



Duval County Transportation Disadvantaged
Coordinating Board
Agenda Book

9:00 am
Thursday, May 7, 2020

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. Minutes of March 5, 2020 **ACTION ITEM**
- F. Approval of Bylaws **ACTION ITEM**
- G. Approval of Grievance Procedure **ACTION ITEM**
- H. Approval of 2020-21 TD Rates/ Rate Calculation Worksheet **ACTION ITEM**
- I. Approval of 2016-21 TD Service Plan- 2020 Update **ACTION ITEM**
- J. Commission Update / Legislative Information Only
- K. Report of the Community Transportation Coordinator Information Only
 - Monthly Board Report
 - Operator Payments
- L. Report of the Jacksonville Transportation Advisory Committee Information Only
- M. Unfinished Business Information Only

North Florida TPO Meeting Agenda
Duval County Transportation Disadvantaged Coordinating Board
May 7, 2020

N. New Business

Information Only

O. Annual Duval County TD Program Public Meeting

- 1. Recess TD Board Meeting**
- 2. Open Public Meeting**
- 3. TD Presentation**
- 4. Take Public Comments**
- 5. Close Public Comments**
- 6. Re-convene TD Board Meeting**

P. Adjournment

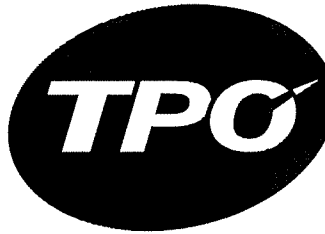
The next meeting will be September 3, 2020.

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
March 5, 2020

Agenda Item E



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

Thursday, March 5, 2020 - 9:00 AM
980 North Jefferson Street
Jacksonville, FL 32209

MEMBERS PRESENT:

Jeff Aboumrad, Vocational Rehab/Dept. of Education
Jaclyn Brown, Dept. of Children and Families (for Terry Campbell)
Janet Dickinson, Elder Source (for Nancy Tufts)
Ronald Howell, Northeast Florida Community Action Agency (for John Edwards)
John Markiewicz, Disabled American Veterans, **Vice Chairman**
DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)
Theodis Perry, FL Dept. of Transportation

MEMBERS ABSENT:

Wanda Hathaway, Citizen Advocate
Bliss Hayes, CareerSource, Northeast Florida
Don Ingram, Jacksonville/Duval County Council on Elder Affairs
Charisa Munroe, DCI Shands Jacksonville, Medical Community
Dan O'Connor, Citizen Advocate
Kara Tucker, City of Jacksonville, Disabled Services

OTHERS PRESENT:

Lois Smokes, City of Jacksonville, Disabled Services
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 9:04 a.m.

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

▶ C. PUBLIC COMMENT

None at this time.

▶ D. APPROVAL OF NEW MEMBERS AND ALTERNATES

Postponed until the next meeting.

▶ E. APPROVAL OF THE MINUTES OF THE NOVEMBER 7, 2019 MEETING OF THE DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

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

DeWeece Ogden moved for approval of the November 7, 2019 minutes; Theodis Perry seconded; motion unanimously carried.

▶ F. APPROVAL OF 2018-19 CTC EVALUATION

Elizabeth De Jesus presented the 2018-19 CTC Evaluation.

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

DeWeece Ogden moved for approval of the 2018-19 CTC Evaluation; Ron Howell seconded; motion unanimously carried.

▶ G. REGIONAL UPDATE

None at this time.

▶ H. COMMISSION UPDATE/LEGISLATIVE

Elizabeth De Jesus informed the group that the Commission will hold three public workshops to explore changes to the Transportation Disadvantaged Trip and Equipment Grant Allocation Formula. The workshops will be held on March 30, April 1 and April 7.

▶ I. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR

Mark Wood, Interim JTA Connexion Paratransit Manager, gave the following brief update.

- As of February 1, the customer service function is now under Customer Engagement within the fixed route customer service area. Contract

management will be a challenge, as it is being done by a contractor and is housed outside of our facility.

- Lisa Darnall, Vice President Chief Transportation Officer/Transit Operations, will retire effective April 3. Bonnie Todd from Seattle, Washington will be Ms. Darnall's replacement.
- The JRTC ribbon cutting will take place on March 26 and will officially open March 30. Different simulations of customer navigations are taking place to work out any issues before March 30. All administrative functions will be housed within the JRTC, however, the bus operations and Connexion will remain on Myrtle Avenue.

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

None at this time.

▶ K. **UNFINISHED BUSINESS**

None at this time.

▶ L. **NEW BUSINESS**

Elizabeth De Jesus informed the group that the TD Service Plan will meet soon. The committee members are Ronald Howell, Kara Tucker, Louis Smoke and John Markiewicz.

▶ M. **PUBLIC COMMENTS**

None at this time.

▶ N. **ADJOURNMENT**

There being no further business, the meeting was adjourned at 9:41 a.m. The next TD meeting will be May 7, 2020.

