



Duval County Transportation Disadvantaged
Coordinating Board
Agenda Book

9:00 am
Thursday, March 5, 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 November 7, 2019 | ACTION ITEM |
| F. Approval of 2018-19 CTC Evaluation | ACTION ITEM |
| G. Regional Update | Information Only |
| H. Commission Update / Legislative | Information Only |
| I. Report of the Community Transportation Coordinator | Information Only |
| J. Report of the Jacksonville Transportation Advisory Committee | Information Only |
| K. Unfinished Business | Information Only |
| L. New Business | Information Only |
| M. Public Comments | |
| N. Adjournment | |

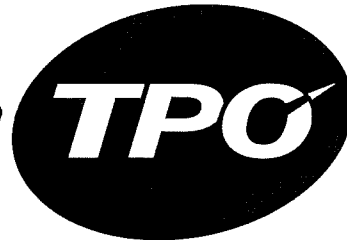
The next meeting will be May 7, 2020

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
November 7, 2020

Agenda Item E



DUVAL COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEETING SUMMARY

Thursday, November 7, 2019 - 9:00 AM
980 North Jefferson Street
Jacksonville, FL 32209

MEMBERS PRESENT:

Jaclyn Brown, Dept. of Children and Families (for Terry Campbell)
Janet Dickinson, Elder Source (for Nancy Tufts)
Wanda Hathaway, Citizen Advocate
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
Kara Tucker, City of Jacksonville, Disabled Services

MEMBERS ABSENT:

Jeff Aboumrad, Vocational Rehab/Dept. of Education
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

OTHERS PRESENT:

Lisa Darnell, JTA Connexion
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 am.

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

Introductions were made around the room.

▶ **C. PUBLIC COMMENT**

None at this time.

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

Deferred.

▶ **E. ELECTION OF 2020 VICE-CHAIRMAN**

Vice Chairman Markiewicz stated the Board must elect a 2020 vice-chairperson that will serve a one-year term starting at the next meeting.

Vice Chairman Markiewicz opened the floor for nominations. DeWeece Ogden re-nominated John Markiewicz. Mr. Markiewicz accepted the re-nomination. There were no other nominations.

DeWeece Ogden moved for approval of John Markiewicz for Vice Chairman; seconded by Ronald Howell; motion unanimously carried.

▶ **F. APPROVAL OF THE MINUTES OF THE SEPTEMBER 24, 2019 MEETING OF THE DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Vice Chairman Markiewicz asked for review and approval of the minutes of the September 24 meeting.

DeWeece Ogden moved for approval of the September 24, 2019 minutes; Theodis Perry seconded; motion unanimously carried.

▶ **G. APPROVAL OF CTC VEHICLE TO ATTEND 2020 TD DAY AT THE CAPITOL**

Elizabeth De Jesus informed the group that the TD Legislative Day will be February 11, 2020 in Tallahassee, Florida. Staff recommends approval of the trip provided that a funding source is identified.

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

DeWeece Ogden moved for approval of a CTC vehicle to attend the 2020 TD Day at the Capitol; Ronald Howell seconded; motion unanimously carried.

► **H. 2018-19 CTC EVALUATION & 2016-21 TD SERVICE PLAN UPDATE – SELECTION OF COMMITTEE MEMBERS**

Elizabeth DeJesus informed the group that we need to appoint members to service in two committees and asked for volunteers.

The CTC Evaluation Committee will meet in January/February to evaluate the CTC. They will be presented and approved at the March 5 TD Board meeting.

The TD Service Plan Committee will meet in March/April to update the TD Service Plan. The Final updated TDSP will be presented and approved at the May 7 Board meeting.

- Ronald Howell, DeWeece Ogden, Lois Smokes, Kara Tucker, and John Markiewicz volunteered to serve on the CTC Evaluation Committee.
- Ronald Howell, Lois Smokes, Kara Tucker, and John Markiewicz volunteered to serve on the TD Service Plan Committee.

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

► **I. REGIONAL UPDATE**

- Elizabeth De Jesus informed the group that we have been working with the Regional Transit Working Group, as well as Margo Moehring (Northeast Florida Regional Council) to complete an assessment of policies and practices throughout the region with the goal of minimizing passenger confusion when traveling across county lines.
- JTA recently completed the Human Services Plan, and anticipates approval by their Board of Directors in November.
- The Regional Transit Working Group has created an implementation plan of the Regional Mobility Plan to help guide efforts on regional mobility.

► **J. COMMISSION UPDATE/LEGISLATIVE**

Elizabeth De Jesus informed the group that Governor DeSantis announced the appointment of Renee Knight of Middleburg, Florida as a Commissioner for a four-year term. Ms. Knight is the Vice President of Community Services at ElderSource. She maintains her Nursing Home Administrator license and is a certified Community Transit Manager. Additionally, she is a member of the St. Johns County Coordinating Board.

