<b>Total</b>	<b>27,670</b>	<b>29,176</b>	<b>24,998</b>	<b>30,475</b>	<b>26,261</b>	<b>25,391</b>	<b>27,776</b>	<b>25,591</b>	<b>19,387</b>	<b>11,203</b>	<b>12,990</b>	<b>15,569</b>	<b>276,487</b>	<b>23,040.6</b>
Road call, Major Mechanical Failures (RM) Road call, Minor Mechanical Failures (RO)														



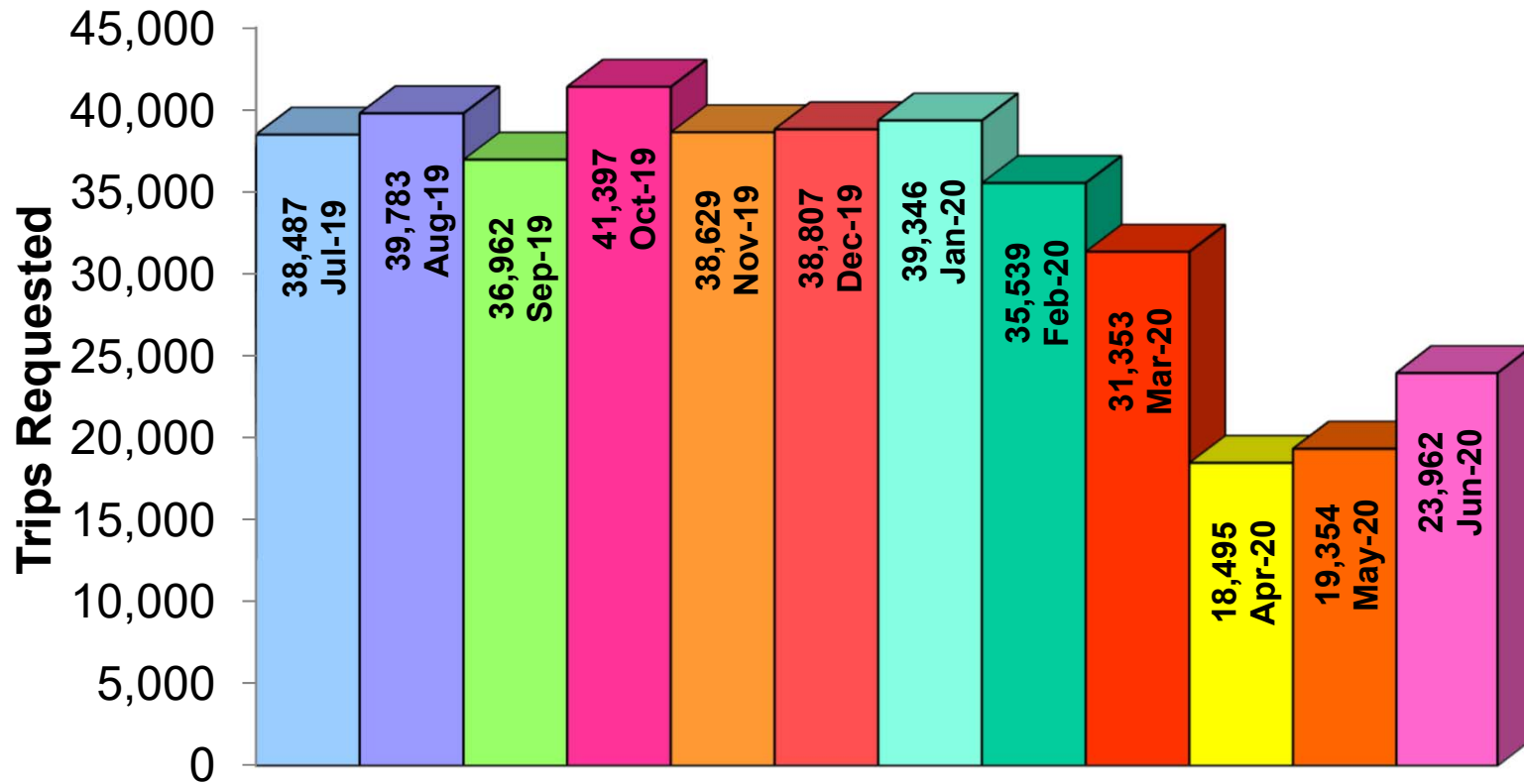
# Duval County CTC Completed Trips 19-20



