



**DUVAL COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD PUBLIC HEARING**

MEETING AGENDA

WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL

Zoom Conference Call

Meeting ID: 857 1559 2404

Call in # +1 786-635-1003 or +1 651-372-8299

Thursday, February 22, 2024., at 2:00 p.m.

1. Welcome, Call to Order – Chair Amaro
2. Presentation – NEFRC
3. Service Overview - JTA
4. Public Comment
5. Additional Discussion
6. Adjournment – Chair Amaro

WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL

The Duval County Transportation Disadvantaged Program

*Prepared by the
Northeast Florida
Regional Council*



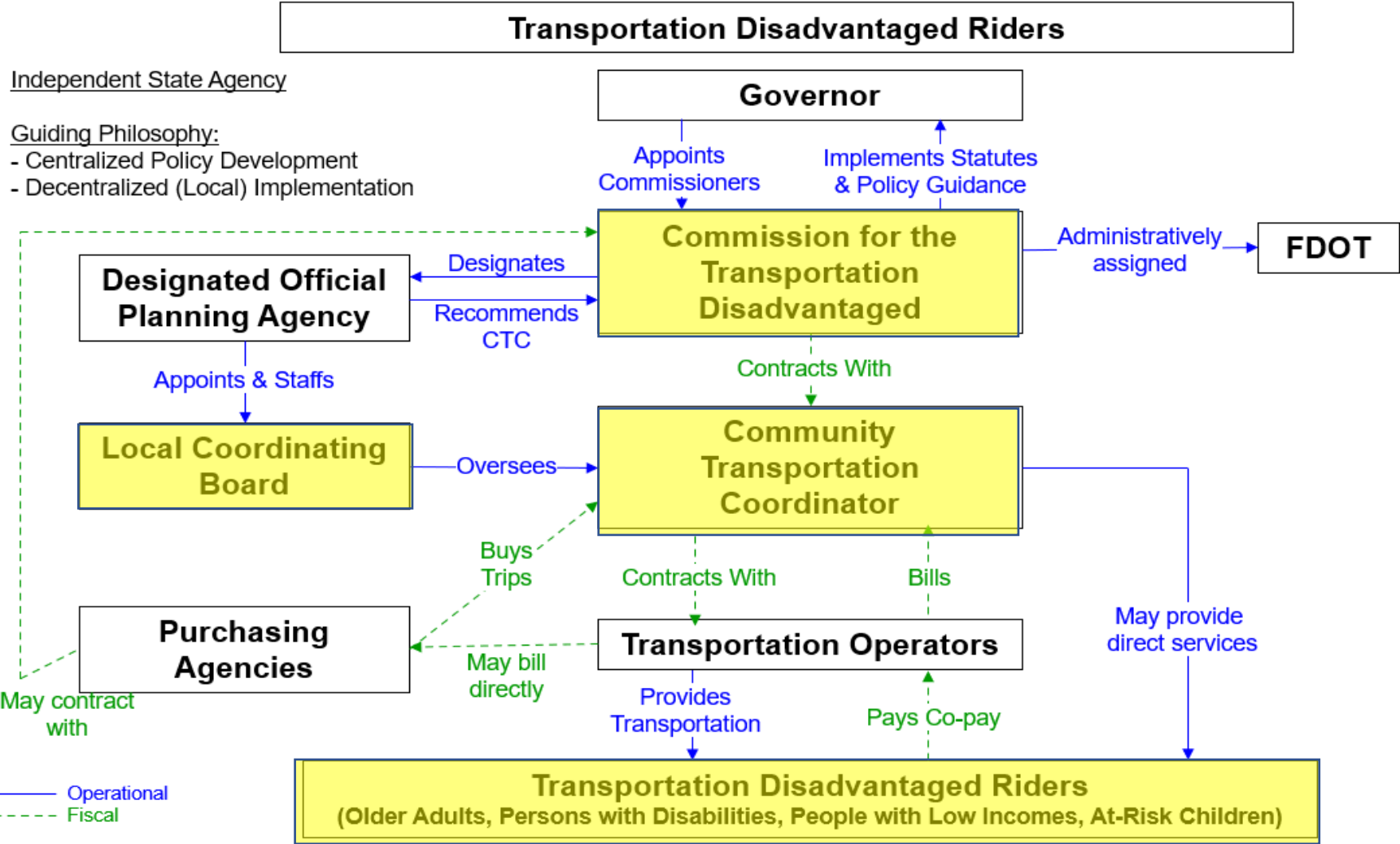
Key Definitions & Governing Statues of Program