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

Elizabeth De Jesus
Duval County TD Planning Agency

Approval of ByLaws

Agenda Item F

**North Florida
Transportation Planning Organization**

Bylaws

Duval County Transportation Disadvantaged Coordinating Board

Revised May 7, 2020

Bylaws

Table of Contents

ARTICLE I: PREAMBLE	3
ARTICLE II: NAME AND PURPOSE	3
SECTION 1: NAME	3
SECTION 2: PURPOSE	3
ARTICLE III: MEMBERSHIP APPOINTMENT, TERM OF NOTICE AND TERMINATING MEMBERSHIP	3
SECTION 1: VOTING MEMBERS	3
SECTION 2: TECHNICAL ADVISORS	4
SECTION 3: ALTERNATE MEMBERS	4
SECTION 4: TERMS OF APPOINTMENT	5
SECTION 5: TERMINATION OF MEMBERSHIP	5
ARTICLE IV: OFFICERS AND DUTIES	5
SECTION 1: NUMBER.....	5
SECTION 2: CHAIRPERSON	5
SECTION 3: VICE-CHAIRPERSON	5
ARTICLE V: BOARD MEETINGS	5
SECTION 1: REGULAR MEETINGS.....	5
SECTION 2: SPECIAL MEETINGS	5
SECTION 3: NOTICE OF MEETINGS	6
SECTION 4: QUORUM	6
SECTION 5: VOTING	6
SECTION 6: PARLIAMENTARY PROCEDURES	6
ARTICLE VI: STAFF	6
SECTION 1: GENERAL	6
ARTICLE VII: BOARD DUTIES	6
SECTION 1: BOARD DUTIES	6
ARTICLE VIII: COMMITTEES AND SUBCOMMITTEES	8
SECTION 1: COMMITTEES AND SUBCOMMITTEES	8
SECTION 2: EVALUATION COMMITTEE	8
SECTION 3: GRIEVANCE COMMITTEE.....	8
ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES	8
SECTION 1: GENERAL	8
ARTICLE X: CERTIFICATION	8

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Bylaws of the Duval County Transportation Disadvantaged Coordinating Board

Article 1: PREAMBLE

The following sets forth the Bylaws which will guide the Duval County Transportation Disadvantaged Coordinating Board in its oversight of the community transportation coordinator hereinafter referred to as the CTC. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes*, and subsequent laws setting forth requirements for the coordination of transportation services for the transportation disadvantaged.

Article II: NAME AND PURPOSE

Section 1: Name

The name of the coordinating board shall be the **Duval County Transportation Disadvantaged Coordinating Board**, hereinafter referred to as the Board.

Section 2: Purpose

The primary purpose of the Board is:

1. To assist the North Florida Transportation Planning Organization (North Florida TPO) in identifying local service needs; and
2. To provide information, advice and direction to the community transportation coordinator (CTC) to coordinate services to the transportation disadvantaged in Duval County pursuant to Section 427.0157, *Florida Statutes*.

Article III: MEMBERSHIP APPOINTMENT, TERM OF NOTICE AND TERMINATING MEMBERSHIP

Section 1: Voting Members

In accordance with Section 427.0157, *Florida Statutes*, all voting members of the Board shall be appointed by the North Florida Transportation Planning Organization hereinafter referred to as the North Florida TPO.

A representative from the following agencies or groups shall be a voting board member:

1. North Florida TPO who has been appointed to serve as Chairperson;

Bylaws

2. The Florida Department of Transportation;
3. The Florida Department of Children and Families;
4. The Public Education Community;
5. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. The Florida Agency for Health Care Administration (MEDICAID);
7. A person recommended by the local Veterans Service Office representing the veterans of the county;
8. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged;
9. A person over sixty years of age representing the elderly in Duval County;
10. A person with disabilities representing Duval County residents with disabilities;
11. Two citizen advocates one of whom must be a user of the Duval County coordinated transportation system;
12. A local representative for children at risk;
13. The Chairperson or designee of the Jacksonville Transportation Authority, the local provider of public transit;
14. The Florida Department of Elder Affairs; and
15. An experienced representative of the local private for profit transportation industry. If such a representative is not available, a local private non-profit representative will be acceptable, except where said representative is also the community transportation coordinator.
16. A representative of the Regional Workforce Development Board;
17. A representative of the local medical community (which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.).
18. A local representative of the Agency for Persons with Disabilities.

Section 2: Technical Advisors

Upon a majority vote of the voting membership present, technical advice may be approved to provide the Board with technical expertise as needed.

Section 3: Alternate Members

Alternates are to be appointed by the agency representative. The North Florida TPO may name one (1) alternate for each voting member of the Board not representing an agency. Alternates will be allowed to vote only in the absence of the voting member whom they represent.

Bylaws

Section 4: Terms of Appointment

Except for the Chairperson, the board members shall be appointed for three (3) year staggered terms. The Chairperson shall serve until replaced by the North Florida TPO. If a member term has expired he/she will serve until a replacement is appointed.

Section 5: Termination of Membership

A member may resign at any time by notice in writing to the Chairperson. Unless specified, such resignation shall take effect when the Chairperson receives the letter.

Each member is expected to demonstrate his/her interest in the Board's activities by attending the scheduled meetings. If an absence occurs, the absent member should ensure that his/her alternate is present. The North Florida TPO shall review the appointment of any voting member who fails to attend three (3) consecutive meetings.

Failure of an agency representative or his/her alternate to attend three (3) consecutive meetings will result in a letter to his/her superior requesting nomination of a replacement.

Article IV: OFFICERS AND DUTIES

Section 1: Number

The Board officers shall be a Chairperson and a Vice-Chairperson.

Section 2: Chairperson

The North Florida TPO shall appoint one member who is an elected official to serve as Chairperson. The Chairperson shall preside at all meetings. The duties of the Chairperson include responsibility for meeting agendas, notices and minutes. The North Florida TPO staff will assist the Chairperson in these tasks and will further assist the Chairperson by preparing and duplicating materials to be distributed at meetings. The Chairperson shall serve until replaced by the North Florida TPO.

Section 3: Vice-Chairperson

The Board shall hold an annual meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the members present. The Vice-Chairperson shall serve a term of one year starting at the next meeting.

Article V: BOARD MEETINGS

Section 1: Regular Meetings

The Board shall meet the first Thursday of March, May, September, and November unless it is determined by the Chairperson that there is not sufficient business to warrant a meeting. In accordance with Section 427.0157, *Florida Statutes*, the Board shall meet at least quarterly.

Section 2: Special Meetings

The Chairperson may convene special Board meetings provided that proper notice is given to all members and other interested parties. Meeting notices must be posted 48 hours in advance and, if time permits, a notice should be published in the *Florida Times-Union* and/or other local newspapers.

