



**CLAY COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING**

MEETING AGENDA

BCC Meeting Room, 4th Floor, Clay County Administration Building
477 Houston Street, Green Cove Springs, Florida, 32043
Zoom Meeting ID: 890 6666 5315
Call in # +1 786-635-1003 or +1 470-250-9358

Monday, November 20, 2023, at 2:00 p.m.
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Condon
2. Additions, Deletions, and Changes to the Agenda – Chair Condon*
3. Approval of May 15 & September 18, 2023, Meeting and Public Hearing Minutes – Chair Condon*
4. LCB Membership
 - a. Current Membership Vacancies
5. Northeast Florida Regional Council Update – Ms. Jones
6. Grievance Procedure Review*
7. Community Transportation Coordinator (CTC) System Update – Ms. Mathews
 - a. CTC Quarterly Update
 - b. Annual Operation Report*
 - c. Grants Update* (Approval if required)
 - d. LCB Request for Approval
 - 1.) 2023-2024 Rate Model*
8. Old Business
9. New Business
10. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
11. Member and Department Reports
12. Adjournment – Chair Condon

Next LCB Meeting: February 12, 2024, at 2:00 p.m.
BCC Meeting Room, 4th Floor, Clay County Administration Building
477 Houston Street, Green Cove Springs, Florida, 32043



**Clay County Transportation Disadvantaged
Local Coordinating Board Quaterly Meeting**

Monday, May 15, 2023

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Clay County Commission
Hon. Betsy Condon, Chair

State of Florida Transportation
Disadvantaged Commission
Dr. Phillip Stevens, Chair

Meeting Minutes

*Denotes Required Action Item

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

A quarterly meeting of the Clay County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held on Monday, May 15, 2023, in person and via Conference Call. Commissioner Kristen Burke served as Chair, temporarily taking over the duties of Commissioner Betsy Condon. Chair Burke called the meeting to order at 2:07 p.m. with the following members present:

Clay County Board of County Commissioners	Kristen Burke (In-Person)
Florida Department of Transportation	Geanelly Reveron (Conference Call)
Florida Department of Education Vocational Rehabilitation	Rochelle Price (Conference Call)
Veteran’s Council of Clay County	Ansil Lewis (In-Person)
Aging True Community Senior Services	Karen Tanner (Conference Call)
Challenge Enterprises of North Florida	Lauren Eakin (In-Person)
Citizen Advocate Non-User	Jan Reeder (Conference Call)
ElderSource	Janet Dickinson (Conference Call)
Agency for Persons with Disabilities	Sheryl Stanford (Conference Call)
Agency for Healthcare Administration	Pamela Hagley (Conference Call)

Members Not Present

Florida Department of Children and Family Services	Jacquelyn Green
Clay County Public Schools	Randall Crawford
Northeast Florida Community Action Agency	Alterial Baker
Challenge Enterprises of North Florida	Nancy Keating
Optimal Alliance Consulting	Lakeisha Barris
First Coast Workforce	Lori McLaughlin

Community Transportation Coordinator Staff Present

Mark Poirier, Brenda Matthews (Conference Call)

Planning Agency Staff Present

Matamron Bacon (In-Person)

Guests

Howard Wanamaker, Troy Nagle, and Michael Slaughter (All In-Person)

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

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of February 13, 2023, Meeting and Public Hearing Minutes*

Mr. Lewis motioned for the approval of the meeting and public hearing minutes. Ms. Reveron seconded the motion. The February 13, 2023, meeting and public hearing minutes were approved unanimously.

4. LCB Membership (Multiple Items Requiring Vote*)

a) Introduction of new Members

Chair Burke introduced new LCB members Ms. Price (Vocational Rehabilitation), Ms. Tanner (Elderly), and Ms. Eakin (Disabled) to the group.

b) Election of Vice-Chair *

Ms. Dickinson self-nominated herself to serve as the Vice Chair of the Clay LCB effective the next meeting. Ms. Stanford motioned to accept Ms. Dickinson as the LCB's Vice Chair. Mr. Lewis seconded the motion. Ms. Dickinson's nomination to serve as Clay LCB's Vice Chair passed unanimously.

c) Community Social Service Technical Advisor*

Following up on Chair Condon's request from the 3rd quarter LCB meeting, Mr. Bacon confirmed that the board is unable to create membership positions that are not explicitly defined in Florida Administrative Code 41-2.012. This will prevent the board from creating a Community Services membership position, in which Mr. Slaughter was suggested to serve as. Mr. Bacon, however, suggested that Mr. Slaughter serve as a non-voting technical advisor, who may bring forth and advise the board on various issues. Ms. Stanford motioned to add Mr. Slaughter to the board as a non-voting technical advisor. Ms. Reveron seconded the motion. The addition of Mr. Slaughter to serve the board as a technical advisor passed unanimously.

5. Annual Review of Bylaws*

There were no proposed changes to the Clay LCB Bylaws. Mr. Lewis made a motion to approve the bylaws. Ms. Reveron seconded the motion. The bylaws passed unanimously.