Florida State Legislature created the Transportation Disadvantaged Commission (CTD) and Transportation Disadvantaged (TD) Trust Fund in 1989.

What is Transportation Disadvantaged?

- “Transportation disadvantaged” means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202. (F.S)”
427.011 (F.S)
- The Transportation Disadvantaged Program is a coordinated state-wide effort that groups riders together for a shared ride service. Transportation services are available in all 67 Florida counties for those who are eligible and have no access to transportation. Federal, State, and Local agencies join together to provide necessary transportation to medical appointments, employment, educational, and other life-sustaining services.
- [Florida State Statue 427.011-427.017](#)
- [Florida State Administrative Code 41-2](#)

Florida's Coordinated Transportation System Organizational Structure... At A Glance



➔

Where You Participate

Commission for the Transportation Disadvantaged (CTD)

The Commission for the Transportation Disadvantaged (CTD) oversees the coordination of TD services across Florida's 67 counties. The CTD is made up of a 7-member governor-appointed board, with 8 ex-officio members, representing purchasing agencies, and staff that monitors activity at a regional level.

Responsibilities

- Approves the designation of every CTC at least every five years.
- Administers the TD Trust Fund, including the awarding of grants.
- Reviews and approves Commission publications, including the Annual Performance Report.
- Develops/approves policies governing coordinated transportation (e.g., rules, procedures, etc.).
- Participates in professional development events, including an annual training workshop.
- Appoints and oversees Executive Director.

Designated Official Planning Agency (DOPA)

The Northeast Florida Regional Council has proudly served as the CTD designated official planning agency for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the designated planning agency for Duval county in 2021.

Responsibilities

- Assist the Community Transportation Coordinator and Local Coordinating Board in the implementation of local Transportation Disadvantaged program(s).
- Staffs Local Coordinating Board.
- Appoints members to Local Coordinating Board(s).
- Procures and recommends Community Transportation Coordinator.
- Coordinates and conducts transportation planning activities for its service area.

Local Coordinating Board (LCB)

The Commission for the Transportation Disadvantaged (CTD) outlines 17 suggested stakeholders from varied communities to form LCB voting membership. These representatives collectively advocate the needs of their communities at LCB meetings to create the local coordinated system.

LCB Community Representation

- | | |
|--|---|
| 1. Elected official
<i>*serves as chair of LCB</i> | 9. Disabled Community |
| 2. Florida Department of Transportation | 10. Citizen Advocates (2)
<i>*at least one is a TD rider</i> |
| 3. Florida Department of Children and Family Services | 11. Children at Risk |
| 4. Public Education Community | 12. Mass Transit Representative
<i>*except in cases where a CTC exists</i> |
| 5. Vocational Rehabilitation/Blind Services
<i>*in areas where they exist</i> | 13. Florida Department of Elder Affairs |
| 6. Veterans Services | 14. Private for-profit-transportation |
| 7. Florida Association for Community Action
<i>*representing the economically disadvantaged</i> | 15. Florida Agency for Healthcare Administration |
| 8. Elderly Community | 16. Medical Community |
| | 17. Workforce Development Board |

Local Coordinating Board (LCB) *Continued*

The LCB meets quarterly and provides guidance on local coordination of transportation services.

Responsibilities

- Assists in establishing eligibility guidelines and trip priorities.
- Assist with the development of the TD Service Plan.
- Evaluates the performance of CTC.
- Identifies and prioritizes local service needs.
- Appoints a grievance committee.
- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates local and regional transportation opportunities.