Bylaws

Section 3: Notice of Meetings

Notices and tentative agendas shall be sent to all Board members and other interested parties within a reasonable amount of time prior to the Board meeting. Such notice shall state the date, time and meeting place. Meeting notices must be posted at least 48 hours in advance and published in the *Florida Times-Union* and/or other local newspapers.

Section 4: Quorum

At all Board meetings, a majority of the voting members present (50% plus 1, not included vacant positions), shall constitute a quorum to transact business. In the absence of a quorum, those present may without notice other than by the announcement at the meeting, recess the meeting, until a quorum is present. At any such recessed meeting any business may be transacted which might have been transacted at the meeting as originally called.

Section 5: Voting

At all meetings at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the majority vote of the members present.

Section 6: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.

Article VI: STAFF

Section 1: General

The North Florida TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, *Florida Statutes*. These responsibilities include providing staff to manage and oversee the Board operations and assist in scheduling meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the Board within the limits of the resources available.

Article VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2, *Florida Administrative Code*.

1. Maintain official meeting minutes reflecting official actions taken and a meeting roster. A copy of the minutes shall be provided to the Florida Commission for the Transportation Disadvantaged, hereinafter referred to as the Commission, and to the Chairperson of the North Florida TPO.
2. Review and approve the Memorandum of Agreement between the CTC and the Commission including the Transportation Disadvantaged Service Plan.
3. On a continuing basis, evaluate services provided under the Transportation Disadvantaged Service Plan. Annually, the Board shall evaluate the performance of the CTC and provide this evaluation to the North Florida TPO and to the Commission. Recommendations relative to performance and the renewing of the CTC's contract shall be included.

Bylaws

4. In cooperation with the CTC, review and provide recommendations to the Commission and the North Florida TPO on all application for local, state or federal funds relating to transportation for the transportation disadvantaged in Duval County. This action ensures that all such expenditures are provided in the most cost effective and efficient manner. The review process shall include at least:
 - a. The review of applications to ensure that they are consistent with the Transportation Disadvantaged Service Plan. This review shall consider:
 - (1) The need for the requested funds or services;
 - (2) Consistency with local governments comprehensive plans and
 - (3) Coordination with the Jacksonville Transportation Authority and the CTC.
 - b. Notifying the Commission of any unresolved funding requests without delaying the application process.
5. Review coordination strategies for service provision to the transportation disadvantaged in Duval County to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service to increase readership and to service a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation with adjacent counties when it is appropriate and cost effective.
 - a. Support inter- and intra-county agreements to improve coordination to reduce costs for service delivery, maintenance, insurance or other identified strategies.
 - b. Seek the involvement of the private and public sectors, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
6. Appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users and potential users of the coordinated transportation system. The Committee shall meet as often as necessary to resolve grievances in a timely manner. The membership of this Committee shall be as specified in Article VIII, Section 2 of these Bylaws.
7. In coordination with the CTC, develop application for funds that may become available.
8. Consolidate annual budget estimates for local agencies or programs receiving direct federal funding to provide transportation to the transportation disadvantaged.
9. Assist the North Florida TPO in preparing of the Transportation Disadvantaged Element of the annually update Transportation Improvement Program.
10. Annually review the CTCs contracts with local transportation providers to determine if these contracts are cost-effective and provide efficient service.

Bylaws

Article VIII: COMMITTEES AND SUBCOMMITTEES

Section 1: Committees and Subcommittees

Committees and subcommittees shall be designated by the Chairperson as needed to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All subcommittees can be assembled and dissolved as deemed necessary, with the exception of the Evaluation Committee and Grievance Committee which shall be standing Committees. The Chairperson shall serve as an ex-officio member of all committees and subcommittees. Each committee and/or subcommittee shall elect a Chairperson from its membership.

Section 2: Evaluation Committee

A five member Evaluation Committee shall be designated by the Chairperson to perform the annual evaluation of the Community Transportation Coordinator (CTC) and to monitor the CTC performance on a quarterly basis. The Chairperson of this committee shall be selected by the committee members and shall serve a one year term.

Section 3: Grievance Committee

A five member Grievance Committee shall be designated by the Chairperson to serve as a mediator to process and investigate grievances from agencies, users and potential users of the coordinated transportation system.

The membership of the Grievance Committee shall include at least one representative of the Florida Department of Transportation, the Florida Department of Children and Families, the Florida Department of Labor and Employment Security or the Florida Agency for Health Care Administration.

Article IX: COMMUNICATION WITH OTHER AGENCIES

Section 1: General

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

Article X: CERTIFICATION

The undersigned hereby certifies that he is Chairman of the Duval County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Duval County Transportation Disadvantaged Coordinating Board on the 7th day of May, 2020.

Chairman
Duval County Transportation Disadvantaged Coordinating Board

Approval of
Grievance Procedure

Agenda Item G



**North Florida
Transportation Planning Organization**

Grievance Procedure

**Duval County Transportation
Disadvantaged Coordinating Board**

Revised: May 7, 2020

Grievance Procedure

Table of Contents

LOCAL COMPLAINTS AND GRIEVANCES PROCEDURES	3
<u>SECTION 1: DEFINITION OF A COMPLAINT</u>	3
<u>SECTION 2: COMPLAINT PROCEDURES</u>	3
<i>a. Filing a Complaint</i>	3
<i>b. Appeal to the Grievance Committee</i>	4
<i>c. Recording of Complaints</i>	4
<u>SECTION 3: DEFINITION OF A GRIEVANCE</u>	4
<u>SECTION 4: GRIEVANCE PROCEDURES</u>	4
<i>a. Filing a Grievance</i>	4
<i>b. Grievance Committee Hearing</i>	5
<i>c. Appeal to the Florida Commission for the Transportation Disadvantaged</i>	5
<i>d. Appeal to the Judicial court system</i>	6
SECTION 5: GRIEVANCE COMMITTEE PROCEDURES.....	6
• <i>Schedule meetings</i>	6
• <i>Notification</i>	6
• <i>Written Minutes</i>	6
COMMUNICATION WITH OTHER AGENCIES	6
SECTION 1: GENERAL.....	6
A. <i>Filing Grievances with Other Agencies</i>	6
CERTIFICATION	7

.....

