



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

MEETING AGENDA

Jessie Ball DuPont Center
Room 201,40 E Adams Street, Jacksonville, FL
Zoom Conference Call
Meeting ID: 857 1559 2404
Call in # +1 786-635-1003

Thursday, November 7, 2024, at 2:00 p.m.

*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 September 5, 2024, Meeting Minutes* - Chair Amaro (Page 2-7)
4. Regional Mobility Group Update
5. LCB Membership (Page 8)
 - a. Vacancies
6. Northeast Florida Regional Council Update – Ms. Jones
7. Grievance Procedure Review* (Page 9-13)
8. Community Transportation Coordinator (CTC) System Update – Ms. Johnson
 - a. Annual Operation Report* (Page 14-22)
 - b. CTC Quarterly Update (Page 23-27)
 - c. Grants Update* (Approval if required)
9. Old Business
10. New Business
11. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
12. Member and Department Report
13. Adjournment – Chair Amaro

Next LCB Meeting/Public Hearing: February 27, 2025, at 2:00p.m.
Jessie Ball DuPont Center, 40 East Adams Street, Jacksonville, FL



**Duval County Transportation Disadvantaged
Local Coordinating Board Meeting**

Thursday, September 5, 2024

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, September 5, 2024. Vice Chair Dickinson called the meeting to order at 2:01 p.m. with the following members present:

Representing:	Voting Member:
FDOT	Geanelly Reveron (Virtual)
Public Education	Daniel O'Connor (In-person)
Person w/Disabilities	Russ Davis (In-Person)
Citizen Advocate/User	Sharon Hoffmeyer Dykes (Virtual)
Citizen Advocate/Non-user	Carla Jenkins (In-person)
Dept. of Elder Affairs	Janet Dickinson (In-person)
Dept. of Health Care Admin.	Pamela Hagley (In-person)
Agency for Persons w/ Disabilities	Kara Tucker (Virtual)

Members Not Present

Representing:	Voting Member:
Elected Official/Chairperson	Ken Amaro
Dept. of Children and Families	Donna Johnson
Department of Education (Voc. Rehab)	Rochelle Price
Community Action (Econ. Disadvantaged)	Christine Raysor
Regional Workforce Dev. Board	Lou Anne Hasty

Community Transportation Coordinator Staff Present

Donovan Calicker, Mia Johnson (Virtual)

Planning Agency Staff Present

Summer Jones, Tyler Nolen, and Eric Anderson (In-Person)

Guests

Van Christiansen, Mariana Schwabacher, Jeremy Norsworthy, Tanya Damanti (Virtual)
Liz Peak, Eric Houston, Mariana Schwabacher, Cheri Undheim (In-person)

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

2. Additions, Deletions, and Changes to the Agenda

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

3. Approval of June 13, 2024, Meeting Minutes*

Russ Davis motioned for the approval of the meeting minutes. Pamela Hagley seconded the motion. The June 13, 2024, Meeting minutes were approved unanimously.

4. Regional Mobility Group

Liz Peak with the Regional Mobility Group and Jacksonville Transportation Authority (JTA) gave a presentation on the Northeast Florida Coordinated Mobility Plan.

The Northeast Florida Coordinated Mobility Plan is a regional effort. The purpose of the plan is to identify transportation needs of individuals with disabilities, older adults, and people with low incomes. It also provides strategies for meeting these needs and prioritizes transportation services for funding and implementation. They are looking to implement the Mobility Plan by the end of the year.

Van Christiansen from The Haskell Company gave a presentation on Creating Safe Spaces Action Plan. Van Christiansen updated us on the Action Plan progress. Over the past couple of months, the Haskell Company has been diligently conducting research and analysis to better understand last mile safety needs in the region.

5. LCB Membership

Ms. Jones went over the LCB Membership and the vacancies. Currently there are five (5) vacancies which include: Veterans Services, Elderly, Children at Risk, Private-for-Profit Transportation, and Local Medical Community.

Ms. Jones stated that she is working on public outreach to fill the vacancies.