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

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

- The Monthly/Annual Statistical Summary includes information from July – September 2019. The table contains performance information that includes number of passengers, trip detail, CTC call center information, service reliability, and service utilization.
- Currently, on-time performance is not where the JTA would like it to be.
- The CTC contractor's new General Manager is Jason Rubio. Mr. Rubio is focused on driver retention and "weeding" out drivers due to attendance.
- Safety has shown a 25% improvement in terms of preventable accidents over the last year.

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

Wanda Hathaway read the following complaint, and it is hereby entered into record.

We would like a customer service interface similar to what the City of Jacksonville is using. Currently, the City uses an outward facing interface which allows the customer to track their complaints. The current process used by JTA is not effective in capturing the customer complaints. Many of the riders are not using the complaints system because they do not believe in the process. Customers report that they often do not receive feedback, as it pertains to their complaints.

This is evident by JTA's own analysis conducted by the 2017 customer service survey feedback.

JTAC has been recommending an updated system that will properly capture customer complaints and make handling of complaints more effective.

Ms. Hathaway informed the group that she has made complaints and has waited several weeks for a response.

► **M. UNFINISHED BUSINESS**

None at this time.

► **N. NEW BUSINESS**

The 2020 meeting calendar is attached for your information. Ms. De Jesus will also send individual Outlook appointments for each meeting.

► **O. PUBLIC COMMENTS**

DeWeece Ogden informed the group that Medicaid members can call 877-254-1055 with any problems, concerns, or complaints that they may have.

There being no further business, the meeting was adjourned at 9:30 a.m. The next TD meeting will be March 5, 2019.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on November 7, 2019.

Elizabeth De Jesus
Duval County TD Planning Agency

Approval of
2018-19 CTC Evaluation

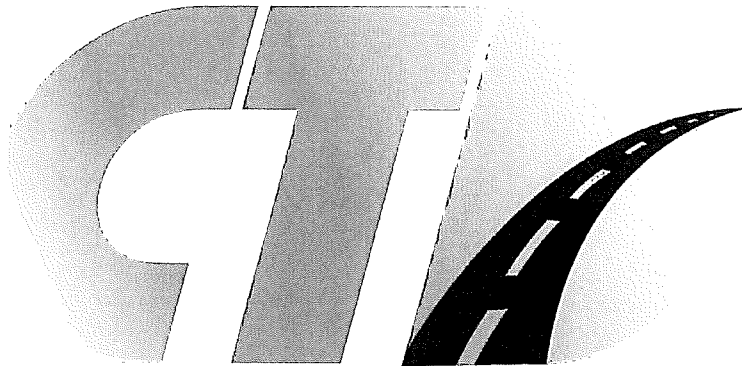
Agenda Item F

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 2018-19 REVIEW DATES: 2-26-2020

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
42-43	On-Site Observation
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, COMPILER 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 and Gresham 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	15%	CTD	
Other	85%	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:

Recommendations:

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. Once a year JTA monitors and reviews the performance of MV Transportation operations.

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:

Recommendations:

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?
 Yes No

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

Not needed for operators under contract with JTA.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? 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:

Recommendations:

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) 265-8528 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	<p>When scheduling, the customer service representative shall, at minimum, record the following information on the Trapeze reservation screen:</p> <ul style="list-style-type: none"> • Client name • Funding source • Client identification number • Mobility aid • Pick-up location or drop-off location • Telephone number where client can be reached and number of persons traveling (PCA and/or companion)
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 scheduled or transported in a vehicle at any time. For transit service provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered seating or standing capacity shall be scheduled or transported in the vehicle at any time.
Driver Identification	Drivers will be identified with identification badges. Drivers will identify themselves to visually impaired passengers.
Passenger Assistance	<p>The driver shall assist passengers boarding and exiting the vehicle. If necessary or requested assistance can also be provided to the seating position, fastening the seatbelt, securing the wheelchair, storing mobility assistance devices and closing the vehicle door. 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</p>

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 (10) 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:

Recommendations:

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	CTC 100%	CTC 100%	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC 90%	CTC 87.5%	No
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC 4%	CTC 3.5%	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC 3 / 100,000 M	CTC 0.21/100,000 M	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC 10,000 VM	CTC 84,799 VM	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed: 658</i>	CTC 3% of Trips	CTC 0.187%	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC 2 minutes	CTC 71.6 sec	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No, how many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No (No Badge/ green vest on)

Did the driver render an appropriate greeting?
 Yes No

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? There was a sign but it was far away I couldn't read it. My vision is bad
 Yes No

Does the vehicle have working heat and air conditioning? Yes No

Does the vehicle have two-way communications in good working order? Yes No

If used, was the lift in good working order? Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No
 If no, please explain: Note:

CTC: JTA Connexion County: Duval

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other (ADA)				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Level of Cost Worksheet 1

Insert Cost page from the AOR.