Grievance Procedures of the Duval County Transportation Disadvantaged Coordinating Board

LOCAL COMPLAINTS AND GRIEVANCES PROCEDURES

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

Section 1: Definition of a Complaint.

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

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

Section 2: Complaint Procedures

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

a. Filing a Complaint

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the Rider's Guide and distributed to all clients. Riders can file complaints with the CTC by phone 265-8928, fax 265-8919, email ConnexionComplaint@JTAFLA.com or by regular mail to 100 N. Myrtle Ave., Jacksonville, FL 32204. All complaints must be submitted **immediately** after the incident and should include the passenger's name and address, date and time of the incident, and a detailed explanation of the incident.

Grievance Procedure

When requested, the CTC will respond in writing to complaints, within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

b. Appeal to the Grievance Committee

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

c. Recording of Complaints

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

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

Section 3: Definition of a Grievance

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

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

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

Section 4: Grievance Procedures

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

a. Filing a Grievance

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

1. The name and address of the grieving party;

Grievance Procedure

2. A statement of the grounds for the grievance and supporting documentation; and
3. An explanation of the relief desired by the grieving party.

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

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

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

JTA CONNEXION
100 N. Myrtle Ave
Jacksonville, FL 32204
Attn: Justin Cayless

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

Pursuant to the American with Disabilities Act (ADA), auxiliary aides and accommodations for persons with disabilities are available upon request. Persons requesting accommodations must allow five business days' notice. Last minute requests will be accepted but may not be possible to fulfill. ADA accommodations can be requested by calling Elizabeth De Jesus at 904-306-7500 (Florida Relay Service users dial 711) and / or email to elizabethdejesus@NorthFloridaTPO.com.

b. Grievance Committee Hearing

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

c. Appeal to the Florida Commission for the Transportation Disadvantaged

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged.

The appeal should be in writing and submitted within 60 days of the denial date. It should be addressed to:

*Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450*

Grievance Procedure

d. Appeal to the judicial court system

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

Section 5: Grievance Committee Procedures

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

•Schedule meetings

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

•Notification

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

•Written Minutes

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

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

COMMUNICATION WITH OTHER AGENCIES

Section 1: General

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

A. Filing Grievances with Other Agencies

Where appropriate, a grieving party may also file a grievance with other agencies.

Grievance Procedure

CERTIFICATION

The undersigned hereby certifies that he is Chairman of the Duval County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedure of this Board as adopted by the Duval County Transportation Disadvantaged Coordinating Board on the 7th day of May, 2020.

Chairman
Duval County Transportation Disadvantaged Coordinating Board

The following changes were included to the 2020 TD Service Plan update:

- Page 13 – Updated Figure B
- Page 17 – Updated Membership Certification
- Pages 41-43 – Updated Table 17A and 17B
- Page 85 – Proposed changes to Non-Sponsored eligibility
- Page 89 – Updated Table 20
- Page 90 – Updated Figure H
- Page 99 – Updated “Passenger Assistance” Standard
- Page 134-135 – Updated Table 21
- Page 137 – Updated Tables 22-24

Approval of 2016-21 TD Service Plan- 2020 Update

Agenda Item I

North Florida TPO
Transportation Planning Organization

DRAFT



TRANSPORTATION DISADVANTAGED SERVICE PLAN 2016-2021

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

Adopted: March 5, 2016
Updated: May 4, 2017
Amended: November 2, 2017
Updated: May 3, 2018

Amended: September 6, 2018
Updated: May 2, 2019
Updated: May 7, 2020

Transportation Advisory Committee and is responsible to develop the request for proposals for contracted service. The Senior Manager Service Delivery Connexion reports to the Vice-President of Transit Operations.

Figure B is the organization chart of the JTA Connexion.

Figure B- JTA Connexion –Organization Chart

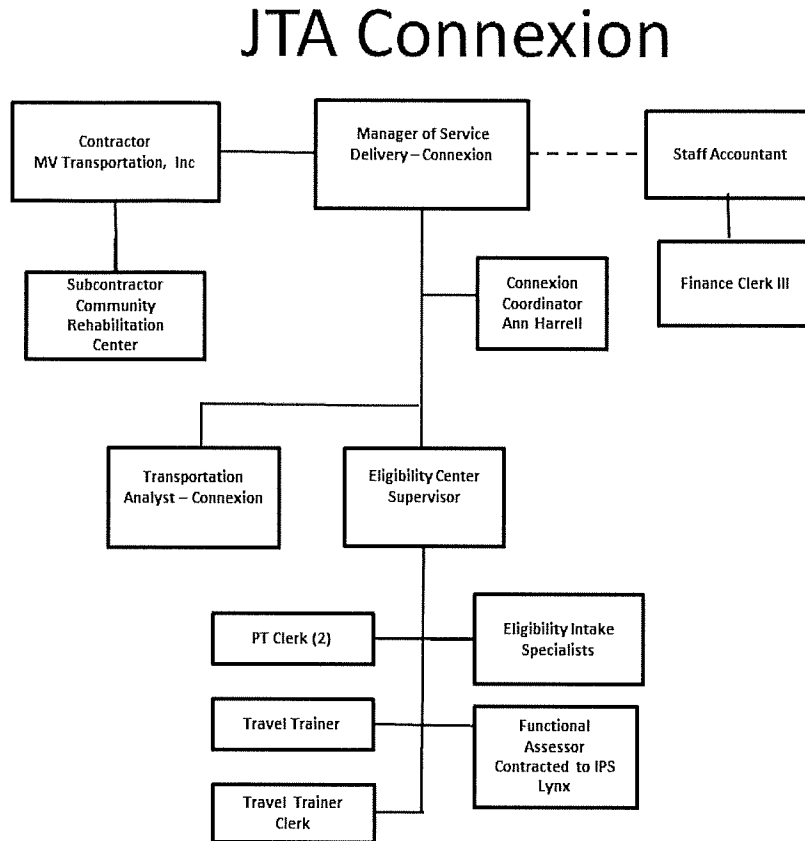


FIGURE C - Membership Certification

Duval County Transportation Disadvantaged Coordinating Board
 North Florida Transportation Planning Organization,
 980 North Jefferson Street, Jacksonville, FL 32209