# Duval County CTC

## Trip Status Detail

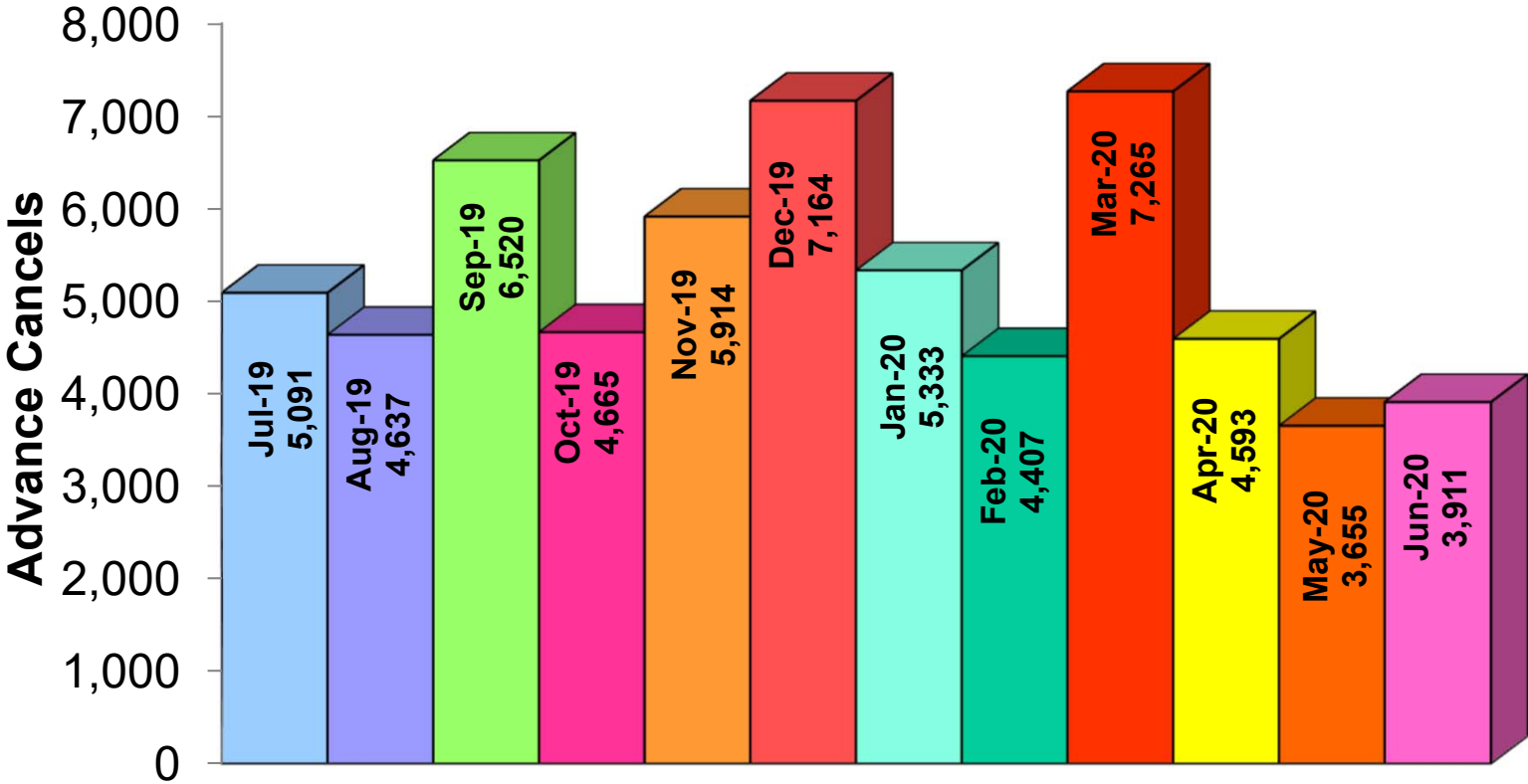
### Trips Requested 19-20



# Duval County CTC

## Trip Status Detail

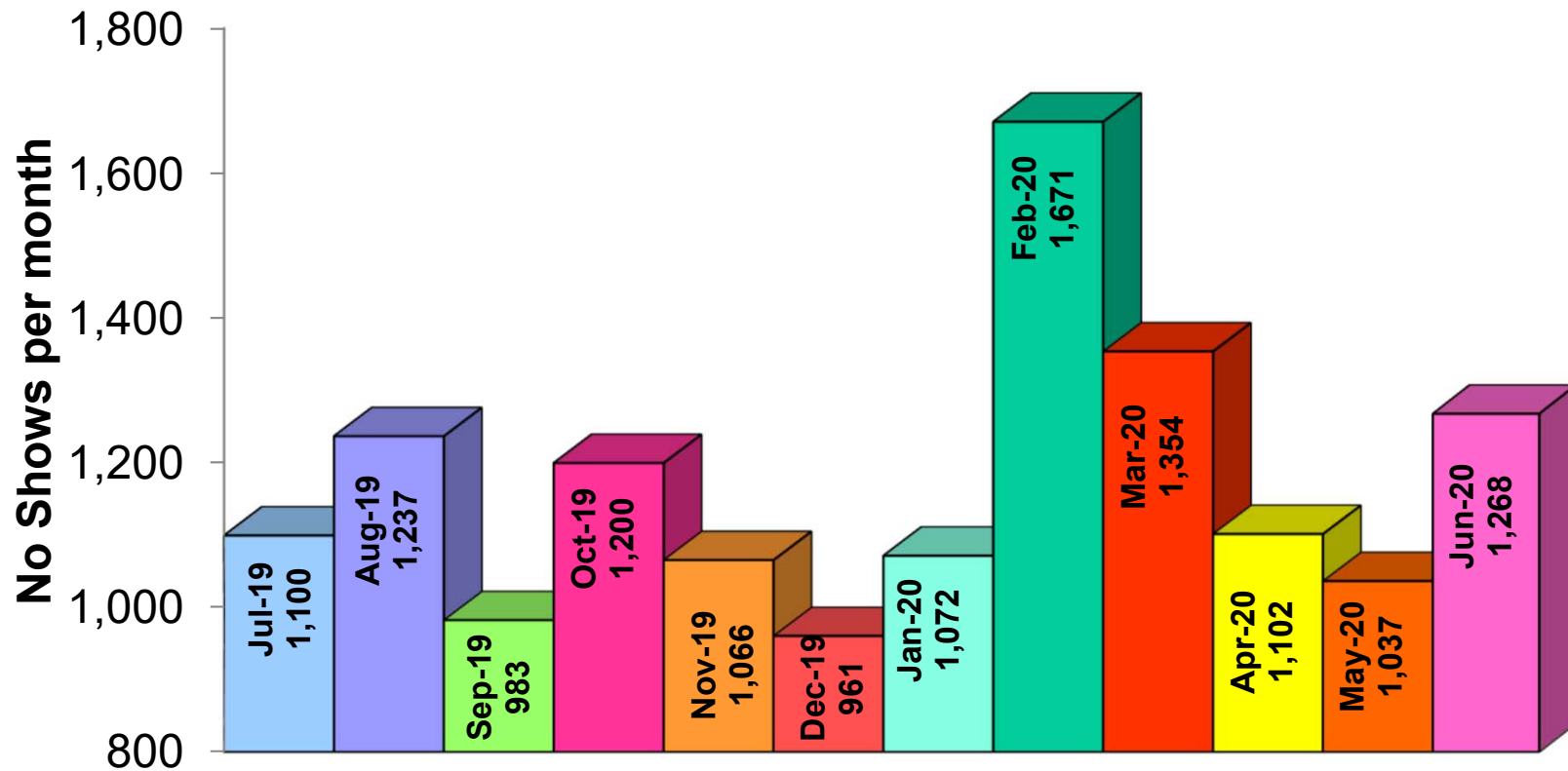