Community Transportation Coordinator (CTC)

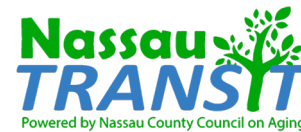
CTCs are contracted agencies that provide transportation to TD customers in designated service areas.

CTCs are funded by the CTD and must abide by their standards, including receiving guidance from an LCB.

CTC by County	
Baker	Baker Council on Aging
Clay	Jacksonville Transportation Authority <i>*MV Transportation (Contracted Operator)</i>
Duval	Jacksonville Transit Authority
Flagler	Flagler County Public Transit
Nassau	NassauTransit
Putnam	The Ride Solution
St. Johns	St. Johns Council on Aging

Responsibilities

- Coordinates transportation services for a county.
- Provides and/or contracts with transportation operators to deliver trips for TD customers.
- Determines TD eligibility and performs gatekeeping duties.
- Invoices purchasing agencies.
- Assists Local Coordinating Board in developing their Transportation Disadvantaged Service Plan.
- Submits annual operating report (AOR) data.





Florida Commission for the
CTD
Transportation
Disadvantaged

Florida Commission for the
CTD
Transportation
Disadvantaged

DUVAL COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING

MEETING AGENDA

WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL

Zoom Conference Call

Meeting ID: 857 1559 2404

Call in # +1 786-635-1003 or +1 651-372-8299

Thursday, February 22, 2024, immediately following
the Public Hearing

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Amaro
2. Additions, Deletions, Changes to the Agenda – Chair Amaro
3. Approval of November 2, 2023, Meeting Minutes* – Chair Amaro
4. Election of Vice-Chair*
5. Grievance Committee Appointments*
6. Evaluation Committee Appointments*
7. LCB Membership – Review/Approval*
 - a. Current Membership Vacancies – LCB Volunteer Form
8. Northeast Florida Regional Council Update – Ms. Jones
 - a. Annual CTC Evaluation – Discussion of date/time for ride-along
9. Community Transportation Coordinator (CTC) System Update – Mr. Mark Poirier
 - a. CTC Quarterly Update
 - b. Grants Update* (Approval if required)
10. Regional Transit Working Group Report – Ms. Jones
11. Old Business
12. New Business
13. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
14. Member and Department Report
15. Adjournment – Chair Amaro

Next LCB Meeting: May 2, 2024 at 2:00 p.m.
WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL



**Duval County Transportation Disadvantaged
Local Coordinating Board Public Hearing**

Thursday, November 2, 2023

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

City of Jacksonville
Hon. Ken Amaro, Chair

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 Duval County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, November 2, 2023. New LCB Chairperson Amaro called the meeting to order at 2:00 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Ken Amaro (In-person)
FDOT	Doreen Joyner-Howard (Virtual)
Public Education	Daniel O'Connor (Virtual)
Public Education	Alexis Read (Virtual)
Citizen Advocate/Non-user	Carla Jenkins (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Pamela Hagley (In-person)
Agency for Persons w/ Disabilities	Kara Tucker

Members Not Present

Representing:	Voting Member:
Dept. of Children and Families	Christina Gillis
Dept. of Education (Voc. Rehab)	Rochelle Price
Community Action (Econ. Disadvantaged)	Christine Raysor
Citizen Advocate/User	Sharon Hoffmeyer Dykes
Regional Workforce Dev. Board	Lou Anne Hasty

Community Transportation Coordinator Staff Present

Chris Macklin, Tanya Damanti, and Theodis Perry (All In-Person)
Mark Poirer (Virtual)

Planning Agency Staff Present

Summer Jones, Eric Anderson, and Sheron Forde (All In-Person)

Guests

None

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

2. Announcements

There were no announcements.

3. Additions, Deletions, and Changes to the Agenda

There were no additions, deletions, or changes to the agenda.