6. Northeast Florida Regional Council Update*

Ms. Jones gave an update for the Northeast Florida Regional Council.

- On Wednesday, September 18th, Florida Department of Transportation is hosting a Regional Workshop for the 2055 Transportation Plan which gives opportunities to collaborate with local agencies in your community, provide feedback on the Florida Transportation Plan vision and goals, and learn more about regional objectives.
- Ms. Jones is attending the FPTA/CTD Conference September 22nd – 24th in West Palm Beach.
- Mobility week is from October 25th until November 2nd.
- Mark Poirer is no longer with Jacksonville Transportation Authority (JTA).

7. Community Transportation Coordinator (CTC) System Update

- a. Annual Operation Report*
 - The Annual Operation Report has been submitted and is under review. The AOR will be brought back to the November 7th LCB Meeting.
- b. CTC Quarterly Update
 - There is currently no Quarterly Update.
- c. Grants Update*
 - There are currently no grants updates.

Donovan Calicker, the Director of Mobility Services, stated Mia Johnson will be the interim Connexion Manager. She is replacing Mark Poirer.

Mr. Calicker also stated that they have transitioned into a new phone system, Ring Central. This system should prevent disconnections. To assist with the transition, they are looking to increase their staff to make the system more efficient. Mr. Calicker also addressed several questions that board members asked.

8. Old Business

There was no old business.

9. New Business

There was no new business.

10. Public Comment

There was no public comment.

11. Member and Department Reports

Daniel O'Connor stated on Saturday, October 19th, there is a collaborative event between the Division of Blind Services, Jacksonville Council of the Blind, Jacksonville Sheriff's Office, and some other agencies.

Janet Dickinson stated that there is a fundraiser called Suppers for Seniors. The purpose of this fundraiser is to be able to provide nutritional meals for low-income seniors. ElderSource will receive a match for every donation up to \$50,000.

Russ Davis stated in August, the Jacksonville Transportation Advisory Committee (JTAC) members and Staff met with JTA to tour the Bay Street Corridor which included the sidewalk and travel area. There were concerns that the sidewalks are not adequate to allow pedestrians with a disability to get to the stations.

Mr. Davis also stated Tuesday, October 15th is Public Forum Day. The Mayor’s Disability Council along with JTAC will have a discussion on what the organizations are and how they can support the citizens of Jacksonville.

Geanelly Reveron stated there is a Federal Grants Workshop on Thursday, October 24th from 10:00am to noon. The Virtual Workshop will cover Federal Grant opportunities for eligible transit agencies that are either Governmental entity, non-profit, or human service transit provider.

12. Adjournment

There being no further discussion, Vice Chair Dickinson adjourned the meeting at 3:02 p.m. The next LCB meeting will occur on November 7, 2024, at 2 p.m. at the Jessie Ball DuPont Center, 40 E Adams Street, Jacksonville, FL.

DRAFT

ATTENDANCE RECORD
DUVAL COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/2/23	2/22/24	6/13/24	9/5/24
1. Chairperson	Ken Amaro as of 9-7-23 / Joe Carlucci	P	P	P	a
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	Donna Johnson/Christina Gillis	a	a	P	a
4. Public Education	Daniel O'Connor / Alexis Read	P	a	P	P
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	a	P	a
6. Veteran Services	Vacant	-	-	-	-
7. Community Action (Econ. Disadv)	Christine Raysor	a	a	a	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Russ Davis	-	-	P	P
10. Citizen Advocate/User	Sharon Dykes (Hoffmeyer)	a	a	P	P
11. Citizen Advocate/Non-User	Carla Jenkins	P	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
Children at Risk
Private for Profit Transportation
Local Medical Community



PLEASE SIGN IN!

COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: September 5, 2024
Time: 2:00 p.m.