### Advance Cancels 19-20



# Duval County CTC

## Trip Status Detail

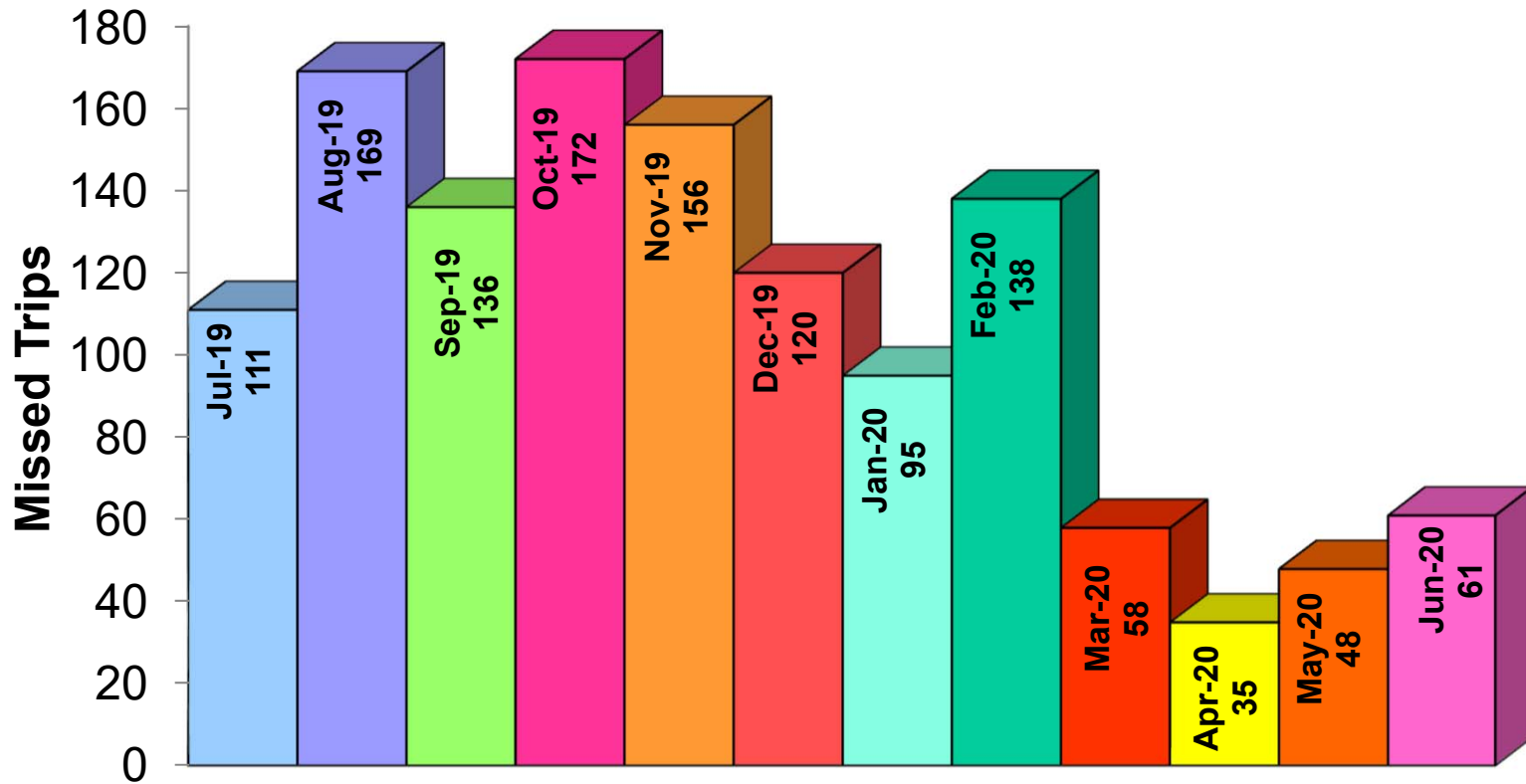
### Net No-Shows 19-20



# Duval County CTC

## Trip Status Detail

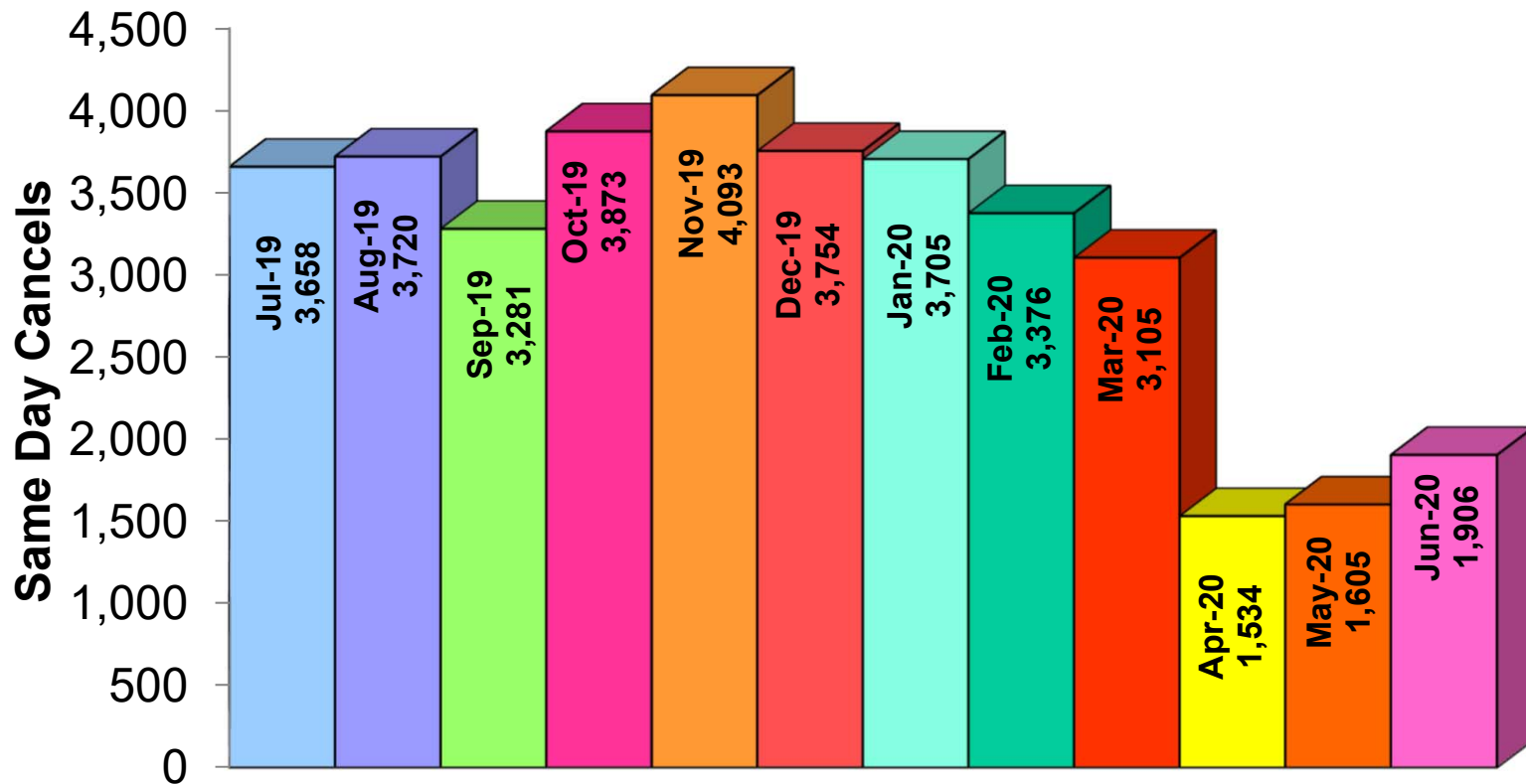