CTC Organization

County: Duval
Fiscal Year: 7/1/2018 - 6/30/2019

CTC Status: Complete
CTD Status: Complete

Date Initiated: 7/26/2019

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: Vacant
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, Vacant, 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: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	0	0
Weekly Pass Trips	0	N/A	0	0	0	0
Monthly Pass Trips	0	N/A	0	0	0	0
Deviated Fixed Route Service	0	N/A	0	0	0	0
Complementary ADA Service	296,135	N/A	296,135	0	0	0
Paratransit						
Ambulatory	38,960	0	38,960	238,654	0	238,654
Non-Ambulatory	15,001	0	15,001	97,364	0	97,364
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	0	0
Taxi	0	N/A	0	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
Total - Service Type	350,096	0	350,096	336,018	0	336,018
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	350,096	N/A	350,096	336,018	0	336,018
Total - Contracted Transportation Operator Trips	350,096	0	350,096	336,018	0	336,018
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	53,961	N/A	53,961	61,191	0	61,191
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	3,390	0	3,390
Local Government	1,215	0	1,215	1,275	0	1,275
Local Non-Government	294,920	0	294,920	270,162	0	270,162
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	350,096	0	350,096	336,018	0	336,018



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	0	0	0	103,793	0	103,793
Children At Risk	0	0	0	75,335	0	75,335
Persons With Disabilities	350,096	0	350,096	35,960	0	35,960
Low Income	0	0	0	36,087	0	36,087
Other	0	0	0	84,843	0	84,843
Total - Passenger Type	350,096	0	350,096	336,018	0	336,018
Trip Purpose - One Way						
Medical	147,583	0	147,583	69,175	0	69,175
Employment	64,701	0	64,701	61,632	0	61,632
Education/Training/Daycare	25,652	0	25,652	23,032	0	23,032
Nutritional	16,266	0	16,266	3,539	0	3,539
Life-Sustaining/Other	95,894	0	95,894	178,640	0	178,640
Total - Trip Purpose	350,096	0	350,096	336,018	0	336,018
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	4,276	0	4,276	4,431	0	4,431
Total - UDPHC	4,276	0	4,276	4,431	0	4,431
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	0	0
No Shows	14,717	N/A	14,717	16,255	0	16,255
Customer Feedback						
Complaints	658	N/A	658	1,418	0	1,418
Commendations	591	N/A	591	666	0	666



CTC Vehicles & Drivers

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	0	0
Complementary ADA Service Miles	4,000,334	N/A	4,000,334	0	0	0
Paratransit Miles	748,415	0	748,415	4,665,487	0	4,665,487
Transportation Network Companies (TNC) Miles	0	N/A	0	0	0	0
Taxi Miles	0	N/A	0	0	0	0
School Board (School Bus) Miles	0	N/A	0	0	0	0
Volunteers Miles	0	N/A	0	0	0	0
Total - Vehicle Miles	4,748,749	0	4,748,749	4,665,487	0	4,665,487
Roadcalls & Accidents						
Roadcalls	56	0	56	126	0	126
Chargeable Accidents	10	0	10	9	0	9
Vehicle Inventory						
Total Number of Vehicles	103	0	103	97	0	97
Number of Wheelchair Accessible Vehicles	103	0	103	97	0	97
Drivers						
Number of Full Time & Part Time Drivers	141	0	141	137	0	137
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 2,102,194	N/A	\$ 2,102,194	\$ 1,702,908	\$ 0	\$ 1,702,908
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 800,000	\$ 0	\$ 800,000	\$ 478,608	\$ 0	\$ 478,608
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 49,671	\$ 0	\$ 49,671
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	\$ 0	\$ 0	\$ 0	\$ 46,484	\$ 0	\$ 46,484
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 1,550,642	\$ 0	\$ 1,550,642	\$ 1,382,351	\$ 0	\$ 1,382,351
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 11,656,697	\$ 0	\$ 11,656,697	\$ 9,263,205	\$ 0	\$ 9,263,205
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 1,112,508	\$ 0	\$ 1,112,508	\$ 1,036,759	\$ 0	\$ 1,036,759
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
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 17,222,041	\$ 0	\$ 17,222,041	\$ 13,959,986	\$ 0	\$ 13,959,986