Jessie Ball DuPont Center, 40 E. Adams St. Ste 201, Jacksonville, FL

Name	Address	Phone	E-Mail
Carla Jenkins		(904) 422-5097	enitraj@gmail.com
Liz Peak	1428 Forest Ln St Johns, FL 32259	904-813-3283	Liz@RegionalMobilityGroup.com
MARIANA SCHWABAECHER		850-5454373	MSCHWABAECHER@GAFNOT.COM
Janet Dickinson	ElderSource	904-391-6651	janet.dickinson@myelderSource.org
Eric Houston	STA	904-577-9294	ehouston@StaFla.com
Pamela Hagley	ATCA	904-798-4291	
Russ Davis		904-993-8433	russell@radiorusty.com
DAN O'CONNOR	DIVISION OF Blind Services	904-348-2730	Daniel.O'Connor@dbs.fldoe.org
Cheri Uudheim	FSCJ Vision Ed. Rehabilitation Center	904-348-2730	Cheryl.Uudheim@fscj.edu
Summer Jones	NEFRC		
Tyler Nolen	NEFRC		
Eric Anderson	NEFRC		

Salutation	First Name	Last Name	Organization	Representing	Voting / Non-Voting	Grievance Committee	Evaluation Committee	Comments
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.	Donna	Johnson	FL Dept. of Children & Families	Department of Children and Families	Voting			
Ms.	Christina	Gillis	FL Dept. of Children & Families	Department of Children and Families	Alternate			
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			
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			
Mr.	Russ	Davis		Disabled	Voting			
Ms.	Sharon	Hoffmeyer Dykes		Citizen Advocate/User	Voting	Feb-25		
Ms.	Carla	Jenkins		Citizen Advocate/Non-User	Voting		Feb-25	
VACANT				Children at Risk	VACANT			
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Dept. of Elder Affairs	Voting			Vice Chair
Mr.	Neil	Ambrus	NE Florida Area Agency on Aging / Elder Source	Elder Affairs	Alternate			
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-25	Feb-25	
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			
Ms.	Mia	Johnson	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Connexion Manager
Mr.	Mike	Landrum	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			Eligibility Supervisor
Mr.	Donovan	Calicker	Jacksonville Transportation Authority	CTC / JTA	Non-Voting			
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			
Ms.	Melissa	Justice			Interested Party			
Mr.	Joe	Johnson	COJ - City Council	assistant to Ken Amaro				

12. Local Complaint and Grievances Procedure / Process

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

Section 1: Definition of a Complaint

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

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

Section 2: Complaint Procedures

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

Filing a Complaint

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the Riders Guide and distributed to all clients. Riders can file complaints with the CTC by telephone 904-265-8928, fax 904-265-8919, e-mail ConnexionComplaint@JTAFLA.com or by regular mail to 100 Myrtle Avenue, Jacksonville, Florida 32204. All complaints must be submitted immediately after the incident and should include: passenger’s name and address, date and time of incident, and a detailed explanation of the incident. When requested, the CTC will respond in writing to complaints within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

Appeal to the Grievance Committee

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

Recording of Complaints

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

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

Section 3: Definition of a Grievance

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

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

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

Section 4: Grievance Procedures

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

A. Filing a Grievance

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

1. The name and address of the grieving party; and
2. A statement of the grounds for the grievance and supporting documentation.

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

Northeast Florida Regional Council
Jessie Ball DuPont Center, Ste.320
40 E Adams Street
Jacksonville, Florida 32202
Attn: Summer Jones

Grievances can also be e-mailed at SJones@nefrc.org

The Northeast Florida Regional Council will forward a copy of the grievance letter to the CTC for a written response and will schedule a meeting of the Grievance Committee. Grievances can also be mailed to the Community Transportation Coordinator (JTA Connexion) at this address:

JTA Connexion
100 North Myrtle Avenue
Jacksonville, Florida 32204
Attn : Michael Landrum

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

B. Grievance Committee Hearing

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

C. Appeal to the Florida Commission for the Transportation Disadvantaged

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and the Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged. The appeal should be in writing and submitted within 60 days of the denial date. It should be address to the Florida Commission for the Florida Transportation Disadvantaged at 605 Suwannee Street, MS-49, Tallahassee, Florida, 32399-0450.