### Missed Trips 19-20



# Duval County CTC

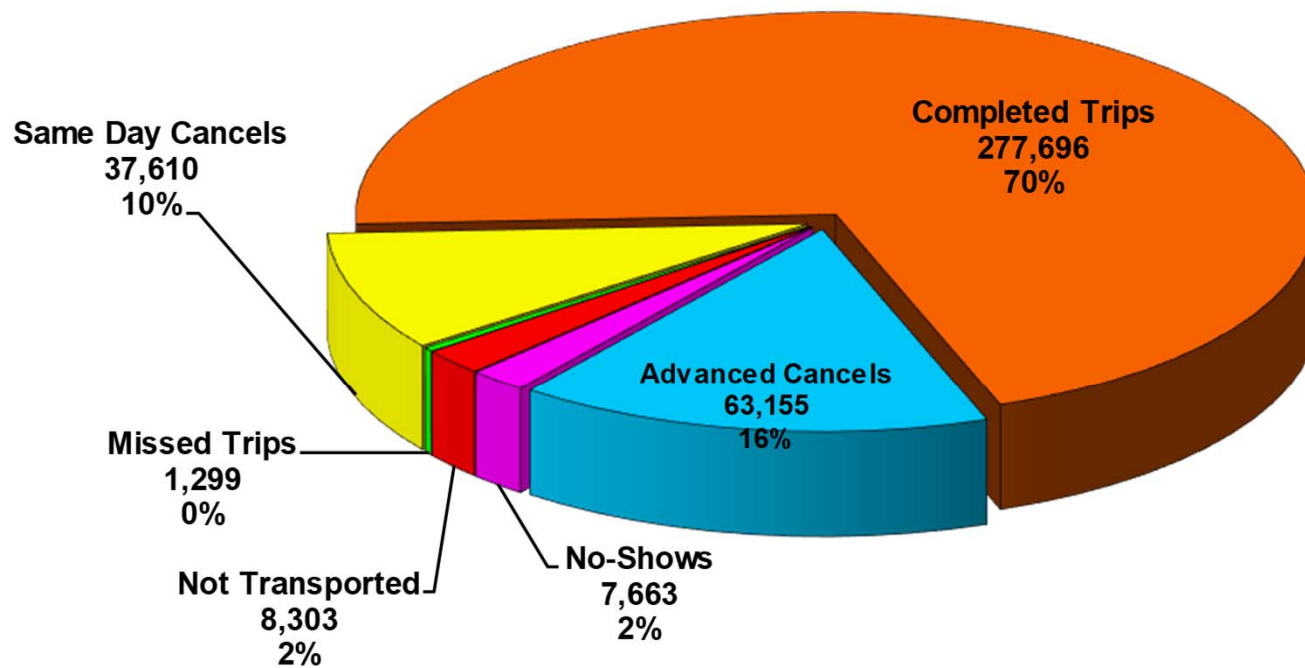
## Trip Status Detail

### Same Day Cancels 19-20



# Duval County CTC

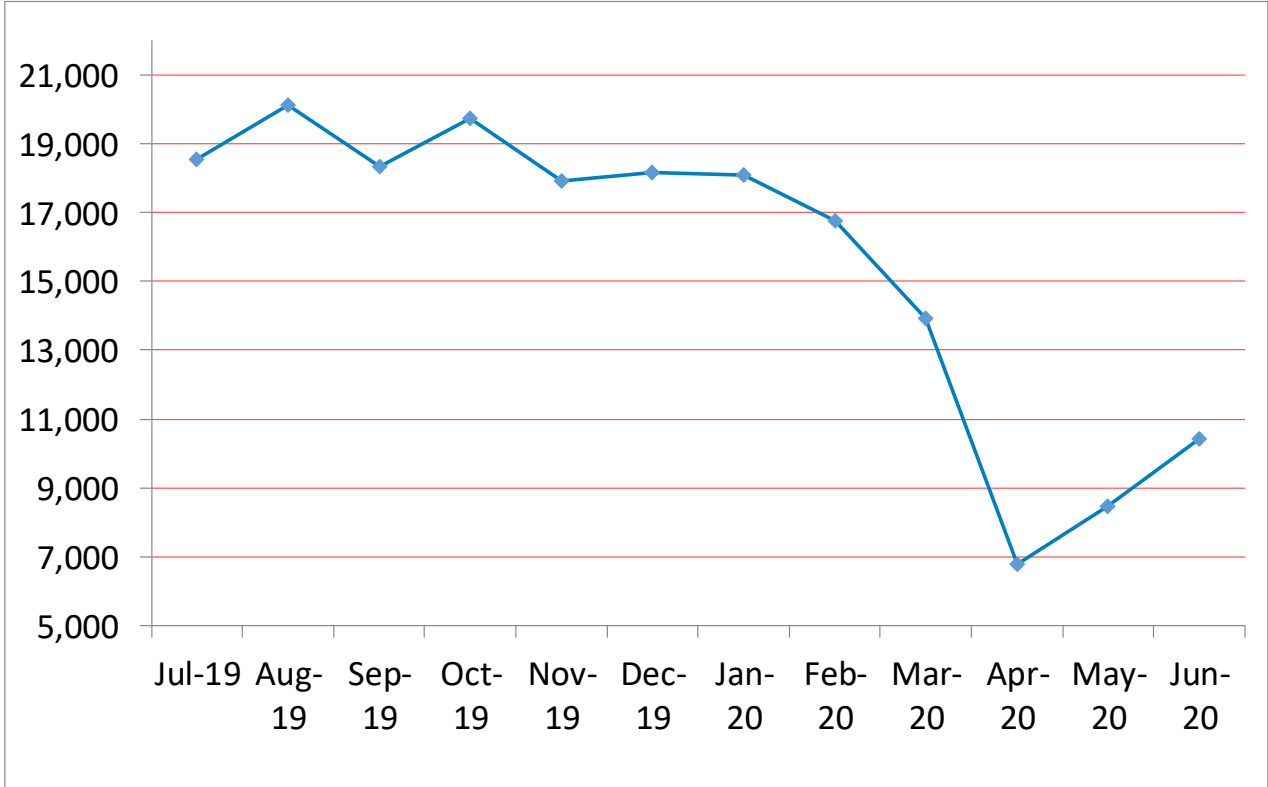
## Status of Total Trips Requested 19-20