4. Approval of September 7, 2023, Meeting Minutes*

Carla Jenkins motioned for the approval of the meeting minutes. Kara Tucker seconded the motion. The September 7, 2023, meeting minutes were approved unanimously.

5. LCB Membership

- a. Current Membership Vacancies – the LCB currently has six vacancies. They are Veterans Services, Elderly, Persons with Disabilities, Children at Risk, Private for-Profit Transportation, and Local Medical Community.

6. Northeast Florida Regional Council (NEFRC) Update

- a. Summer Jones – the new TD Coordinator- briefly introduced herself.
- b. The NEFRC is hosting the 20th Annual NEFRC Elected Officials and Regional Awards of Excellence Luncheon on Thursday, January 4, 2024, at 12:00 p.m. Invitations will be sent out within the next few weeks. There is an award for Transportation. The award for transportation will be to recognize either an individual, entity or specific project with a primary focus on improving the quality of transportation options available to the citizens of Northeast Florida.

7. Community Transportation Coordinator (CTC) System Update

- a. CTC Quarterly Update
 - Ridership Numbers – July = 19,981 riders, August = 22,638 riders, September = 23,084 riders
 - On-time performance has slightly decreased for pickup times (89.5%), and appointment times have slightly decreased but are still above goal at (92.8%). Duval County Schools started school in August (influx in traffic), which could have caused the slight decrease in pickup times. Also, year after year there has been an increase in ridership and they expect the numbers to continue to grow. They are continuing their search to fill the open employment vacancies.
- b. Annual Operation Report* - Mr. Poirier stated the Annual Operation Report has been approved by the State, which was included in the meeting packet. The total passenger trips are:
 - 2021 – 205,531 total trips
 - 2022 – 198,526 total trips
 - 2023 – 222,894 total trips

Janet Dickinson motioned to approve the Annual Operation Report. Carla Jenkins seconded the motion. The Annual Operation Report was approved unanimously.

- c. Grants Update* (Approval if Required) – There are no grants at this time. However, Mr. Poirer stated they are working to have someone from their Grants Department attend the TD Meetings regularly to represent them and give any grant updates.

8. Grievance Procedures Review

Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. The Grievance Procedures are used when a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services.

There was a suggestion from Ms. Jones to make changes to accurately reflect the current TD Coordinator’s contact information. The LCB members unanimously approved the suggested changes with a motion from Ms. Hagley and a second from Ms. Joyner-Howard.

9. Old Business

There was no old business.

10. New Business

There was no new business.

11. Public Comment

There was no public comment.

12. Member and Department Reports

- Janet Dickinson, Elder Source - There is a fundraising event for Elder Affairs at the WJCT Building on November 15, 2023, from 5:30 pm until 8:00 pm. Mayor Donna Deegan will be a special guest speaker. More information can be found at www.myeldersource.org.
 - Medicare open enrollment is still open. If any senior needs assistance with changing and/or enrolling in Medicare, Elder Source gives unbiased counseling assistance. The counseling assistance also can be used for anything from Medicare that one may not understand. To receive assistance, one can call the Elder Source hotline.
- Pamala Hagley (AHCA) - Letters for Medicaid and Medicare recipients were sent out on October 23, 2023. Recipients have from December 1, 2023, until January 31, 2024 (60 days) to enroll or change their benefits.
- Other updates – the Northeast Florida Regional Council is hosting the National Park Service next week as a tour around our region to begin talking about trails and connectivity development.

11. Adjournment

There being no further discussion, Chairperson Amaro adjourned the meeting at 2:25 p.m. The next LCB and Annual Public Hearing meeting will occur on February 22, 2024, at 2 p.m. at the NEFRC Office, WJCT Board Room, 100 Festival Park Avenue, Jacksonville, FL.