6. Service Development Solicitation for FY 2024/2025

Mr. Bacon shared notice of the Florida Department of Transportation (FDOT) grant opportunity with present members. JTA has no applications for funding submitted for the grant at this time. Members were invited to bring ideas for future applications to future meetings.

7. Northeast Florida Regional Council Update (multiple items included require vote*)

a) Transportation Disadvantaged Service Plan (TDSP) Annual Review*

Mr. Bacon presented the following NEFRC staff-recommended amendments to the Clay TDSP:

1. 5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results – Page 24

- Addition of funded 5310/5311 grant projects from Fiscal Year (FY) 21/22.
- Addition of 5310/5311 grant funding project request for FY 23/24.

2. Section 3: Service Delivery, Local Service Standards, Cardiopulmonary Resuscitation –Page 36

- Addition of Clay Community Transportation’s cardiopulmonary resuscitation (CPR) policy.

Mr. Nagle asked if the funding request chart included grant opportunities that Clay County and JTA have recently applied for. Mr. Poirier stated that those grants have not been included in this chart. Ms. Stanford motioned to approve the TDSP with the NEFRC staff-recommended amendments. Mr. Lewis seconded the motion. The TDSP with suggested amendments passed unanimously.

b) Proposed LCB Meeting Schedule - 2:00 pm on the 3rd Monday Quarterly, 2nd Monday in February* Ms. Stanford motioned to approve the schedule. Mr. Lewis seconded the motion. The meeting schedule passed unanimously.

c) Proposed LCB Annual Hearing – 2nd Monday in February
Mr. Bacon confirmed with present members that next year’s public hearing will take place on February 12, 2024, at 2:00 p.m., immediately followed by the regularly scheduled LCB meeting.

d) CTC Evaluation*
Mr. Bacon reviewed the results of this year’s Community Transportation Coordinator (CTC) evaluation. The evaluation committee found Jacksonville Transportation Authority (JTA)/ Clay Community Transportation (CCT) in compliance but offered a comment and suggested correction:

1. Compliance with Local Standards (41-2, F.A.C.)

- CCT’s TDSP does not include language addressing service standards for accidents per x-number of service miles, road calls per x-number of service miles, passenger no-shows (cancel at door) per x-number of trips, and passenger complaints per x-number of trips.

Action Recommendation

- Develop and add local standards for accidents per x-number of service miles, road calls per x-number of service miles, passenger no-shows (cancel at door) per x-number of trips, and passenger complaints per x-number of trips in collaboration with the local coordinating board to be added into the TDSP.

Mr. Lewis made a motion to approve Jacksonville Transportation Authority/Clay Community Transportation’s CTC evaluation with the action recommendation. Ms. Stanford seconded the motion. The evaluation passed unanimously.

8. Community Transportation Coordinator (CTC) System Update

Ms. Matthews delivered the CTC report for CCT. January-March, 2023, there were 1,341, 1203, and 1416 TD trips respectively. For the quarter there were 3 preventable accidents. Lastly, throughout the quarter CCT maintained on-time performance percentages of 94%, 91%, and 89.9%.

9. Old Business

Chair Burke recognized Mr. Nagle to speak concerning why and how Aging True Senior Center’s clientele will begin using local TD services. Previously Aging True clients were receiving transportation to and from the Senior Center through a contract between Aging True and Clay County. Transitioning these clients to TD services will allow them access to utilize transportation for purposes other than the senior center, such as grocery shopping. Additionally, Chair Burke recognized Mr. Nagle and Ms. Eakin to speak about their ongoing efforts to create a “citizens with different abilities council” in Clay County. Ms. Eakin mentioned the efforts have received support from the City of Jacksonville Mayor’s Disabilities Council, which will aid the establishment of the Clay County Council.

10. New Business

- a) Transition from Conference Call to Zoom Video Call
Mr. Bacon briefly discussed the enhanced audio and remote participant benefits of transitioning to Zoom. All members agreed to transition the conference call option to Zoom.

11. Public Comment

There was no public comment.

12. Member and Department Reports

There were no member reports.

13. Adjournment

There being no further discussion, Chair Burke adjourned the meeting at 2:48 p.m. The next LCB meeting will take place on September 18, 2023, at 2 p.m. in the Clay County Board of County Commissioners Chambers.