CTC Expense Sources

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,405,845	\$ 0	\$ 1,405,845	\$ 1,590,811	\$ 0	\$ 1,590,811
Fringe Benefits	\$ 654,955	\$ 0	\$ 654,955	\$ 725,885	\$ 0	\$ 725,885
Services	\$ 587,745	\$ 0	\$ 587,745	\$ 560,503	\$ 0	\$ 560,503
Materials & Supplies Consumed	\$ 2,196,739	\$ 0	\$ 2,196,739	\$ 2,001,767	\$ 0	\$ 2,001,767
Utilities	\$ 10,614	\$ 0	\$ 10,614	\$ 12,731	\$ 0	\$ 12,731
Casualty & Liability	\$ 6,709	\$ 0	\$ 6,709	\$ 9,633	\$ 0	\$ 9,633
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 13,649	\$ 0	\$ 13,649	\$ 8,004	\$ 0	\$ 8,004
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	\$ 2,845,374	\$ 0	\$ 2,845,374	\$ 1,453,194	\$ 0	\$ 1,453,194
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 9,500,411	N/A	\$ 9,500,411	\$ 7,597,458	\$ 0	\$ 7,597,458
Total - Expense Sources	\$ 17,222,041	\$ 0	\$ 17,222,041	\$ 13,959,986	\$ 0	\$ 13,959,986

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Mark Wood
 100 N Myrtle Ave
 Jacksonville, FL 32202
 904-265-8924
 Email: mwood@jtafla.com

Demographics	Number
Total County Population	937,934
Unduplicated Head Count	4,276



Trips By Type of Service	2017	2018	2019
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	296,135
Paratransit	339,631	336,018	53,961
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	339,631	336,018	350,096

Vehicle Data	2017	2018	2019
Vehicle Miles	4,644,767	4,665,487	4,748,749
Roadcalls	107	126	56
Accidents	10	9	10
Vehicles	98	97	103
Drivers	165	137	141

Passenger Trips By Trip Purpose	2017	2018	2019
Medical	72,416	69,175	147,583
Employment	59,033	61,632	64,701
Ed/Train/DayCare	25,524	23,032	25,652
Nutritional	3,027	3,539	16,266
Life-Sustaining/Other	179,631	178,640	95,894
TOTAL TRIPS	339,631	336,018	350,096

Financial and General Data	2017	2018	2019
Expenses	\$ 13,372,918	\$ 13,959,986	\$ 17,222,041
Revenues	\$ 13,372,918	\$ 13,959,986	\$ 17,222,041
Commendations	730	666	591
Complaints	1,206	1,418	658
Passenger No-Shows	15,467	16,255	14,717
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2017	2018	2019
CTD	58,901	61,191	53,961
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	280,730	274,827	296,135
TOTAL TRIPS	339,631	336,018	350,096

Performance Measures	2017	2018	2019
Accidents per 100,000 Miles	0.22	0.19	0.21
Miles between Roadcalls	43,409	37,028	84,799
Avg. Trips per Passenger	77.75	75.83	81.87
Cost per Trip	\$39.37	\$41.55	\$49.19
Cost per Paratransit Trip	\$39.37	\$41.55	\$49.19
Cost per Total Mile	\$2.88	\$2.99	\$3.63
Cost per Paratransit Mile	\$2.88	\$2.99	\$3.63

Trips by Provider Type	2017	2018	2019
CTC	0	0	0
Transportation Operator	339,631	336,018	350,096
Coordination Contractor	0	0	0
TOTAL TRIPS	339,631	336,018	350,096

Level of Competition
Worksheet 2

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	%
Government				
Public Transit Agency	1	1		%
Total	21	2		%

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?

	Low bid	1	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
X	Resources
X	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
X	Financial Strength
X	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? N/A

How many responded? 7

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...)? YES

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 Mobile Data Terminal (MDT) system 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 Mobile Data Terminal (MDT) system 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.
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?

**Dispatchers enter vehicle mileage into software system.
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 Northeast Florida Regional Mobility Coalition.

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

JTA has a formal agreement with MTM to provide mobility training (On The Move).



March 19, 2019

Peter Gajdjis
Paratransit Manager
JTA Connexion
100 N. Myrtle Ave.
Jacksonville, FL 32204

Dear Mr. Gajdjis:

Re: 2017-18 CTC Review

The attached report summarizes the results of the 2017-18 Quality Assurance and Program Evaluation (QAPE) review of the JTA Connexion, the Community Transportation Coordinator for Duval County.

North Florida TPO staff and the CTC Evaluation committee of the Duval County Transportation Disadvantaged Coordinating Board conducted the review on February 19, 2019. Findings and recommendations are included in the enclosed report. QAPE evaluated the system based on CTC reports and the performance of standards.