DRAFT

ATTENDANCE RECORD
DUVAL COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	2/23/23	5/4/23	9/7/23	11/2/23
1. Chairperson	Ken Amaro as of 9-7-23 / Joe Carlucci	-	-	P	P
2. Dept. of Transportation	Geanelly Reveron /Janell Damato / Doreen Joyner-Howard /Chris Nalsen / Angela Gregory	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / Jaclyn Brown	P	a	a	a
4. Public Education	Daniel O'Connor / Alexis Read	P	P	P	P
5. Vocational Rehab. (Dept. Ed.)	Jeff Aboumrad / Rochelle Price	-	P	P	a
6. Veteran Services	Vacant	-	-	-	-
7. Community Action (Econ. Disadv)	Ronald Howell / Christine Raysor	a	a	a	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Sharon Dykes (Hoffmeyer)	P	P	P	a
11. Citizen Advocate/Non-User	Vacant /Carla Jenkins	-	P	P	P
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Janet Dickinson	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Pamela Hagley / Reeda Harris	P	P	P	P
16. Agency for Persons w/Disabilities	Kara Tucker / Lois Smokes	P	P	P	P
17. Regional Workforce Dev. Brd	Lou Anne Hasty	a	P	a	a
18. Local Medical Community	Vacant	-	-	-	-

VACANCIES

Veteran Services
Elderly
Persons w/Disabilities
Children at Risk
Private for Profit Transportation
Local Medical Community

PLEASE SIGN IN!



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

WJCT, 100 Festival Park Avenue, Board Room, Jacksonville, FL

Date: November 2, 2023
Time: 2:00 p.m.

Name	Address	Phone	E-Mail
Pamela Hagley	AHCA	904.798.4291	
Ther Perry	JTA	904-630-3129	tlperry@jtafla.com
Chris Macklin	JTA	904-632-5257	cmacklin@jtafla.com
Carla Jenkins		(904) 422-5097	enitraj@gmail.com
Tanya Damanti	JTA	904-254-9426	Tdamanti@JTAFLA.COM
Ken Amico	COJ	255.5201	

DUVAL COUNTY								
Hon.	Ken	Amaro	COJ - City Council	City of Jacksonville	Voting			Chair
Ms.	Geanelly	Reveron	FDOT, District 2	Department of Transportation	Voting			
Ms.	Janell	Damato	FDOT, District 2	Department of Transportation	Alternate			
Ms.	Doreen	Joyner-Howard	FDOT, District 2	Department of Transportation	Alternate			
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Alternate			
Ms.	Chris	Nalsen	FDOT, District 2	Department of Transportation	Alternate			
Ms.	Christina	Gillis	FL Dept. of Children & Families	Department of Children and Families	Voting			
Ms.	Jaclyn	Brown	FL Dept. of Children & Families	Department of Children and Families	Alternate			
Mr.	Daniel	O'Connor	FL Dept. of Education	Public Education	Voting		Feb-24	
Ms.	Alexis	Read	FL Dept. of Education	Public Education	Alternate			
Ms.	Rochelle	Price	FL Dept. of Vocational Rehab/Dept of Ed.	Dept. of Education (Voc. Rehab.)	Voting			
VACANT				Veterans Services	VACANT			
Ms.	Christine	Raysor	NE FL Community Action Agency	Community Action (Econ. Disadv.)	Voting			
VACANT				Elderly	VACANT			
VACANT				Disabled	VACANT			
Ms.	Sharon	Hoffmeyer Dykes		Citizen Advocate/User	Voting		Feb-24	
Ms.	Carla	Jenkins		Citizen Advocate/Non-User	Voting			
VACANT				Children at Risk	VACANT			
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Dept. of Elder Affairs	Voting			Vice Chair
VACANT				Private for Profit Transportation	VACANT			
Ms.	Pamela	Hagley	Florida Agency for Health Care Administration - AHCA	Dept. of Health Care Admin.	Voting			
Ms.	Reeda	Harris	Florida Agency for Health Care Administration - AHCA	Dept. of Health Care Admin.	Alternate			
Ms.	Kara	Tucker	City of Jacksonville - Disabled Services	Agency for Persons w/Disabilities	Voting		Feb-24	Feb-24
Ms.	Lois	Smokes	City of Jacksonville - Disabled Services	Agency for Persons w/Disabilities	Alternate			
Ms.	Lou Anne	Hasty	CareerSource NE FL	Regional Workforce Dev. Board	Voting			
VACANT				Local Medical Community	VACANT			
Mr.	Mike	Landrum	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Eligibility Supervisor
Mr.	Chris	Macklin	Jacksonville Transportation Authority	CTC / JTA				Assistant CTC Manager
Mr.	Mark	Poirier	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			CTC Manager
Mr.	Peter	McArdle	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Accounting Manager
Ms.	Eron	Thompson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Grant Manger
Mr.	Theodis	Perry	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Senior Grants Analyst
Ms.	Farisha	Hamid	Office of Senator Audrey Gibson		Interested Party			
Mr.	Matt	Fall			Interested Party			
Ms.	Laurie	Santana	City of Jacksonville - Transportation Planning Division		Interested Party			
Ms.	Tanya	Damanti			Interested Party			
Mr.	Joe	Johnson	COJ - City Council	assistant to Ken Amaro				