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

Chairman		Date	
Member	Representing	Alternate	
Vacant	Chairman (Member, North Florida TPO)		
John E. Markiewicz	Vice Chair (Veterans)		
Terry Campbell	Florida Dept. of Children & Families	Norie Moore-Berlin/Jaclyn Brown	
Wanda Hathaway	Citizen Advocate (System User)		
Daniel O'Connor	Citizen Advocate	Sherry Guthrie	
Debbie Stokes	Florida Agency for Health Care Admin.	DeWeece Ogden	
Theodis Perry	Florida Department of Transportation	Janell Damato	
Berneitha Mcnair	NE Florida Community Action Agency	Ronald Howell	
Nancy Tufts	Florida Department of Elder Affairs	Patti Simmons / Vanessa Boyer/ Janet Dickinson	
Charisa Munroe	Local Medical Community (UF Health)		
Bliss Hayes	CareerSource		
Donald Ingram	The Elderly (Jacksonville- Duval County Council on Elder Affairs)		
Kara Tucker	Persons With Disabilities - COJ	Lois Smokes	
Vacant Jeff Aboumrad	Private Transportation Industry Florida Dept. of Vocational Rehab.	Yovancha Lewis-Brown / Jamie Spates	
Vacant Vacant	Children-at-risk Agency for Persons with Disabilities		

exceed the current funding level. Every year the Florida Commission for the Transportation Disadvantaged educate the Florida legislature on the critical need of the transportation disadvantaged and to encourage legislation to secure additional funding for the program.

Duval County Funding Priorities

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

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

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

Table 17A- 2019-2020 Funding Awarded by FDOT

Grantee	Project	Project Year	Estimated Cost	Funding Source
JTA	Upgrade equipment, software improvements and annual support for Transportal / Trapeze	2019-20	\$485,724 Federal \$60,716 State \$60,715 Applicant TOTAL \$607,155	Section 5310 (Large Urban Area)

JTA	Four (4) Ford E-350 Cuteaway Buses	2019-20	\$289,760 Federal \$36,220 State \$36,220 Applicant TOTAL \$362,200	Section 5310 (Large Urban Area)
OPERATING				
The ARC Jacksonville, Inc.	Continue existing services to individuals with intellectual and developmental disabilities.	2019-20	\$ 160,000 Federal \$ 160,000 Applicant TOTAL \$ 300,000	Section 5310 (Large Urban Area)
JTA	Operating Assistance for the Wildcat Shuttle	2019-20	\$97,919 Federal \$97,919 Applicant TOTAL \$195,838	Section 5311
JTA	Operating assistance for the Baker Express Select Route	2019-20	\$60,000 Federal \$60,000 Applicant Total \$120,000	Section 5311

FDOT Capital and Operational Grant (5310)

In 2020 FDOT has received the following applications for both operational and capital assistance under 5310 Funding for FY 2020-21:

Table 17B- Section 5310 Program- 2020-2021 funding Request

Applicant	Project	Project Year	Estimated Cost	Funding Source
Beaches COA	Capital request for two (2) vehicles to replace an existing vehicle and add another vehicle	2020-21	\$155,874 Federal \$19,484 State \$19,484 Applicant Total \$194,842	Section 5310 (Large Urban Area)
JTA	Continue to purchase equipment, software improvements and annual support for Transportal / Trapeze	2020-21	\$384,614 Federal \$48,077 State \$48,077 Applicant TOTAL \$480,768	Section 5310 (Large Urban Area)

JTA	Capital assistance for five (5) Ford E350 Cutaway buses to replace existing vehicles	2020-21	\$372,428 Federal \$46,554 State \$46,553 Applicant Total \$465,535	Section 5310 (Large Urban Area)
OPERATING				
The ARC Jacksonville, Inc.	Operating request to continue existing services to individuals with intellectual and developmental disabilities.	2020-21	\$188,069 Federal \$188,069 Applicant TOTAL \$376,138	Section 5310

Regional Mobility Management Program

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

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

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

The combination of these three key elements and the focus on integrating One Click and regional trip-booking are what makes this program unique and a model for the rest of the country. Deployment of a web-based regional scheduling system is the most technically and politically challenging aspect of the JTA program and its accomplishment is groundbreaking. The web-based regional scheduling system allows staff across the region to book and schedule trips for their clients with the scheduling algorithms identifying and combining regional trips more cost-

Eligibility Criteria for TD Funded Trips

The Duval County Transportation Disadvantaged Coordinating Board has established an eligibility process for the provision of non-sponsored service to Duval County residents. Recognizing that the Non-Sponsored funding is very limited the CTC has decided to recertify clients every THREE years. Clients will need to reapply every THREE (3) years to continue eligibility. If there is change in a customer's financial or medical condition, they should contact eligibility immediately to discuss. Proof of income and medical verification are required to qualify for non-sponsored funding. Upon expiration or failure to re-certify for eligibility, a customer will not be able to utilize transportation until the process is completed. Applications for non-sponsored eligibility determination process requires a multi-step qualification process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F.S.