The CTC shall provide a status report to the North Florida TPO by April 30, 2019 addressing the implementation of the recommendations. A format for the status report is included.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth De Jesus".

Elizabeth De Jesus
Transportation Programs Manager

cc: Honorable Samuel Newby, Chairman of the Duval County Local Coordinating Board
DeWeece Ogden, AHCA, CTC Evaluation Committee member
Dan O'Connor, FL Dept. of Education, CTC Evaluation Committee member
Kevin McDaniel, COJ Disable Services, CTC Evaluation Committee member

PLAN • FUND • MOBILIZE

2017-18 CTC Review

Duval County

Counties served: Duval County

Date(s) of Review: February 19, 2019

PA Staff Assigned to Review: Elizabeth De Jesus

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41.2, F.A.C.
- D. Bus/Van Ride
- E. Current Year Trip and Equipment Grant

II. Findings and Recommendations

A. General Information

The Commission for the Transportation Disadvantaged designated JTA Connexion as Duval County's CTC on March 1, 2001. JTA was re-designated as CTC in 2006, 2012 and 2016. JTA Connexion is an urban government transportation agency and operates a complete broker transportation system. The CTC contract with MV Transportation to provide transportation services. Currently the CTC has no coordination contracts. The committee discussed the absence of a state centralized complaint system. Locally complaints are filed by calling the CTC's Customer Service. The Committee also discussed the need to track complaints from the moment they are filed until resolution as well as the need to make the local complaint process more accessible to clients by providing a way for clients to file complaints electronically. Finally it was suggested that a better way to understand reported complaints could include metrics.

Area of Noncompliance: None

be attributed to driver attrition and a high rate of driver call-outs. In regards to the Call-Hold Time standard it exceeded the two-minute goal to an average of 2 minutes and 34 seconds. When trips are not on time clients call more frequently to check on their rides increasing the Call-Hold Time.

Finally, the "Passenger Assistance" standard was updated to reflect the door to door service language.

Area of Noncompliance: On-Time Performance and Call-Hold Time

Recommendation: The Committee recommends the CTC conduct a statistical analysis to uncover service issues that may be creating barriers to meet the goals for On-Time Performance and Call-Hold Time. A statistical analysis can help identify those activities that contribute to lost time thus affecting On-Time Performance.

Timeline for Compliance: 60 days

D. Bus/Van Ride

On February 6, 2019 a TD Board member took a van ride and conducted an on-site observation of the system. The driver provided service according to CTD standards and the vehicle was in good working order. The Board member informed that the van was clean and a sign informing about the complaint process was posted. No fatal flaws were reported.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: N/A

E. Current Year Trip and Equipment Grant

The Trip and Equipment Grant for Duval County Currently runs from July 1, 2018, through June 30, 2019.