INTEREST FORM
FOR SERVICE ON THE
DUVAL COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD

Last Name: _____ First Name: _____

Phone: _____ Email Address: _____

Mailing Address: _____

Vacancy Interested in Representing: _____

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

Thank you for your interest.

Please return form to: Summer Jones, 100 Festival Park Avenue, Jacksonville, FL 32202 or sjones@nefrc.org.

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2021- June 30, 2022

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	FYTD Total	Average
Total Service														
Unduplicated Passengers	1,500	1,447	1,555	1,661	1,606.00	1,576.00	1,560.00	-	-	-	-	-	-	1,557.9
Total Para Passenger Transported	19,981	22,638	23,084	24,531	22,414.00	21,278.00	22,757.00	-	-	-	-	-	156,683	22,383.3
Vehicles in Service (max)	61	61	65	71	66.00	62.00	62.00	-	-	-	-	-	-	64.0
Revenue Hours	12,621	13,289	13,524	14,730	12,995.90	12,428.00	13,120.00	-	-	-	-	-	92,708	13,244.0
Total Vehicle Hours	14,592	15,273	15,534	16,798	14,836.20	14,349.00	15,485.40	-	-	-	-	-	106,867	15,266.7
Revenue Miles	208,754	220,918	227,044	243,584	213,754.70	202,680.00	208,835.00	-	-	-	-	-	1,525,569.1	217,938.4
Total Vehicle Miles	236,683	249,398	256,206	274,982	241,603.60	231,183.00	239,544.00	-	-	-	-	-	1,729,600.1	247,085.7
Trip Status Detail														
Trips Requested (Trips booked)	24,909	29,004	28,324	29,650	28,889	27,979	29,506	-	-	-	-	-	198,261	28,323.0
Advanced Cancels (Advanced CA, User Error CE, Site Closure CC)	3,029	4,555	3,362	3,351	4,145	4,303	4,282	-	-	-	-	-	27,027	3,861.0
Scheduled Trips (Trips booked less advanced cancels)	21,880	24,449	24,962	26,299	24,744	23,676	25,224	-	-	-	-	-	-	24,462.0
No-Shows (No shows, cancelled @ door)	690	910	852	820	991	962	1,012	-	-	-	-	-	-	891.0
Late Cancel	530	594	667	650	633	598	582	-	-	-	-	-	-	607.7
Net No Shows	1,220	1,504	1,519	1,470	1,624	1,560	1,594	-	-	-	-	-	-	1,498.7
Not Transported - Error (NE, CP, NP)	28	8	17	13	12	9	68	-	-	-	-	-	-	22.1
Missed Trips (No-shows outside the window)	95	75	104	154	148	176	136	-	-	-	-	-	-	126.9
Same Day Cancels	2,206	2,250	2,077	2,288	2,554	2,578	2,586	-	-	-	-	-	-	2,362.7
Completed Trips	18,331	20,612	21,245	22,374	20,406	19,353	20,840	-	-	-	-	-	143,161	20,451.6
No-show % of Scheduled	5.6%	6.2%	6.1%	5.6%	6.6%	6.6%	6.3%	-	-	-	-	-	-	0.1
CTC Call Center Information														
Calls Offered	15,112	16,828	16,186	18,063	20,664	19,455	19,656	-	-	-	-	-	125,964	17,994.9
Calls Answered	14,186	15,488	15,160	16,709	17,760	17,085	16,795	-	-	-	-	-	113,183	16,169.0
Calls (long) Abandoned	649	1,033	737	957	2,341	1,859	2,369	-	-	-	-	-	9,945	1,420.7
Hang-Ups (short abandon)	277	307	289	397	563	511	492	-	-	-	-	-	2,836	405.1
Average Hold Time (Secs)	65	95	65	67	119	111	177	-	-	-	-	-	699	99.8