D. Appeal to the Judicial Court System

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

Section 5: Grievance Committee Procedures

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

Schedule Meetings

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

Notification

Northeast Florida Regional Council staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

Written Minutes

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

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

Communication with other Agencies

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

ADA Eligibility Appeal Process

Persons who are denied eligibility for ADA paratransit service by JTA have the right to request a hearing to appeal to the JTA Appeals Committee.

a. Filing an Appeal

1. An appeal request shall be submitted in writing to the JTA or by phone (904)265-6001 within sixty (60) days of the original determination. If the determination is on a weekend or legal holiday, an appeal will be accepted on the next subsequent business day.

2. Appellants are urged to clearly state in their appeal the reason(s) why they believe the determination does not accurately reflect their ability to use JTA's fixed route bus service. Written material regarding the specific functional ability of the Appellant or relating to the general nature of the individual's disability may also be submitted in support of the appeal.

b. Appeal

1. Once the appeals letter and supporting documentation is received by JTA staff, the client's information will be reviewed. If nothing in the eligibility decision is changed after reviewing all available information, an appeals hearing will be scheduled.

2. All information gathered during the interview, assessment, supporting documents and anything submitted with appeals letter will be copied and provided to the appeals committee.

3. JTA staff will notify the appellant, by mail concerning the scheduled date and time of the hearing.

4. The client may attend the hearing but it is not mandatory. In addition, the appellant may submit any other supporting documents either prior to the meeting or at the meeting. If the client does not attend the hearing, the appeals committee will review all information provided as listed in step 2.

5. A letter concerning the appeals decision will be mailed to the appellant within 30 days following the appeals hearing. If a determination is not completed within 30 days, the appellant will be granted temporary eligibility.



CTC Organization

County: Duval

CTC Status: Complete

Fiscal Year: 7/1/2023 - 6/30/2024

CTD Status: Complete

Date Initiated: 7/29/2024

CTC Organization Name: Jacksonville Transportation Authority

Address: 100 Myrtle Ave N

City: Jacksonville

State: FL

Zip Code: 32204

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: Yes

Local Coordinating Board (LCB) Chairperson: Ken Amaro County Commissioner

CTC Contact: Donovan Calicker

CTC Contact Title: Director, Mobility Services

CTC Contact Email: dcalicker@jtafla.com

Phone: (904) 633-5805

CTC Certification

I, Donovan Calicker, 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, Ken Amaro 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: Duval

CTC Status: Complete

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2023 - 06/30/2024

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	0	N/A	0	0	N/A	0
Complementary ADA Service	222,349	N/A	222,349	203,325	N/A	203,325
Paratransit						
Ambulatory	21,969	0	21,969	15,209	0	15,209
Non-Ambulatory	7,340	0	7,340	4,360	0	4,360
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	251,658	0	251,658	222,894	0	222,894
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)	251,658	N/A	251,658	222,894	N/A	222,894
Total - Contracted Transportation Operator Trips	251,658	0	251,658	222,894	0	222,894
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)	33,186	N/A	33,186	19,569	N/A	19,569
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	218,472	0	218,472	203,325	0	203,325
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	251,658	0	251,658	222,894	0	222,894



CTC Trips (cont'd)

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2023 - 06/30/2024

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	0	0	0
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	251,658	0	251,658	222,894	0	222,894
Low Income	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total - Passenger Type	251,658	0	251,658	222,894	0	222,894
Trip Purpose - One Way						
Medical	53,111	0	53,111	49,747	0	49,747
Employment	62,835	0	62,835	57,990	0	57,990
Education/Training/Daycare	21,559	0	21,559	20,151	0	20,151
Nutritional	10,924	0	10,924	4,101	0	4,101
Life-Sustaining/Other	103,229	0	103,229	90,905	0	90,905
Total - Trip Purpose	251,658	0	251,658	222,894	0	222,894
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	3,268	0	3,268	3,063	0	3,063
Total - UDPHC	3,268	0	3,268	3,063	0	3,063
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	11,116	N/A	11,116	8,211	N/A	8,211
Customer Feedback						
Complaints	217	N/A	217	328	N/A	328
Commendations	47	N/A	47	278	N/A	278