JTA Connexion Status Report

STATUS REPORT FOR JTA CONNEXION

5/31/19

CTC: JTA Connexion

County: Duval

Contact: Peter Gajdjis

Findings and Recommendations

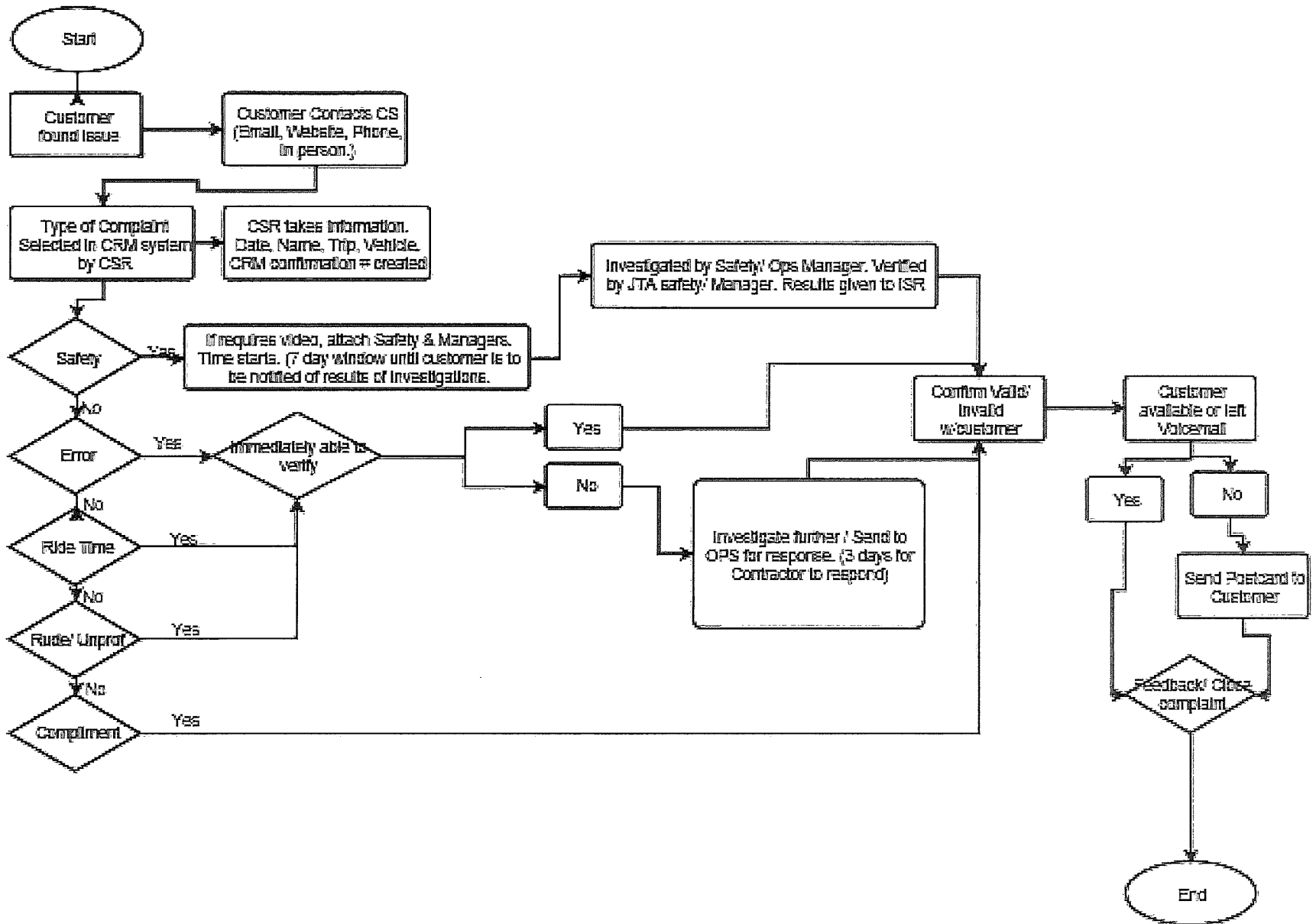
II. A. General Information

Area of non-compliance; None.

The Committee recommends that the CTC provide more in-depth information on how the electronic complaint system works and to share with the Committee the metrics that are currently being used. The Committee would like the CTC to consider providing an electronic means to file a complaint.

Status: JTA has an electronic method for the public to send in comments and complaints via email. Any Connexion related complaints are sent to Connexion. In addition, Connexion has recently implemented (3/2019) it's own direct customer service email address for customers to utilize. The address is; ConnexionCustomerService@jtafla.com. This information has been given out at various JTAC and MDC meetings. We will be updating the Ride Guide to include this information.

The current CRM system does indeed use multiple metric categories of complaints for tracking and analysis purposes. Attached, please find a flow chart depicting the process and the categories that are captured.



1

Commission Update /
Legislative

Agenda Item H

Elizabeth de Jesus

From: Darm, David <David.Darm@dot.state.fl.us>
Sent: Tuesday, February 25, 2020 5:01 PM
Subject: Announcement - Upcoming Public Workshops and Commission Business Meeting

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

Good afternoon,

The Commission will host three public workshops to explore changes to the Transportation Disadvantaged Trip and Equipment Grant Allocation Formula in Rule Chapter 41-2.014, F.A.C. The workshops are intended to solicit input from stakeholders on potential changes to the allocation formula. Information to be discussed at the workshops will be made available online and shared with interested parties prior to the below dates. The Commission will gather this feedback and report on the findings from workshops at the next Commission business meeting, which the date and location are also provided below.

Tallahassee Public Workshop

March 30, 2020 – 9:00 a.m.-12:30 p.m.

Florida State Capitol
400 S. Monroe Street
Reed Hall, Room 102 House Office Building
Tallahassee, Florida 32301

Tampa Public Workshop

April 1, 2020 – 9:00 a.m.-12:30 p.m.

Embassy Suites by Hilton Tampa U.S.F. Busch Gardens
3705 Spectrum Boulevard
Tampa, FL 33612

Miami Public Workshop

April 7, 2020 – 9:00 a.m.-12:30 p.m.

Embassy Suites by Hilton Miami International Airport
3974 N.W. South River Drive
Miami, Florida 33142

Commission Business Meeting

May 1, 2020 – Time TBD

Florida Department of Transportation
District 7 Auditorium
11201 North McKinley Drive
Tampa, Florida 33612

For more information about the workshops please contact me at David.Darm@dot.state.fl.us. For information on directions or lodging please contact Lisa.o.stone@dot.state.fl.us. We look forward to seeing you at these events and facilitating a productive discussion.