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

- Are not eligible for transportation service sponsored or provided by another program or agency as part of an agency's eligible services.
- Must be a resident of Duval County
- Cannot access JTA fixed routes bus service due to a physical or cognitive disability that prevents usage of the fixed route system or qualifies for the fixed route senior fare card.
- Do not have access to a household member's automobile and are therefore transportation dependent on others

AND

- Have a documented household income which does not exceed 150 percent of the federal poverty guidelines (see Table 19). Household income includes ALL income that an applicant receives prior to disbursement to any assisted living facility or care provider.

Temporary Eligibility for the TD Life Sustaining (TDLS) Program

The CTC will provide temporary eligibility for a period not to exceed 6 months for applicants receiving life sustaining dialysis or oncology/chemo

Table 20—CTC Transportation Providers and Services

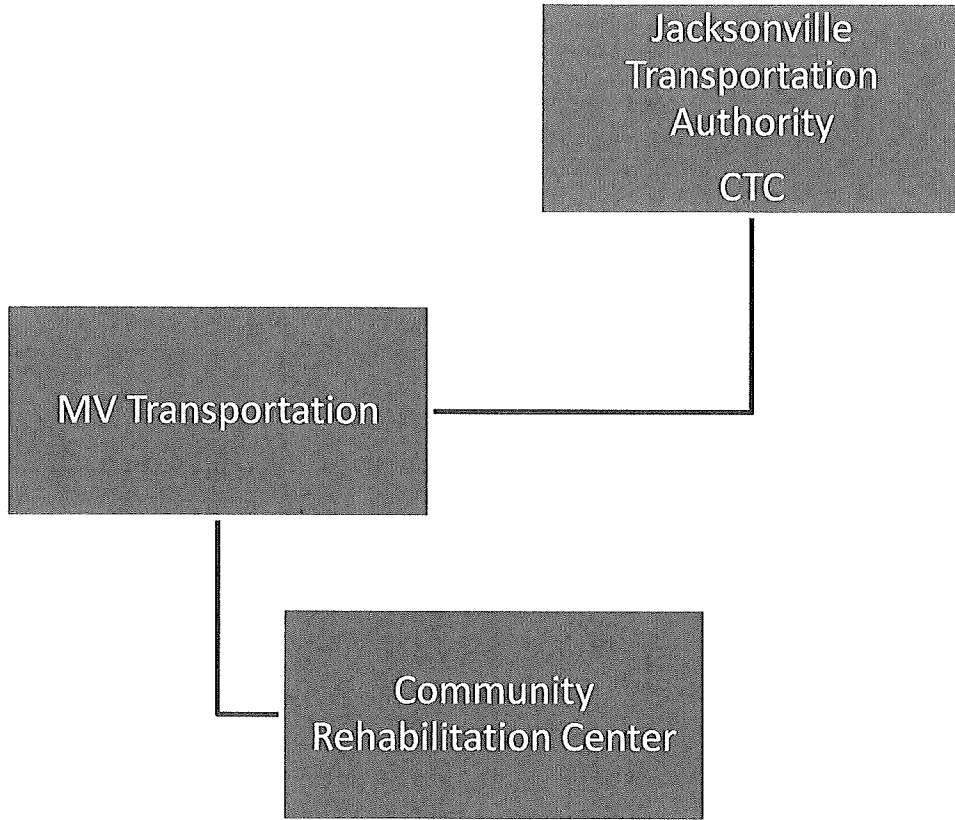
Transportation Provider	Contact Person	Type of Service	Clients Service	Hours of Operation
MV Transportation	Sarah Meredith	W/C Accessible vans	Non-Sponsored ADA	Complementary paratransit service is available the same hours and days as fixed-route service
Community Rehabilitation Center	Mark Lewis	W/C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

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

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

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

Figure H -CTC Transportation Providers



2. Public Transit Utilization

Fixed-Route Bus Service

In addition to paratransit service, the coordinated transportation system also issues single use tickets and monthly passes for the fixed-route bus service provided by the Jacksonville Transportation Authority (JTA). Passengers who live within 3/4 mile of a JTA fixed-route bus line are required to use the bus if they are physically capable of boarding and exiting the vehicle. The entire JTA bus fleet is wheelchair accessible. The JTA currently operates 37 local bus routes of which 6 are Express Bus routes.



Service Standards and Policies

least 95 percent of all trips will be performed on-time. Scheduling initiatives and carrier eligibility for performance incentives will be used to work toward this goal.

q. **Out of Service Area**

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).

r. **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 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.

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

Fares for Agencies Purchasing Service

The current fare structure for all services is as follows:

Table 21 - In County Fixed Route Services

Fare Category	New Fare	With MyJTA App
Fixed Route		
Single Trip Fare	\$1.75	_____
Single Trip Fare (reduced)	\$0.75	_____
1-Day Pass	\$4.50	\$4.25
1-Day Pass (reduced)	\$1.75	\$1.50
3-Day Pass	\$12.00	\$11.00
7-Day Pass	\$20.00	\$18.00
31-Day Pass	\$65.00	\$60.00
31-Day Pass (reduced)	\$32.00	\$30.00
31-Day Pass (youth)	\$32.00	\$30.00
Express Fare	\$2.75	_____
Express Fare (reduced)	\$2.00	_____
Senior Fare (age 65 and older)	FREE	_____
Ferry		
Single Trip Fare	\$1.75	
Single Trip Fare (reduced)	\$0.75	
1-Day Pass	\$4.50	\$4.25
1-Day Pass (reduced)	\$1.75	\$1.50

3-Day Pass	\$12.00	\$11.00
7-Day Pass	\$20.00	\$18.00
31-Day Pass	\$65.00	\$60.00
31-Day Pass (reduced)	\$32.00	\$30.00
31-Day Pass (youth)	\$32.00	\$30.00
Express Fare	\$2.75	_____
Express Fare (reduced)	\$2.00	_____
Senior Fare (age 65 and older)	FREE	_____