**Clay County Transportation Disadvantaged
Local Coordinating Board Quarterly Meeting**

Monday, September 18, 2023

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Clay County Commission
Hon. Betsy Condon, Chair

State of Florida Transportation
Disadvantaged Commission
Dr. Phillip Stevens, Chair

Meeting Minutes

*Denotes Required Action Item

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

A quarterly meeting of the Clay County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Monday, September 18, 2023, and via Zoom virtual meeting. Chair Condon called the meeting to order at 2:03 p.m. with the following members present:

Clay County Board of County Commissioners
Florida Department of Transportation
Veteran’s Council of Clay County
Challenge Enterprises of North Florida
Challenge Enterprises of North Florida
Citizen Advocate Non-User
ElderSource
Agency for Persons with Disabilities
Agency for Healthcare Administration
Florida Department of Health
Florida Department of Health

Betsy Condon (In-Person)
Geanelly Reveron (Virtual)
Ansil Lewis (In-Person)
Lauren Eakin (In-Person)
Nancy Keating (Virtual)
Jan Reeder (Virtual)
Janet Dickinson (In-Person)
Sheryl Stanford (Virtual)
Pamela Hagley (Virtual)
Heather Huffman (Virtual)
Ekiuwa Daniels (In-Person)

Members Not Present

Florida Department of Children and Family Services
Clay County Public Schools
Florida Department of Education Vocational Rehabilitation
Northeast Florida Community Action Agency
Aging True Community Senior Services
Optimal Alliance Consulting
First Coast Workforce

Christina Gillis
Randall Crawford
Rochelle Price
Alterial Baker
Karen Tanner
Lakeisha Barris
Sean Rush

Community Transportation Coordinator Staff Present

Mark Poirier (In-Person), Peter McArdle (In-Person), Theodis Perry (In-Person), Brenda Matthews (Conference Call)

Planning Agency Staff Present

Noel Comeaux, Eric Anderson (In-Person)

Guests

Howard Wanamaker, Troy Nagle, and Michael Slaughter (All In-Person)

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

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of May 15, 2023, Meeting and Public Hearing Minutes*

Staff inadvertently included the wrong set of minutes in the agenda packet. The May 15th and September 18th meeting minutes will be included in the November 20, 2023 agenda packet for review and approval of the LCB.

4. LCB Membership

The Chair thanked the new members who volunteered to serve on the LCB.

a) Current Membership Vacancies

- Private For Profit Transportation
- Additional discussion about the potential vacancy for the “Elderly” representative. Karen Tanner may no longer be able to serve in that role. Staff will reach out to Aging True to see if they have a recommendation for her replacement on the LCB.
- Chair Condon also referenced the need for volunteers to serve on the Grievance Committee. She requested that interested members contact staff.
 - i. Janet Dickinson with ElderSource said that she would be willing to volunteer to serve on the Grievance Committee.

** (Action Made) Mr. Lewis motioned to appoint Janet Dickinson from ElderSource to the Grievance Committee. Ms. Eakin seconded the motion. The motion was approved unanimously.

5. Northeast Florida Regional Council Update

- a) FL CTD AOR – Data Study (June 3, 2023) – Staff provided an overview of the Commission for the Transportation Disadvantaged (CTD) Annual Operating Report (AOR), focusing on three objectives: improving accuracy, analysis, and data reporting. There was a general discussion on the use of data and how there could be a potential for exposing rider-specific data through a general information request.
- b) TD meetings: Addition of Virtual Options – The NEFRC has started implementing a virtual option for LCB members and the public to attend the quarterly LCB meetings. Virtual meeting links are provided on the agenda packet.

c) NEFRC is seeking a new TD Coordinator – Matamron Bacon has left his position as the TD Coordinator to take a position with Miami-Dade College in South Florida. As a result, the NEFRC has posted an advertisement to fill the open position. Interviews for potential candidates will occur soon.

6. Community Transportation Coordinator (CTC) System Update

a) CTC Quarterly Update

Clay County Operational Report

Paratransit

<u>TD</u>	Apr-23	May-23	Jun-23
Trips	1427	1924	1948
Passengers	1463	1963	1978
On-time Performance	80.43	84.52	93.56
Preventable Accidents	2	0	1

Aging True

Adult Day Care

Passengers	0	0	3
Preventable Accidents	0	0	0

Senior Centers

	TD	TD
Passengers	380	473
Preventable Accidents	0	0

Flex

Red

	Apr-23	May-23	Jun-23
Passengers	443	550	530
Preventable Accidents	0	0	0

Blue

Passengers	1090	1261	1288
Preventable Accidents	0	0	0

Magenta

Passengers	88	72	77
Preventable Accidents	0	0	0

Green

Passengers	130	107	123
Preventable Accidents	0	0	0

A general discussion followed on reporting numbers and changes in numbers over time.

- Adult daycare usage had dropped off in Green Cove Springs.
- Two minor accidents were reported in April, with vehicles hitting fixed objects.
- June accident with a wheelchair tip-over; no injuries reported, and action was taken against the driver.
- July will have a significant accident reported. There were no injuries, but one of the buses sustained major damage.
 - Chair Condon asked staff to include preventable and non-preventable accidents in future reports.

b) Hurricane Idalia Impacts

The CTC provider did not receive requests for service to provide transportation to evacuation shelters due to the hurricane activation. However, Emergency Support Function 8 – Health and Medical reported using internal county resources to transport some people to shelters.

c) 2023-2024 CTC Rates

Staff reported that the new rate models are not ready to be approved by the LCB but will be brought before the LCB for review and approval at the November meeting.

d) Grants Update* (Approval if Required)

No updates at this time.