# Duval County CTC

## CTC Call Center Information

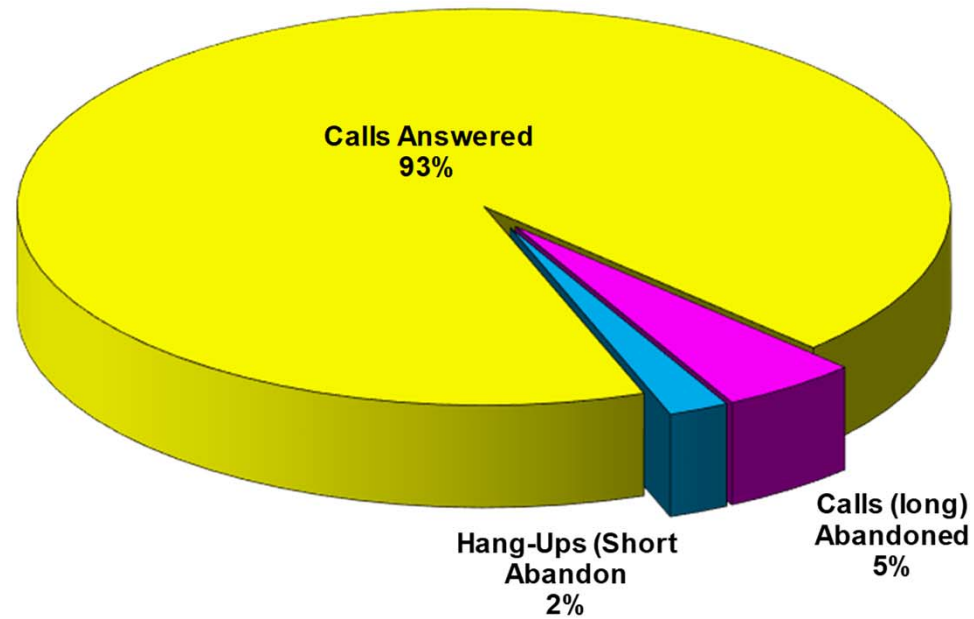
### Calls Answered 19-20





# Duval County CTC

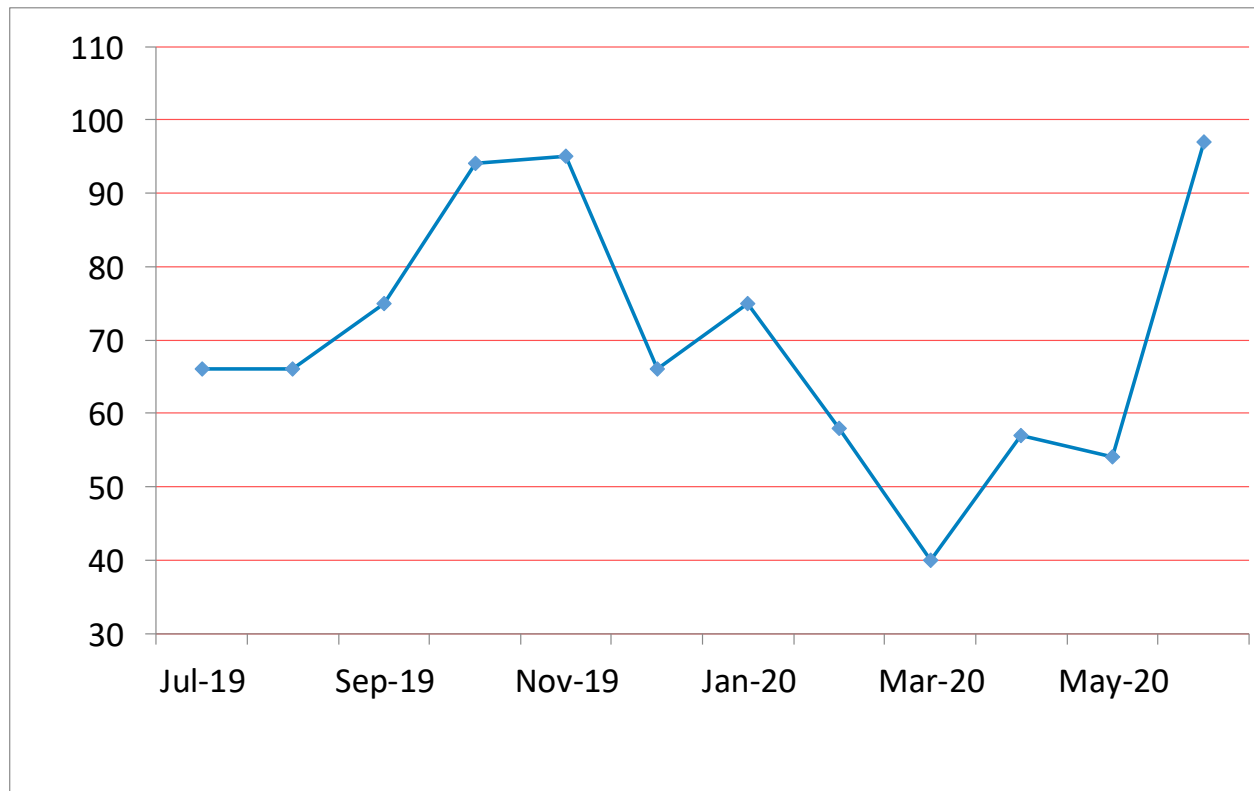
## Total Calls Received 19-20



# Duval County CTC

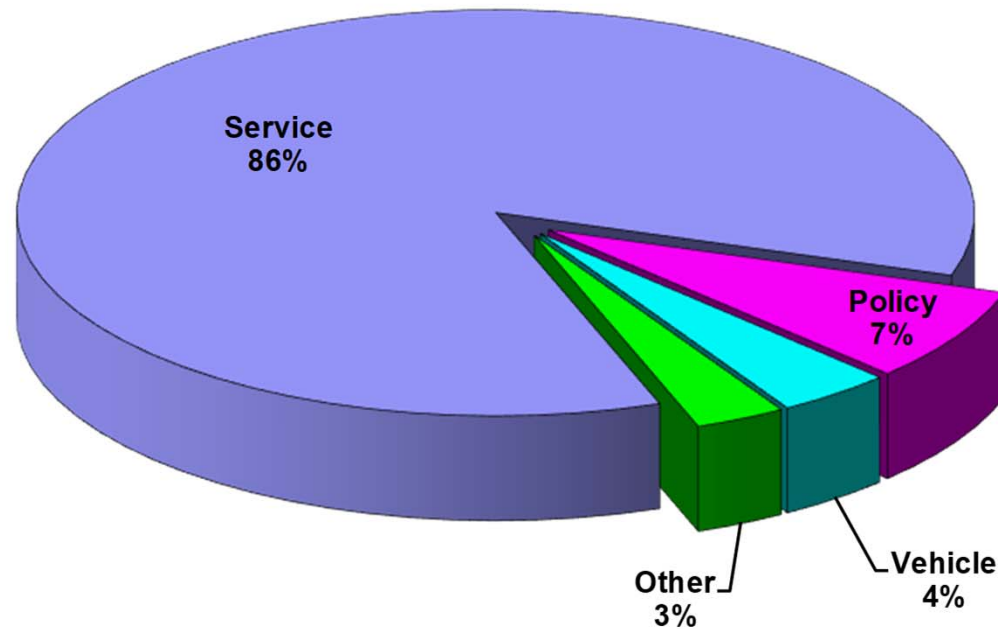
## CTC Call Center Information

### Average Hold Time (Seconds)19-20



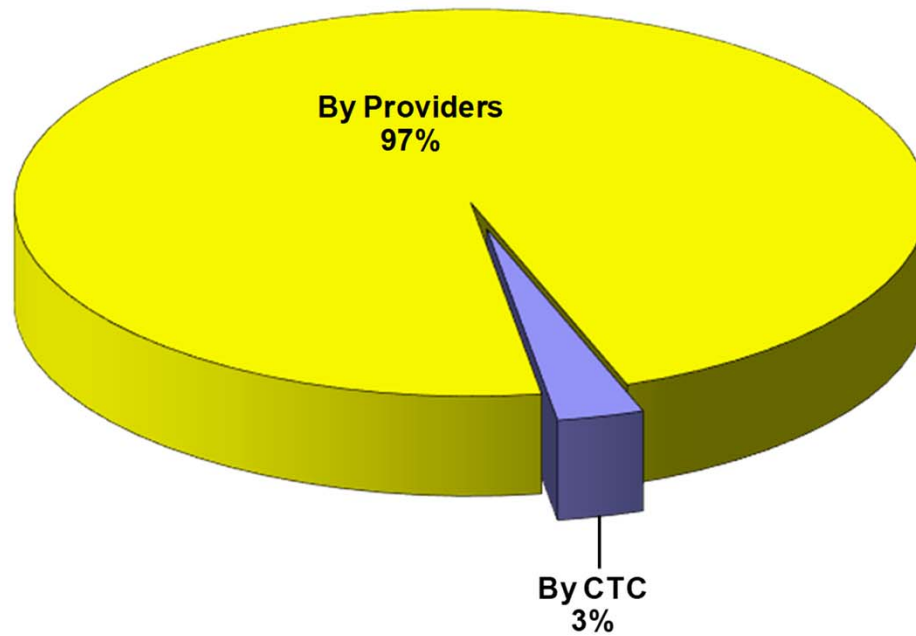
# Duval County CTC

## Complaints Received 19-20



# Duval County CTC

## Commendation Received 19-20



# Findings/ Recommendations



## **Committee Meeting Notes :**

- The committee discussed the challenges faced by the CTC last year fiscal year due to the COVID-19 quarantine.
- Members agreed that last fiscal year cannot be compared to any previous years
- The paratransit Manager Mark Wood informed the Committee that ridership went down 60% in April 2020. It increased slowly over the following months.
- During the first months of the quarantine the CTC experienced a high driver attrition rate. The downward trend has continued until the present.
- The main reason given by drivers not wanting to return to work was that they felt vulnerable/ expose and at risk providing transportation services.
- The primary challenge for the CTC was to provide the necessary equipment so drivers be protected while providing transportation service.