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2021- June 30, 2022

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	FYTD Total	Average
Service Utilization														
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trip Purpose														
Employment	4,756	5,218	5,673	5,654	5,069	4,636	5,235	-	-	-	-	-	36,241	5,177.3
<i>Percent of Total Trips</i>	26%	25%	27%	25%	25%	24%	25%							25%
Medical	3,885	4,697	4,304	4,924	4,242	3,945	4,538	-	-	-	-	-	30,535	4,362.1
<i>Percent of Total Trips</i>	21%	23%	20%	22%	21%	20%	22%							21%
Dialysis	3,283	3,550	3,532	3,797	3,764	3,714	3,791	-	-	-	-	-	25,431	3,633.0
<i>Percent of Total Trips</i>	18%	17%	17%	17%	18%	19%	18%							18%
Education	1,007	1,488	2,108	2,286	1,849	1,474	1,857	-	-	-	-	-	12,069	1,724.1
<i>Percent of Total Trips</i>	5%	7%	10%	10%	9%	8%	9%							8%
Shopping	884	923	979	903	942	1,001	850	-	-	-	-	-	6,482	926.0
<i>Percent of Total Trips</i>	5%	4%	5%	4%	5%	5%	4%							5%
Other	4,516	4,736	4,649	4,810	4,540	4,583	4,569	-	-	-	-	-	32,403	4,629.0
<i>Percent of Total Trips</i>	25%	23%	22%	21%	22%	24%	22%							23%
TOTAL	18,331	20,612	21,245	22,374	20,406	19,353	20,840	-	-	-	-	-	143,161	20,452
Service Utilization														
Population Served/Passengers														
Ambulatory	15,746	17,953	18,391	19,525	17,844	16,962	18,160	-	-	-	-	-	124,581	17,797.3
Wheelchair	3,042	3,376	3,349	3,655	1,089	3,261	3,478	-	-	-	-	-	21,250	3,035.7
Scooter	1,193	1,309	1,344	1,351	3,469	1,052	1,119	-	-	-	-	-	10,837	1,548.1
Total	19,981	22,638	23,084	24,531	22,402	21,275	22,757	-	-	-	-	-	156,668	22,381.1
Population Served/Trips														
Ambulatory	14,147	16,000	16,637	17,437	15,909	15,106	16,320	-	-	-	-	-	111,556	15,936.6
Wheelchair	3,001	3,319	3,286	3,600	1,072	3,214	3,448	-	-	-	-	-	20,940	2,991.4
Scooter	1,183	1,293	1,322	1,337	3,425	1,033	1,072	-	-	-	-	-	10,665	1,523.6
Total	18,331	20,612	21,245	22,374	20,406	19,353	20,840	-	-	-	-	-	143,161	20,451.6
Trips by Funding														
ADA	16,600	18,439	19,057	19,812	17,854	17,022	18,299	-	-	-	-	-	127,083	10,590.3
NON	1,666	2,066	2,097	2,362	2,445	2,258	2,447	-	-	-	-	-	15,341	1,278.4
Other	65	107	91	200	107	73	94	-	-	-	-	-	737	61.4