Sincerely,

David Darm

Executive Director

Florida Commission for the Transportation Disadvantaged

Cell: (850) 688-2953

David.Darm@dot.state.fl.us

"Public business must always be done by somebody... if wise men decline it, others will not; if honest men refuse it, others will not." John Adams

Report of the
Community
Transportation
Coordinator

Agenda Item I

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							2,260.0
Total Para Passenger Transported	30,444	31,985	27,410	33,113	28,702	27,839	30,385						209,878	29,982.6
Vehicles in Service (max)	89	90	93	92	90	87	89							90.0
Revenue Hours	19,250	20,099	17,695	21,304	19,060	18,349	19,571						135,329	19,332.6
Total Vehicle Hours	22,575	23,203	20,738	24,533	22,356	21,592	22,904						157,902	22,557.4
Revenue Miles	332,988.7	347,151.8	303,108.2	367,265.1	325,761.3	311,747.3	335,730.1						2,323,752.5	331,964.6
Total Vehicle Miles	382,628.7	395,590.5	348,077.7	419,181.6	378,162.7	362,032.0	387,707.6						2,673,380.6	381,911.5
Service Effectiveness														
Total Revenue Miles / Passengers	10.9	10.9	11.1	11.1	11.3	11.2	11.0							11.1
Total Passengers / Revenue Hour	1.58	1.59	1.55	1.55	1.51	1.52	1.55							1.6
Cost Effectiveness														
Total Billable Cost For All Trips	\$ 1,338,831	\$ 1,644,937	\$ 1,547,680	\$ 1,535,293	\$ 1,419,437								\$ 7,486,178	\$ 1,497,235.60
Total Billable Cost/Revenue Hour	\$ 69.55	\$ 81.84	\$ 87.46	\$ 72.06	\$ 74.47	\$ -	\$ -							\$ 77.08
Total Billable Cost/ Passenger Trip	\$ 43.98	\$ 51.43	\$ 56.46	\$ 46.37	\$ 49.45	\$ -	\$ -							\$ 49.54
Trip Status Detail														
Trips Requested (Trips booked)	38,487	39,783	36,962	41,397	38,629	38,807	39,346						273,411	39,058.7
Advanced Cancels (Advanced CX, User Error CX, Site Closure CX)	5,091	4,637	6,520	4,665	5,914	7,164	5,333						39,324	5,617.7
Scheduled Trips (Trips booked less advanced cancels)	33,396	35,146	30,442	36,732	32,715	31,643	34,013						234,087	33,441.0
No-Shows (No shows, cancelled @ door)	410	552	481	699	651	483	477						3,753	536.1
Late Cancel	690	685	502	501	415	478	595						3,866	552.3
Net No Shows	1,100	1,237	983	1,200	1,066	961	1,072						7,619	1,088.4
Not Transported - Error (NE, CP, NP)	857	844	1,044	1,012	1,139	1,417	1,365						7,678	1,096.9
Missed Trips (No-shows outside the window)	111	169	136	172	156	120	95						959	137.0
Same Day Cancels	3,658	3,720	3,281	3,873	4,093	3,754	3,705						26,084	3,726.3
Completed Trips	27,670	29,176	24,998	30,475	26,261	25,391	27,776						191,747	27,392.4
No-show % of Scheduled	3.3%	3.5%	3.2%	3.3%	3.3%	3.0%	3.2%						3.3%	0.0
CTC Call Center Information														
Calls Offered	19,773	21,573	19,740	21,609	19,711	19,457	19,502						141,365	20,195.0
Calls Answered	18,544	20,126	18,342	19,733	17,920	18,157	18,084						130,906	18,700.9
Calls (long) Abandoned	843	977	974	1,360	1,284	883	955						7,276	1,039.4
Hang-Ups (short abandon)	386	470	424	516	507	417	463						3,183	454.7
Average Hold Time (Secs)	66	66	75	94	95	66	75						536	76.6
Complaints / Commendations														
Policy	6	5	1	3	2	3	1						21	3.0
Service	36	30	42	46	22	24	20						220	31.4
Vehicle	3	1	-	2	-	-	-						6	2.0
Other	6	-	1	1	1	1	-						10	2.0
Total Valid Complaints Received	51	36	44	52	25	28	21						257	36.7
Commendations by CTC	3	1	-	1	-	-	5						10	2.5
Commendations by Transportation Providers	58	49	40	56	17	31	46						297	42.4
Total Commendations	61	50	40	57	17	31	51						307	43.9
Complaints per 10,000 Trips	16.8	12.3	17.6	17.1	9.5	11.0	7.6						13.4	13.1