## **Committee Meeting Notes (2):**

- The CTC acquired Personal Protective Equipment (PPE) at a premium during the height of the pandemic. PPE includes face masks, face shields, rubber gloves and sanitizer.
- Sanitation of vehicles with special cleaning agents added a new cost to the operation.
- To observe social distance only 2-3 passengers are allowed by vehicle and sitting positions are clearly marked.
- Face masks are now mandated by the federal government which presents a new challenge for drivers to implement since there is many clients that have medical conditions and can't wear them.
- This situation have created a shortfall in funding. The CTC is exploring new funding opportunities like is the CARES act and requesting FDOT to provide additional funding to bridge the funding gap.

See the 2019-20  
CTC Evaluation  
Workbook for  
Findings and  
recommendations.

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation  
Disadvantaged**

CTC BEING REVIEWED: JACKSONVILLE TRANSPORTATION AUTHORITY  
COUNTY (IES): DUVAL COUNTY  
ADDRESS: 100 NORTH MYRTLE AVENUE, JACKSONVILLE FL  
CONTACT: MARK WOOD PHONE: 904-265-8924  
REVIEW PERIOD: FY 2019-20 REVIEW DATES: 2-11-2021  
PERSON CONDUCTING THE REVIEW: ELIZABETH DE JESUS  
CONTACT INFORMATION: 904-306-7505



Report of the  
Community  
Transportation  
Coordinator

Agenda Item L

**Table 9 Annual/Monthly Statistical Summary**  
**Evaluation of the Community Transportation Coordinator**  
**July 1, 2020- June 30, 2021**

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	FYTD Total	Average
<b>Total Service</b>														
Unduplicated Passengers	1,343	1,400	1,501	1,526	1,456	1,482	1,440							1,449.7
Total Para Passenger Transported	16,276	17,130	19,068	20,666	18,179	18,339	18,174						127,832	18,261.7
Vehicles in Service (max)	69	71	71	68	68	64	68							68.4
Revenue Hours	10,554	11,139	12,050	12,698	10,593	11,852	11,469						80,354	11,479.2
Total Vehicle Hours	12,301	13,065	13,798	14,405	12,925	13,568	13,069						93,131	13,304.5
Revenue Miles	189,228.6	197,230.2	219,812.7	232,674.4	193,852.9	212,537.4	210,624.9						1,455,961.0	207,994.4
Total Vehicle Miles	216,529.5	226,773.8	247,861.8	260,696.8	232,523.3	239,930.3	237,523.3						1,661,838.8	237,405.5
<b>Service Effectiveness</b>														
Total Revenue Miles / Passengers	11.6	11.5	11.5	11.3	10.7	11.6	11.6							11.4
Total Passengers / Revenue Hour	1.54	1.54	1.58	1.63	1.72	1.55	1.58							1.6
<b>Cost Effectiveness</b>														
Total Billable Cost For All Trips	\$ 964,847	\$ 1,232,245	\$ 1,464,576	\$ 1,576,446	\$ 1,354,824	\$ 1,445,171	\$ 1,417,014						\$ 9,455,123	\$ 1,350,731.86
Total Billable Cost/Revenue Hour	\$ 91.42	\$ 110.62	\$ 121.54	\$ 124.15	\$ 127.90	\$ 121.94	\$ 123.56							\$ 117.30
Total Billable Cost/ Passenger Trip	\$ 59.28	\$ 71.93	\$ 76.81	\$ 76.28	\$ 74.53	\$ 78.80	\$ 77.97							\$ 73.66
<b>Trip Status Detail</b>														
Trips Requested (Trips booked)	21,818	22,504	24,214	25,542	24,523	25,066	23,025						166,692	23,813.1
Advanced Cancels (Advanced CX, User Error CX, Site Closure CX)	3,486	3,565	3,380	2,820	3,964	4,156	3,020						24,391	3,484.4
Scheduled Trips (Trips booked less advanced cancels)	18,332	18,939	20,834	22,722	20,559	20,910	20,005							20,328.7
No-Shows (No shows, cancelled @ door)	663	651	604	621	736	820	416							644.4
Late Cancel	376	344	370	442	431	468	344							396.4
Net No Shows	1,039	995	974	1,063	1,167	1,288	760							1,040.9
Not Transported - Error (NE, CP, NP)	69	58	129	43	48	115	379							120.1
Missed Trips (No-shows outside the window)	79	60	71	127	142	155	110							106.3
Same Day Cancels	1,921	1,942	1,962	2,428	2,383	2,436	1,981							2,150.4
Completed Trips	15,224	15,884	17,698	19,061	16,819	16,916	16,775						118,377	16,911.0
No-show % of Scheduled	5.7%	5.3%	4.7%	4.7%	5.7%	6.2%	3.8%							0.1
<b>CTC Call Center Information</b>														
Calls Offered	10,576	11,301	12,744	13,491	13,138	13,357	12,564						87,171	12,453.0
Calls Answered	9,605	10,516	11,745	12,699	12,498	12,577	12,085						81,725	11,675.0
Calls (long) Abandoned	822	625	774	559	429	562	290						4,061	580.1
Hang-Ups (short abandon)	149	160	225	233	211	218	189						1,385	197.9
Average Hold Time (Secs)	118	102	112	71	54	70	41						567	81.0
<b>Complaints / Commendations</b>														
Policy	-	-	5	6	3	5	-						19	4.8
Service	12	13	27	41	36	41	26						196	28.0
Vehicle	1	-	-	-	-	-	1						2	1.0
Other	-	-	-	-	-	2	-						2	2.0
Total Valid Complaints Received	13	13	32	47	39	48	27						219	31.3
Commendations by CTC	-	1	-	2	-	-	-						3	1.5
Commendations by Transportation Providers	10	15	-	18	10	11	15						79	13.2
Total Commendations	10	16	-	20	10	11	15						82	13.7
Complaints per 10,000 Trips	8.0	8.2	18.1	24.7	23.2	28.4	16.1						18.5	18.1

**Table 9 Annual/Monthly Statistical Summary**  
**Evaluation of the Community Transportation Coordinator**  
**July 1, 2020- June 30, 2021**