7. Old Business

Chair Condon noted that former Commissioner Bolla was still listed for signature on official forms. She requested that it be updated to reflect her name and signature authority as the Chair.

8. New Business

- a) People with Different Abilities Council – Meetings have begun, but they are trying to attract more people and interest to participate. The next meeting is on September 20, 2023, at the Fleming Island Library from 5:30 p.m. to 7:00 p.m. The Council intends to meet every third Wednesday.
- b) Middleburg Veteran’s Affairs Clinic Transportation – There is still a need for transportation to the VA in Jacksonville. There was discussion that many veterans may be TD eligible. Veterans were encouraged to go through the TD approval process to determine if they qualify for TD service, which could provide them with transportation to the VA in Jacksonville and other locations in the region. Applicants can call Clay County Transit to go through the TD certification process.
- c) Clay Transportation Voucher System - The Community and Social Services Department now offers transportation vouchers that local organizations can purchase and provide to their clients. It’s a one-way bus pass inside of Clay County. These can be used for the flex-line service. A general discussion followed on the potential for a pass that works regionally. Still, the current system has

some exceptions for medical trips within a buffer of 10 miles outside of the general service territory. Additional information was provided that the Jacksonville VA is moving locations to Northern Duval County, which may impact future trips for medical services.

- d) Clay County SHIFT program – this program pairs bicycles with people who have a need for a transportation option. They do not have cars and walk to most places. This is a new county program to help bridge the gap and help people get to the places they need for employment and other necessities.

9. Public Comment

There was no public comment.

10. Member and Department Reports

- Pamala Hagley (AHCA) - Open enrollment for Medicaid recipients will open on October 1st. People are encouraged to open their letters and act early on enrollment.
- Janet Dickinson (ElderSource) - Medicare enrollment will also open in mid-October. ElderSource has resources to help people navigate open enrollment and to answer questions.
- Geanelly Reveron (FDOT) – Reminder for Grant Application and FDOT Compliance virtual workshop – scheduled for Oct 24th from 10 a.m. to 12 p.m.
- FDOH – Clay County will be moving location soon. More updates are to come as services transition to different locations.

11. Adjournment

Chair Condon adjourned the meeting at 2:43 p.m. The next LCB meeting will take place on November 20, 2023, at 2 p.m. in the Clay County Board of County Commissioners Chambers.

ATTENDANCE RECORD
CLAY COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/21/22	2/13/23	5/15/23	9/18/23
1. Chairperson	Commissioner Condon/ Alt.	P	P	P	P
2. Dept. of Transportation	Geanelly Reveron / Alt.	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis	a	P	a	a
4. Public Education	Randall Crawford / Alt.	P	a	a	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	a	P	a
6. Veteran Services	Ansil Lewis	a	P	P	P
7. Community Action (Econ. Disadv)	Alterial Baker	a	a	a	a
8. Elderly	Karen Tanner	P	P	P	a
9. Disabled	Lauren Eakin	-	-	P	P
10. Citizen Advocate/User	Nancy Keating / Alt.	P	P	a	P
11. Citizen Advocate/Non-User	Jan Reeder	a	a	P	P
12. Children at Risk	Lakeisha Barris	a	a	a	a
13. Dept. Of Elder Affairs	Janet Dickinson / Alt.	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Alt.	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / Alt.	P	P	P	P
17. Regional Workforce Dev. Brd	Lori McLaughlin / Sean Rush	P	P	a	a
18. Local Medical Community	Lisa Rogers /Heather Huffman / Ekiuwa Daniels	a	a	a	P

VACANCIES

Private for Profit Transportation

PLEASE SIGN IN!



**COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED**

Date: September 18, 2023
Time: 2:00 p.m.

BCC Meeting Room, 477 Houston Street, Green Cove Springs, FL 32043

Name	Address	Phone	E-Mail
Ansie Lewis	4283 Great Egret way	770-296-0534	ansie.lewis@yaho.com
Ekiuwa Daniels	1845 Temple Center Blvd.	904-529-2809	ekiuwa.daniels@phhealth.gov
MARK Poirier	JTA		mpoirier@JTAFLA.COM
Betsy Condon	495-477 Houston St, ECS	904-615-7204	betsy.condon@claycountygov.com
Lauren Eakin	379 Knight Box Rd #6	(904)451-4910	idol_girl012@yahoo.com
Troy Naylor	477 Houston Av	904-657-7351	Troy_naylor@claycounty.gov
Janet Dickinson	on file	904 391-6651	Janet.Dickinson@myelk.uscourts.org
Theodis Perry	JTA	904-630-3129	tlperry@jtafla.com
Michael Slaughter	BCC	904-529-4119	michael.slaughter@claycountygov.com
Howard W. Wamamaker	BCC	904-439-2190	howard.wamamaker@claycounty.com