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Service Reliability														
Total Completed Trips														
MV	17,550	18,579	15,671	19,772	17,126	16,295	17,579						122,572	17,510
CRC	10,120	10,597	9,327	10,703	9,135	9,096	10,197						69,175	9,882
Total Trips	27,670	29,176	24,998	30,475	26,261	25,391	27,776	-	-	-	-	-	191,747	27,392
Percent On-Time Trips														
MV	91.7%	85.3%	86.5%	86.0%	88.4%	88.8%	90.9%							88.2%
CRC	92.0%	86.6%	88.1%	88.0%	90.4%	90.8%	92.3%							89.7%
Total On-Time	91.79%	85.8%	87.1%	86.7%	89.1%	89.5%	91.4%							88.8%
Total Trips - Includes No-Shows, Cancel Door and Missed Trips														
MV	17,923	19,078	16,085	20,355	17,655	16,701	17,943						125,740	17,963
CRC	10,318	10,873	9,557	11,008	9,432	9,365	10,435						70,988	10,141
TOTAL	28,241	29,951	25,642	31,363	27,087	26,066	28,378	0	0	0	0	0	196,728	28,104
Late Pick-Ups														
MV	1,492	2,797	2,164	2,858	2,041	1,867	1,635						14,854	2,122
CRC	827	1,456	1,137	1,317	903	864	808						7,312	1,045
TOTAL	2,319	4,253	3,301	4,175	2,944	2,731	2,443	0	0	0	0	0	22,166	3,167
Complaints (Valid only)														
MV	32	25	35	46	20	19	17						194	28
CRC	13	10	9	4	5	9	4						54	8
JTA	6	1	0	2	0	0	0						9	3
TOTAL	51	36	44	52	25	28	21	0	0	0	0	0	257	37
Accidents - Person Only (Chargeable)														
MV	0	0	0	0	0	0	0						-	n/a
CRC	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						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Vehicle Only (Chargeable)														
MV	1	0	0	0	0	0	0						1	1.0
CRC	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						-	n/a
CRC	0	0	0	0	0	0	0						-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Person & Vehicle (Chargeable)														
MV	0	0	0	0	0	0	0						-	n/a
CRC	0	0	0	1	0	0	0						1	1.0
TOTAL	-	-	-	1	-	-	-	-	-	-	-	-	1	1.0

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Accidents - Person & Vehicle (Non-Chargeable)														
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!
Total Roadcalls (Major)	6	6	6	6	7	6	5						42	6.0
Service Utilization														
Trips Denied	0	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						36,606	5,229.4
Percent of Total Trips	19%	19%	19%	19%	19%	19%	19%							19%
Medical	5,479	5,698	4,833	6,240	4,815	4,553	5,260						36,878	5,268.3
Percent of Total Trips	20%	20%	19%	20%	18%	18%	19%							19%
Dialysis	5,918	6,062	5,252	5,882	5,483	5,853	5,945						40,395	5,770.7
Percent of Total Trips	21%	21%	21%	19%	21%	23%	21%							21%
Education	1,492	2,178	2,100	2,923	2,209	1,633	2,416						14,951	2,135.9
Percent of Total Trips	5%	7%	8%	10%	8%	6%	9%							8%
Shopping	1,309	1,339	1,049	1,304	1,387	1,443	1,275						9,106	1,300.9
Percent of Total Trips	5%	5%	4%	4%	5%	6%	5%							5%
Other	8,117	8,359	6,994	8,253	7,307	7,160	7,621						53,811	7,687.3
Percent of Total Trips	29%	29%	28%	27%	28%	28%	27%							28%
TOTAL	27,670	29,176	24,998	30,475	26,261	25,391	27,776	-	-	-	-	-	191,747	27,392
Service Utilization														
Population Served/Passengers														
Ambulatory	22,505	23,658	20,541	25,017	21,720	20,839	23,018						157,298	22,471.1
Wheelchair	6,384	6,750	5,526	6,334	5,479	5,474	5,702						41,649	5,948.9
Scooter	1,555	1,577	1,343	1,762	1,503	1,526	1,665						10,931	1,561.6
Total	30,444	31,985	27,410	33,113	28,702	27,839	30,385	-	-	-	-	-	209,878	29,982.6
Population Served/Trips														
Ambulatory	19,847	20,969	18,225	22,469	19,388	18,518	20,504						139,920	19,988.6
Wheelchair	6,319	6,688	1,319	6,271	5,414	5,395	5,657						37,063	5,294.7
Scooter	1,504	1,519	5,454	1,735	1,459	1,478	1,615						14,764	2,109.1
Total	27,670	29,176	24,998	30,475	26,261	25,391	27,776	-	-	-	-	-	191,747	27,392.4