Fixed-Route Reduce Fare Card Program

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

Qualifications for Reduced Fare Card

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

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

-and-

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

Table 22- Rate Structure CTC

2014-2015

Transportation Provider	Type of Service	Rate per Revenue Hour	
MV Transportation	JTA Vans	\$37.641	

Table 23 - Calculated Rate for Non-Sponsored Trips

Rates for Fiscal Year 2019-20

	Ambulatory	Wheelchair
Rate per Passenger Mile	\$2.25	\$3.86
Rate per Passenger Trip	\$27.31	\$46.82
Rates if no Revenue Funds were identified as Subsidy Funds		
	Ambulatory	Wheelchair
Rate per Passenger Mile	\$4.26	\$7.31
Rate per Passenger Trip	\$51.76	\$88.73

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

Effective Date: June 30, 2019

Type of Service to be provided	UNIT (Passenger Mile or Trip)	Cost per Unit \$
ADA	Trip	\$33.45
Non-Sponsored:		
Ambulatory	Passenger Trip	\$27.31
Wheelchair	Passenger Trip	\$46.82
Others	Grid	\$2.93

Report of the
Community
Transportation
Coordinator

Agenda Item K

Table 9 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
Total Service														
Unduplicated Passengers	2,200	2,351	2,213	2,340	2,250	2,211	2,255	2,200	1,928					2,216.4
Total Para Passenger Transported	30,444	31,985	27,410	33,113	28,702	27,839	30,385	27,968	21,212				259,058	28,784.2
Vehicles in Service (max)	89	90	93	92	90	87	89	91						90.1
Revenue Hours	19,250	20,099	17,695	21,304	19,060	18,349	19,571	17,856	13,864				167,048	18,560.9
Total Vehicle Hours	22,575	23,203	20,738	24,533	22,356	21,592	22,904	21,013	16,473				195,388	21,709.7
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				2,873,032.5	319,225.8
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				3,305,896.0	367,321.8
Service Effectiveness														
Total Revenue Miles / Passengers	10.9	10.9	11.1	11.1	11.3	11.2	11.0	11.0	11.4					11.1
Total Passengers / Revenue Hour	1.58	1.59	1.55	1.55	1.51	1.52	1.55	1.57	1.53					1.5
Cost Effectiveness														
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						\$ 10,543,868	\$ 1,506,266.86
Total Billable Cost/Revenue Hour	\$ 69.55	\$ 81.84	\$ 87.46	\$ 72.06	\$ 74.47	\$ 81.00	\$ 80.29	\$ -	\$ -					\$ 78.10
Total Billable Cost/ Passenger Trip	\$ 43.98	\$ 51.43	\$ 56.46	\$ 46.37	\$ 49.45	\$ 53.39	\$ 51.72	\$ -	\$ -					\$ 50.40
Trip Status Detail														
Trips Requested (Trips booked)	38,487	39,783	36,962	41,397	38,629	38,807	39,346	35,539	31,353	-	-	-	340,303	37,811.4
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				50,996	5,666.2
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	-	-	-	289,307	32,145.2
No-Shows (No shows, cancelled @ door)	410	552	481	699	651	483	477	936	800				5,489	609.9
Late Cancel	690	685	502	501	415	478	595	735	554				5,155	572.8
Net No Shows	1,100	1,237	983	1,200	1,066	961	1,072	1,671	1,354	-	-	-	10,644	1,182.7
Not Transported - Error (NE, CP, NP)	857	844	1,044	1,012	1,139	1,417	1,365	356	184				8,218	913.1
Missed Trips (No-shows outside the window)	111	169	136	172	156	120	95	138	58				1,155	128.3
Same Day Cancels	3,658	3,720	3,281	3,873	4,093	3,754	3,705	3,376	3,105				32,565	3,618.3
Completed Trips	27,670	29,176	24,998	30,475	26,261	25,391	27,776	25,591	19,387	-	-	-	236,725	26,302.8
No-show % of Scheduled	3.3%	3.5%	3.2%	3.3%	3.3%	3.0%	3.2%	5.4%	5.6%				3.7%	0.0
CTC Call Center Information														
Calls Offered	19,773	21,573	19,740	21,609	19,711	19,457	19,502	17,838	14,484				173,687	19,298.6
Calls Answered	18,544	20,126	18,342	19,733	17,920	18,157	18,084	16,775	13,911				161,592	17,954.7
Calls (long) Abandoned	843	977	974	1,360	1,284	883	955	743	348				8,367	929.7
Hang-Ups (short abandon)	386	470	424	516	507	417	463	380	225				3,788	420.9
Average Hold Time (Secs)	66	66	75	94	95	66	75	58	40				635	70.5
Complaints / Commendations														
Policy	6	5	1	3	2	3	1	4	1				26	2.9
Service	36	30	42	46	22	24	20	25	16				261	29.0
Vehicle	3	1	-	2	-	-	-	-	3				9	2.3
Other	6	-	1	1	1	1	-	1	-				11	1.8
Total Valid Complaints Received	51	36	44	52	25	28	21	30	20	-	-	-	307	34.1
Commendations by CTC	3	1	-	1	-	-	5	-	1				11	2.2
Commendations by Transportation Providers	58	49	40	56	17	31	46	23	25				345	38.3
Total Commendations	61	50	40	57	17	31	51	23	26	-	-	-	356	39.6
Complaints per 10,000 Trips	16.8	12.3	17.6	17.1	9.5	11.0	7.6	11.7	10.3				13.0	12.7