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	FYTD Total	Average
<b>Service Reliability</b>														
<b>Total Completed Trips</b>														
MV	10,160	9,760	10,893	11,552	10,335	10,335	10,277						73,312	10,473
CRC	5,064	6,124	6,805	7,509	6,484	6,581	6,498						45,065	6,438
<b>Total Trips</b>	<b>15,224</b>	<b>15,884</b>	<b>17,698</b>	<b>19,061</b>	<b>16,819</b>	<b>16,916</b>	<b>16,775</b>	-	-	-	-	-	<b>118,377</b>	<b>16,911</b>
<b>Percent On-Time Trips</b>														
MV	88.1%	90.3%	87.6%	81.5%	81.7%	84.1%	83.7%							85.3%
CRC	89.1%	91.0%	87.6%	81.7%	85.2%	88.1%	88.0%							87.2%
<b>Total On-Time</b>	<b>88.4%</b>	<b>90.6%</b>	<b>87.6%</b>	<b>81.6%</b>	<b>83.1%</b>	<b>85.7%</b>	<b>85.4%</b>							<b>86.0%</b>
<b>Total Trips - Includes No-Shows, Cancel Door and Missed Trips</b>														
MV	10,704	10,229	11,332	12,008	10,902	10,943	10,631						76,749	10,964
CRC	5,291	6,391	7,060	7,831	6,826	6,960	6,697						47,056	6,722
<b>TOTAL</b>	<b>15,995</b>	<b>16,620</b>	<b>18,392</b>	<b>19,839</b>	<b>17,728</b>	<b>17,903</b>	<b>17,328</b>	0	0	0	0	0	<b>123,805</b>	<b>17,686</b>
<b>Late Pick-Ups</b>														
MV	1,273	993	1,409	2,219	1,992	1,738	1,729						11,353	1,622
CRC	577	575	876	1,434	1,011	826	804						6,103	872
<b>TOTAL</b>	<b>1,850</b>	<b>1,568</b>	<b>2,285</b>	<b>3,653</b>	<b>3,003</b>	<b>2,564</b>	<b>2,533</b>	0	0	0	0	0	<b>17,456</b>	<b>2,494</b>
<b>Complaints (Valid only)</b>														
MV	12	12	27	39	35	41	20						186	27
CRC	0	1	4	8	4	7	6						30	5
JTA	1	0	1	0	0	0	1						3	1
<b>TOTAL</b>	<b>13</b>	<b>13</b>	<b>32</b>	<b>47</b>	<b>39</b>	<b>48</b>	<b>27</b>	0	0	0	0	0	<b>219</b>	<b>31</b>
<b>Accidents - Person Only (Chargeable)</b>														
MV	0	1	0	0	0	0	1						2	1.0
CRC	0	0	0	0	0	0	0						-	n/a
<b>TOTAL</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	-	-	-	-	-	<b>2</b>	<b>1.0</b>
<b>Accidents - Person Only (Non-Chargeable)</b>														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	-	-	-	-	-	<b>-</b>	<b>n/a</b>
<b>Accidents - Vehicle Only (Chargeable)</b>														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	-	-	-	-	-	<b>-</b>	<b>n/a</b>
<b>Accidents - Vehicle Only (Non-Chargeable)</b>														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	-	-	-	-	-	<b>-</b>	<b>n/a</b>
<b>Accidents - Person &amp; Vehicle (Chargeable)</b>														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	-	-	-	-	-	<b>-</b>	<b>n/a</b>

**Table 9 Annual/Monthly Statistical Summary**  
**Evaluation of the Community Transportation Coordinator**  
**July 1, 2020- June 30, 2021**

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	FYTD Total	Average
<b>Accidents - Person &amp; Vehicle (Non-Chargeable)</b>														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Chargeable	-	1	-	-	-	-	1	-	-	-	-	-	2	1.0
Total Non-Chargeable	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Accidents	-	1	-	-	-	-	1	-	-	-	-	-	2	1.0
Accidents per 100,000 Miles													0.1	#DIV/0!
<b>Total Roadcalls (Major)</b>	6	6	6	6	7	6	5	5	4	2	1	2	56	4.7
<b>Service Utilization</b>														
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	
Trip Purpose														
Employment	3,154	3,539	3,792	4,014	3,563	3,466	3,712						25,240	3,605.7
Percent of Total Trips	21%	22%	21%	21%	21%	20%	22%							21%
Medical	3,311	3,505	3,973	4,154	3,710	3,765	3,515						25,933	3,704.7
Percent of Total Trips	22%	22%	22%	22%	22%	22%	21%							22%
Dialysis	5,394	5,238	5,289	5,608	5,057	5,060	4,826						36,472	5,210.3
Percent of Total Trips	35%	33%	30%	29%	30%	30%	29%							31%
Education	106	400	1,058	1,314	1,047	873	1,170						5,968	852.6
Percent of Total Trips	1%	3%	6%	7%	6%	5%	7%							5%
Shopping	106	706	643	760	697	873	814						4,599	657.0
Percent of Total Trips	1%	4%	4%	4%	4%	5%	5%							4%
Other	3,153	2,496	2,943	3,211	2,745	2,879	2,738						20,165	2,880.7
Percent of Total Trips	21%	16%	17%	17%	16%	17%	16%							17%
TOTAL	15,224	15,884	17,698	19,061	16,819	16,916	16,775	-	-	-	-	-	118,377	16,911
<b>Service Utilization</b>														
<b>Population Served/Passengers</b>														
Ambulatory	12,018	13,049	14,714	15,712	13,783	13,893	13,994						97,163	13,880.4
Wheelchair	3,273	3,128	3,334	3,659	3,242	3,226	3,092						22,954	3,279.1
Scooter	985	953	1,020	1,295	1,153	1,220	1,088						7,714	1,102.0
Total	16,276	17,130	19,068	20,666	18,178	18,339	18,174	-	-	-	-	-	127,831	18,261.6
<b>Population Served/Trips</b>														
Ambulatory	11,001	11,838	13,394	14,159	12,462	12,500	12,644						87,998	12,571.1
Wheelchair	3,258	3,110	3,321	3,638	3,231	3,210	3,078						22,846	3,263.7
Scooter	965	936	983	1,264	1,126	1,206	1,053						7,533	1,076.1
Total	15,224	15,884	17,698	19,061	16,819	16,916	16,775	-	-	-	-	-	118,377	16,911.0
Road call, Major Mechanical Failures (RM)														
Road call, Minor Mechanical Failures (RO)														