First Name	Last Name	Organization	Representing	Voting/Non-Voting	Grievance Committee	Evaluation Committee	Vice Chair	Comments
CLAY COUNTY								
Betsy	Condon	Clay County BOCC	Elected Official	Voting				Chair
Geanelly	Reveron	FDOT, District 2	FDOT	Voting				
<i>Doreen</i>	<i>Joyner-Howard</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>				
<i>Janell</i>	<i>Damato</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>				
<i>Chris</i>	<i>Nalsen</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>				
Christina	Gillis	Dept of Children & Families, Adult Protective Svcs.	DCFS	Voting				
Randall	Crawford	Clay County Schools	Public Education	Voting				
<i>Ann</i>	<i>Taylor</i>	<i>Clay County Schools</i>	<i>Public Education</i>	<i>Alternate</i>				
Rochelle	Price	Vocational Rehabilitation	Vocational Rehab/Dept. of Ed.	Voting				
Ansil	Lewis	Veteran's Council of Clay County	Veterans	Voting		Feb-24		
Alterial	Baker	NE Florida Community Action Agency	Community Action (Econ. Disadvantaged)	Voting				
<i>Karen</i>	<i>Tanner</i>	<i>Aging True Community Senior Services</i>	<i>Elderly</i>	<i>Voting</i>	Feb-24			
Lauren	Eakin	Clay County Change Makers	Disabled	Voting				
Nancy	Keating	Challenge Enterprises of North Florida, Inc.	Citizen Advocate User	Voting				
<i>Rebecca</i>	<i>McQuaig</i>	<i>Challenge Enterprises of North Florida, Inc.</i>	<i>Citizen Advocate User</i>	<i>Alternate</i>				
Jan	Reeder		Citizen Advocate Non-User	Voting				
Lakeisha	Barris	Optimal Alliance Consulting	Children At Risk	Voting				
Janet	Dickinson	NE Florida Area Agency on Aging	Dept of Elder Affairs	Voting	Feb-24			
<i>Renee</i>	<i>Knight</i>	<i>NE Florida Area Agency on Aging</i>	<i>Dept of Elder Affairs</i>	<i>Interested Party</i>				
VACANT			Private for Profit Transportation	VACANT				
Pamela	Hagley	Agency for Health Care Admin	AHCA	Voting				
<i>Reeda</i>	<i>Harris</i>	<i>Agency for Health Care Admin</i>	<i>AHCA</i>	<i>Alternate</i>				
Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting		Feb-24		
<i>Leslie</i>	<i>Richards</i>	<i>Agency for Persons with Disabilities</i>	<i>Agency for Persons with Disabilities</i>	<i>Alternate</i>				
Sean	Rush	CareerSource Northeast Florida	Workforce Development	Voting	Feb-24			
Heather	Huffman	Florida Department of Health in Clay County	Local Medical Community	Voting				
<i>Ekiuwa</i>	<i>Daniels</i>	<i>Florida Department of Health in Clay County</i>	<i>Local Medical Community</i>	<i>Alternate</i>				
Brenda	Mathews	Clay Community Transportation	CTC (Primary POC)	Non-Voting				CTC (MV) Operations Manager
Mike	Landrum	Jacksonville Transportation Authority	CTC / JTA	Non-Voting				(JTA) Eligibility Supervisor
Mark	Poirier	Jacksonville Transportation Authority	CTC / JTA	Non-Voting				CTC (JTA) Manager
Peter	McArdle	Jacksonville Transportation Authority	CTC / JTA	Non-Voting				(JTA) Accounting Manager
Theodis	Perry	Jacksonville Transportation Authority	CTC/ JTA	Non-Voting				(JTA) Senior Grants Analyst
Jason	Clark	Clay CountyCOMMUNITY Services	Community Services	Technical Advisor				
Ed	Lehman	Clay County Planning and Zoning	Clay County	Non-Voting				
April	Bachus			Interested Party				
Howard	Wanamaker	Clay County	County Manager	Interested Party				
Troy	Nagle	Clay County	Assistant County Manager	Interested Party				
Laura	Christmas	Clay County	County Communications Director	Interested Party				
Gabrielle	Gunn	Clay County	Deputy Director of Community & Social Services	Interested Party				
Michael	Slaughter	Clay County Community Services	Community Services	Technical Advisor		Feb-24		
Lorin	Mock	Clay County BOCC		Interested Party				
Teresa	Capo	Clay County BOCC	asst. to Comm. Condon	Interested Party				

LOCAL GRIEVANCE PROCEDURE/PROCESS

Definition of a Complaint

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

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

Filing a Complaint

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

Recording of Complaints

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

Appeal to the Grievance Subcommittee

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

Responsibility of Coordinating Board to Grievances

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

Definition of a Grievance

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

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

Grievance Procedures

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

Filing a Grievance

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

Grievance Committee Hearing Procedures

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

1. Call to order - Planning Staff
2. Election of Grievance Committee Chairman - Committee Members
3. Presentation of Grievance by Planning Staff
4. Presentation of Grievance by Complainant
5. Response of party(s) concerned
6. Discussion of grievance - Shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievances.
7. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance.
8. Close Hearing.

Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within fifteen (15) working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (CTC) staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance. The Community Transportation Coordinator's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

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

Appeal to the Grievance Subcommittee

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

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

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

1. A statement that a meeting was held in which the 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 decision based on the information provided;
4. A finding that the issue affects safety, provision of service, or efficiency; and;
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Recommendation to the County Transportation Disadvantaged Local Coordinating Board

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

Appeal to the State Transportation Disadvantaged Commission

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

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

Clay County Operational Report

Paratransit

<u>TD</u>	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Trips	1209	1282	1341	1203	1416	1427	1924	1948	1649	1907	1547
Passengers	1252	1316	1385	1238	1446	1463	1963	1978	1672	1940	1579
On-time Performance	90.81	89.11	94.25	91.28	89.91	80.43	84.52	93.56	92.83	97.71	89.89
Preventable Accidents	0	0	2	0	1	2	0	1	0	1	0

Aging True

Adult Day Care

Passengers	0	0	0	0	0	0	0	3	0	0	0
Preventable Accidents	0	0	0	0	0	0	0	0	0	0	0

Senior Centers

						TD	TD	TD	TD	TD	
Passengers	514	522	459	449	541	380	396	473	424	509	363
Preventable Accidents	0	0	0	0	0	0	0	0	0	0	0

Flex

<u>Red</u>	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Passengers	362	351	437	443	546	443	550	530	459	570	497
Preventable Accidents	0	0	0	0	0	0	0	0	0	0	0

Blue

Passengers	1167	1165	1271	1207	1288	1090	1261	1288	1175	1262	1173
Preventable Accidents	0	0	0	0	0	0	0	0	0	0	0

Magenta

Passengers	128	108	109	80	99	88	72	77	61	98	75
Preventable Accidents	0	0	0	0	0	0	0	0	0	0	0

Green

Passengers	113	100	115	100	142	130	107	123	96	103	32
Preventable Accidents	0	0	0	0	0	0	0	0	0	0	0

Carol Main

From: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Sent: Monday, October 2, 2023 2:36 PM
To: Mark L. Poirier; Anderson, Eric
Subject: RE: Clay FY22/23 - All Sections Submitted for Review

Good afternoon Mark,

I have reviewed the corrections and adjustments made to the FY 2022-2023 AOR for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the AOR to the LCB for review.



CTC Data & Status

County:

 ▾

Fiscal Year:

 ▾

Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date
Organization	Complete	10/02/2023	Complete	10/02/2023
Coordinated System	Complete	10/02/2023	Complete	10/02/2023
Trips	Complete	10/02/2023	Complete	10/02/2023
Vehicles & Drivers	Complete	10/02/2023	Complete	10/02/2023
Revenue Sources	Complete	10/02/2023	Complete	10/02/2023
Expense Sources	Complete	10/02/2023	Complete	10/02/2023

Thank you,

Daniel Geruto

Area 3 Project Manager
 Florida Commission for Transportation Disadvantaged
 605 Suwannee St., MS 49

Tallahassee, FL 32399-0450

Phone 850-410-5704

Fax 850-410-5752

Email: dan.zeruto@dot.state.fl.us



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-----Original Message-----

From: DoNotReply-FDOTApp@dot.state.fl.us <DoNotReply-FDOTApp@dot.state.fl.us>

Sent: Wednesday, August 23, 2023 1:45 PM

To: CTD AOR <CTD.AOR@dot.state.fl.us>

Subject: Clay FY22/23 - All Sections Submitted for Review

All sections for Clay for fiscal year FY22/23 have been submitted for review. This is an automated email. Do not reply.



CTC Organization

County: Clay

CTC Status: Complete

Fiscal Year: 7/1/2022 - 6/30/2023

CTD Status: Complete

Date Initiated: 7/28/2023

CTC Organization Name: Jacksonville Transportation Authority

Address: 100 LaVilla Center Dr

City: Jacksonville

State: FL

Zip Code: 322041111

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Rural

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Betsy Condon County Commissioner

CTC Contact: Mark Poirier

CTC Contact Title: Chief Transportation Officer (CTO), Transit Operations

CTC Contact Email: MPoirier@jtafla.com

Phone: (904) 265-8937

CTC Certification

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

LCB Chairperson (signature): _____



CTC Trips

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	22,656	N/A	22,656	21,835	N/A	21,835
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	12,047	0	12,047	7,457	0	7,457
Non-Ambulatory	4,355	0	4,355	4,750	0	4,750
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	39,058	0	39,058	34,042	0	34,042
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)	39,058	N/A	39,058	34,042	N/A	34,042
Total - Contracted Transportation Operator Trips	39,058	0	39,058	34,042	0	34,042
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)	16,402	N/A	16,402	12,207	N/A	12,207
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	22,656	0	22,656	21,835	0	21,835
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	39,058	0	39,058	34,042	0	34,042



CTC Trips (cont'd)