Table 9 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
Service Reliability														
Total Completed Trips														
MV	17,550	18,579	15,671	19,772	17,126	16,295	17,579	15,994	12,413				150,979	16,775
CRC	10,120	10,597	9,327	10,703	9,135	9,096	10,197	9,597	6,974				85,746	9,527
Total Trips	27,670	29,176	24,998	30,475	26,261	25,391	27,776	25,591	19,387	-	-	-	236,725	26,303
Percent On-Time Trips														
MV	91.7%	85.3%	86.5%	86.0%	88.4%	88.8%	90.9%	89.1%	93.2%					88.9%
CRC	92.0%	86.6%	88.1%	88.0%	90.4%	90.8%	92.3%	90.4%	93.4%					90.2%
Total On-Time	91.79%	85.8%	87.1%	86.7%	89.1%	89.5%	91.4%	89.57%	93.27%					89.4%
Total Trips - Includes No-Shows, Cancel Doer and Missed Trips														
MV	17,923	19,078	16,085	20,355	17,655	16,701	17,943	16,672	12,972				155,384	17,265
CRC	10,318	10,873	9,557	11,008	9,432	9,365	10,435	10,012	7,278				88,278	9,809
TOTAL	28,241	29,951	25,642	31,363	27,087	26,066	28,378	26,684	20,250	0	0	0	243,662	27,074
Late Pick-Ups														
MV	1,492	2,797	2,164	2,858	2,041	1,867	1,635	1,819	880				17,553	1,950
CRC	827	1,456	1,137	1,317	903	864	808	965	482				8,759	973
TOTAL	2,319	4,253	3,301	4,175	2,944	2,731	2,443	2,784	1,362	0	0	0	26,312	2,924
Complaints (Valid only)														
MV	32	25	35	46	20	19	17	24	14				232	26
CRC	13	10	9	4	5	9	4	6	3				63	7
JTA	6	1	0	2	0	0	0	0	3				12	3
TOTAL	51	36	44	52	25	28	21	30	20	0	0	0	307	34
Accidents - Person Only (Chargeable)														
MV	0	0	0	0	0	0	0	0	0				-	n/a
CRC	0	0	0	0	0	0	0	0	0				-	n/a
TOTAL	0	0	0	0	0	0	0	0	0	0	0	-	-	n/a
Accidents - Person Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0				-	n/a
CRC	0	0	0	0	0	0	0	0	0				-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Vehicle Only (Chargeable)														
MV	1	0	0	0	0	0	0	0	0				1	1.0
CRC	0	0	0	0	0	0	0	0	0				-	n/a
TOTAL	1	-	-	-	-	-	-	-	-	-	-	-	1	1.0
Accidents - Vehicle Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0				-	n/a
CRC	0	0	0	0	0	0	0	0	0				-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Person & Vehicle (Chargeable)														
MV	0	0	0	0	0	0	0	0	0				-	n/a
CRC	0	0	0	1	0	0	0	0	0				1	1.0
TOTAL	-	-	-	1	-	-	-	-	-	-	-	-	1	1.0

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	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
Accidents - Person & Vehicle (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0				-	n/a
CRC	0	0	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!
Total Roadcalls (Major)	6	6	6	6	7	6	5	5	4				51	5.7
Service Utilization														
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	
Trip Purpose														
Employment	5,355	5,540	4,770	5,873	5,060	4,749	5,259	4,766	3,778				45,150	5,016.7
<i>Percent of Total Trips</i>	19%	19%	19%	19%	19%	19%	19%	19%	19%					19%
Medical	5,479	5,698	4,833	6,240	4,815	4,553	5,260	4,921	3,679				45,478	5,053.1
<i>Percent of Total Trips</i>	20%	20%	19%	20%	18%	18%	19%	19%	19%					19%
Dialysis	5,918	6,062	5,252	5,882	5,483	5,853	5,945	5,252	5,443				51,090	5,676.7
<i>Percent of Total Trips</i>	21%	21%	21%	19%	21%	23%	21%	21%	28%					22%
Education	1,492	2,178	2,100	2,923	2,209	1,633	2,416	2,350	880				18,181	2,020.1
<i>Percent of Total Trips</i>	5%	7%	8%	10%	8%	6%	9%	9%	5%					8%
Shopping	1,309	1,339	1,049	1,304	1,387	1,443	1,275	1,168	944				11,218	1,246.4
<i>Percent of Total Trips</i>	5%	5%	4%	4%	5%	6%	5%	5%	5%					5%
Other	8,117	8,359	6,994	8,253	7,307	7,160	7,621	7,134	4,663				65,608	7,289.8
<i>Percent of Total Trips</i>	29%	29%	28%	27%	28%	28%	27%	28%	24%					28%
TOTAL	27,670	29,176	24,998	30,475	26,261	25,391	27,776	25,591	19,387	-	-	-	236,725	26,303
Service Utilization														
Population Served/Passengers														
Ambulatory	22,505	23,658	20,541	25,017	21,720	20,839	23,018	21,087	15,729				194,114	21,568.2
Wheelchair	6,384	6,750	5,526	6,334	5,479	5,474	5,702	5,266	4,348				51,263	5,695.9
Scooter	1,555	1,577	1,343	1,762	1,503	1,526	1,665	1,615	1,133				13,679	1,519.9
Total	30,444	31,985	27,410	33,113	28,702	27,839	30,385	27,968	21,210	-	-	-	259,056	28,784.0
Population Served/Trips														
Ambulatory	19,847	20,969	18,225	22,469	19,388	18,518	20,504	18,818	13,977				172,715	19,190.6
Wheelchair	6,319	6,688	1,319	6,271	5,414	5,395	5,657	5,222	4,306				46,591	5,176.8
Scooter	1,504	1,519	5,454	1,735	1,459	1,478	1,615	1,551	1,104				17,419	1,935.4
Total	27,670	29,176	24,998	30,475	26,261	25,391	27,776	25,591	19,387	-	-	-	236,725	26,302.8