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2022 - 06/30/2023

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	19,922	0	19,922	21,446	0	21,446
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	16,402	0	16,402	9,191	0	9,191
Low Income	2,734	0	2,734	3,405	0	3,405
Other	0	0	0	0	0	0
Total - Passenger Type	39,058	0	39,058	34,042	0	34,042
Trip Purpose - One Way						
Medical	3,803	0	3,803	7,250	0	7,250
Employment	1,399	0	1,399	792	0	792
Education/Training/Daycare	1,749	0	1,749	724	0	724
Nutritional	977	0	977	766	0	766
Life-Sustaining/Other	31,130	0	31,130	24,510	0	24,510
Total - Trip Purpose	39,058	0	39,058	34,042	0	34,042
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	248	0	248	235	0	235
Total - UDPHC	248	0	248	235	0	235
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	546	N/A	546	132	N/A	132
Customer Feedback						
Complaints	0	N/A	0	9	N/A	9
Commendations	5	N/A	5	1	N/A	1



CTC Vehicles & Drivers

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2022 - 06/30/2023

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	212,938	N/A	212,938	209,574	N/A	209,574
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	199,081	0	199,081	211,162	0	211,162
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	412,019	0	412,019	420,736	0	420,736
Roadcalls & Accidents						
Roadcalls	12	0	12	23	0	23
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	25	0	25	26	0	26
Number of Wheelchair Accessible Vehicles	0	0	0	0	0	0
Drivers						
Number of Full Time & Part Time Drivers	18	0	18	18	0	18
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

Revenue Sources	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	\$ 485,046	N/A	\$ 485,046	\$ 436,883	N/A	\$ 436,883
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 53,894	\$ 0	\$ 53,894	\$ 52,978	\$ 0	\$ 52,978
County In-Kind	\$ 151,803	\$ 0	\$ 151,803	\$ 95,314	\$ 0	\$ 95,314
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 31,102	\$ 0	\$ 31,102	\$ 24,629	\$ 0	\$ 24,629
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	\$ 721,845	\$ 0	\$ 721,845	\$ 609,804	\$ 0	\$ 609,804



CTC Expense Sources

County: Clay

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 188,016	\$ 0	\$ 188,016	\$ 117,777	\$ 0	\$ 117,777
Utilities	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 13,800	\$ 0	\$ 13,800	\$ 7,746	\$ 0	\$ 7,746
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	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 520,029	N/A	\$ 520,029	\$ 484,281	N/A	\$ 484,281
Total - Expense Sources	\$ 721,845	\$ 0	\$ 721,845	\$ 609,804	\$ 0	\$ 609,804

County: Clay
 CTC: Jacksonville Transportation Authority
 Contact: Mark Poirier
 100 LaVilla Center Dr
 Jacksonville, FL 322041111
 904-265-8937
 Email: MPoirier@jtafla.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	248



Trips By Type of Service	2021	2022	2023	Vehicle Data	2021	2022	2023
Fixed Route (FR)	0	0	0	Vehicle Miles	407,859	420,736	412,019
Deviated FR	7,425	21,835	22,656	Roadcalls	6	23	12
Complementary ADA	0	0	0	Accidents	0	0	0
Paratransit	15,801	12,207	16,402	Vehicles	28	26	25
TNC	0	0	0	Drivers	15	18	18
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	23,226	34,042	39,058				

Passenger Trips By Trip Purpose	2021	2022	2023
Medical	4,906	7,250	3,803
Employment	551	792	1,399
Ed/Train/DayCare	497	724	1,749
Nutritional	524	766	977
Life-Sustaining/Other	16,748	24,510	31,130
TOTAL TRIPS	23,226	34,042	39,058

Financial and General Data	2021	2022	2023
Expenses	\$672,066	\$609,804	\$721,845
Revenues	\$1,470,015	\$609,804	\$721,845
Commendations	0	1	5
Complaints	5	9	0
Passenger No-Shows	473	132	546
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2021	2022	2023
CTD	15,720	12,207	16,402
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	7,506	21,835	22,656
TOTAL TRIPS	23,226	34,042	39,058

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	67,976	18,293	34,335
Avg. Trips per Passenger	84.77	144.86	157.49
Cost per Trip	\$28.94	\$17.91	\$18.48
Cost per Paratransit Trip	\$28.94	\$17.91	\$18.48
Cost per Total Mile	\$1.65	\$1.45	\$1.75
Cost per Paratransit Mile	\$1.65	\$1.45	\$1.75

Trips by Provider Type	2021	2022	2023
CTC	0	0	0
Transportation Operator	23,226	34,042	39,058
Coordination Contractor	0	0	0
TOTAL TRIPS	23,226	34,042	39,058

From: [Zeruto, Dan](#)
To: [Mark L. Poirier](#); [Eron Thompson](#)
Cc: [Matamron Bacon](#)
Subject: 2023-2024 Clay Rate Model Approved
Attachments: [image004.png](#)
[2023-2024 Clay Rate Model Approved.xls](#)
Importance: High

Good Morning Mark,

I have reviewed the corrections and adjustments made to the attached 2023-24 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered, nor does it address the reasonableness of the unsubsidized cost of services.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the spreadsheet to the LCB for [approval and inclusion in the TDSP update](#).

When the time comes, I will produce your T/E grant contract with the passenger trip rates from this spreadsheet presuming no further changes by the LCB.



Thank you,

Daniel Zeruto

Area 3 Project Manager
Florida Commission for Transportation Disadvantaged
605 Suwannee St.,MS 49
Tallahassee, FL 32399-0450
Phone 850-410-5704
Fax 850-410-5752
Email: dan.zeruto@dot.state.fl.us



Join us on Facebook or on the web.

From: Mark Wood <Mwood@jtafla.com>

From: Mark L. Poirier <mpoirier@jtafla.com>
Sent: Wednesday, May 24, 2023 6:11 PM
To: Zeruto, Dan <Dan.Zeruto@dot.state.fl.us>
Cc: Eron Thompson <EThompson@jtafla.com>
Subject: Rate Models Clay and Duval

EXTERNAL SENDER: Use caution with links and attachments.

Dan,

Please see attached updated rate models per our conversations. Please advise if anything else needs to be corrected.

Thank you,

Mark L. Poirier
Connexion Manager
100 Myrtle Ave N.
Jacksonville, FL. 32204
Office: (904)265-8937
mpoirier@jtafla.com

Preliminary Information Worksheet

Version 1.4

CTC Name:	Jacksonville Transportation Authority Connexion Services
County (Service Area):	Clay
Contact Person:	Mark Poirier
Phone #	904-265-8937

Throughout this v
red triangles that
comments for you
hover your cursor
see the comment.

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Jacksonville Transportation Authority Connexion Services
 County: Clay

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 18,360			-100.0%		
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						Award 838-10%CCBD-Actual, PARATRANSIT SERVICE REV CC-Budgeted
Compl. ADA Services						
County Cash	\$ 55,545	\$ 52,882	\$ 56,055	-4.8%	6.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 499,903	\$ 436,027	\$ 462,189	-12.8%	6.0%	See CTC Allocation amount
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Jacksonville Transportation Authority Connexion Services
County: Clay

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

D.J.J

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$573,807	\$488,910	\$518,244	-14.8%	6.0%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor						
Fringe Benefits						
Services	\$ 58,535	\$ 107,566	\$ 114,020	83.8%	6.0%	
Materials and Supplies	\$ 95,059	6,000	\$ 6,360	-93.7%	6.0%	
Utilities						
Casualty and Liability						
Taxes	\$ 7,746			-100.0%		
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 465,160	\$ 929,790	\$ 985,577	99.9%	6.0%	
Other						
Miscellaneous		\$ 115,003	\$ 121,903		6.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ (52,693)	\$ (669,449)	\$ (709,616)	1170.5%	6.0%	

Capital Expenditures

Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$573,808	\$488,909	\$518,244	-14.8%	6.0%	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Comprehensive Budget Worksheet

Version 1.4

CTC: Jacksonville Transportation Authority Connexion Services
 County: Clay

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Jacksonville Transportation Authority Connexion Services

County: Clay

- 1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

Table with 2 columns: Upcoming Year's BUDGETED Revenues (2023-2024) and numerical columns 1 and 2.

Table with 3 columns: Budgeted Revenue in col. 2, Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base, and Subsidy Revenue in col. 4. Includes descriptive text for each column.

Table listing revenues for APD, DJJ, and Other Fed or State, including sub-categories like Office of Disability Determination and Interest Earnings.

Table corresponding to the revenue table, showing budgeted revenue, excluded subsidy revenue, and final subsidy revenue values.

Table for EXPENDITURES (CTC/Operators ONLY), including Operating Expenditures, Capital Expenditures, and a summary section for Total Expenditures and Adjusted Expenditures.

Table showing the calculation of the Operating Rate Subsidy Revenue: \$ 4,701.

1 Rate Base Adjustment Cell
If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet.

1 The Difference between Expenses and Revenues for Fiscal Year: 2021 - 2022

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Jacksonville Trans Version 1.4
 County: Clay

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	100,983
Rate Per Passenger Mile = \$ 5.09	
Total Projected Passenger Trips =	12,614
Rate Per Passenger Trip = \$ 40.71	

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length =	8.0 Miles
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Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 5.13	
Rate Per Passenger Trip = \$ 41.09	

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **Jacksonville Tra** Version 1.4
 County: **Clay**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Jacksonville Tra Version 1.4
 County: Clay

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate** 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2023 - 2024			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	100,983	75,058	25,925	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$4.30	\$7.37	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	12,614	8,999	3,614	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$33.80	\$57.94	\$0.00	\$0.00
				per passenger	per group
2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...					
Combination Trip and Mile Rate					
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$4.30	\$7.37	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.34	\$7.43	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$34.11	\$58.47	\$0.00	\$0.00
				per passenger	per group

Worksheet for Multiple Service Rates

CTC: Jacksonville Tra Version 1.4
County: Clay

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Program These Rates Into Your Medicaid Encounter Data