**Transportation
Disadvantaged**

CTC Vehicles & Drivers

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2023 - 06/30/2024

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	N/A	0
Complementary ADA Service Miles	2,156,942	N/A	2,156,942	1,999,495	N/A	1,999,495
Paratransit Miles	321,878	0	321,878	262,364	0	262,364
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	2,478,820	0	2,478,820	2,261,859	0	2,261,859
Roadcalls & Accidents						
Roadcalls	0	0	0	74	0	74
Chargeable Accidents	0	0	0	0	0	0
Vehicle Inventory						
Total Number of Vehicles	100	0	100	100	0	100
Number of Wheelchair Accessible Vehicles	0	0	0	0	0	0
Drivers						
Number of Full Time & Part Time Drivers	110	0	110	111	0	111
Number of Volunteer Drivers	0	0	0	0	0	0



**Transportation
Disadvantaged**

CTC Revenue Sources

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville
Transportation
Authority

Fiscal Year: 07/01/2023 - 06/30/2024

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	\$ 1,213,507	N/A	\$ 1,213,507	\$ 721,132	N/A	\$ 721,132
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	\$ 47,887	\$ 0	\$ 47,887	\$ 18,760	\$ 0	\$ 18,760
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	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 1,783,324	\$ 0	\$ 1,783,324	\$ 1,680,535	\$ 0	\$ 1,680,535
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 21,354,204	\$ 0	\$ 21,354,204	\$ 17,365,827	\$ 0	\$ 17,365,827
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 612,761	\$ 0	\$ 612,761	\$ 617,385	\$ 0	\$ 617,385
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	\$ 25,011,683	\$ 0	\$ 25,011,683	\$ 20,403,639	\$ 0	\$ 20,403,639



CTC Expense Sources

County: Duval

CTC Status: Complete

CTC Organization: Jacksonville Transportation Authority

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,064,490	\$ 0	\$ 1,064,490	\$ 1,426,142	\$ 0	\$ 1,426,142
Fringe Benefits	\$ 636,294	\$ 0	\$ 636,294	\$ 716,590	\$ 0	\$ 716,590
Services	\$ 330,243	\$ 0	\$ 330,243	\$ 459,391	\$ 0	\$ 459,391
Materials & Supplies Consumed	\$ 1,899,976	\$ 0	\$ 1,899,976	\$ 1,668,776	\$ 0	\$ 1,668,776
Utilities	\$ 17,750	\$ 0	\$ 17,750	\$ 16,323	\$ 0	\$ 16,323
Casualty & Liability	\$ 18,161	\$ 0	\$ 18,161	\$ 2,687	\$ 0	\$ 2,687
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 21,861	\$ 0	\$ 21,861	\$ 21,010	\$ 0	\$ 21,010
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	\$ 6,521,771	\$ 0	\$ 6,521,771	\$ 7,202,022	\$ 0	\$ 7,202,022
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	\$ 14,501,137	N/A	\$ 14,501,137	\$ 8,890,698	N/A	\$ 8,890,698
Total - Expense Sources	\$ 25,011,683	\$ 0	\$ 25,011,683	\$ 20,403,639	\$ 0	\$ 20,403,639

County: Duval
 CTC: Jacksonville Transportation Authority
 Contact: Donovan Calicker
 100 Myrtle Ave N
 Jacksonville, FL 32204
 904-633-5805
 Email: dcalicker@jtafla.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	3,268



Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	181,664	203,325	222,349
Paratransit	16,862	19,569	29,309
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	198,526	222,894	251,658

Vehicle Data	2022	2023	2024
Vehicle Miles	2,355,157	2,261,859	2,478,820
Roadcalls	83	74	0
Accidents	0	0	0
Vehicles	93	100	100
Drivers	100	111	110

Passenger Trips By Trip Purpose	2022	2023	2024
Medical	42,974	49,747	53,111
Employment	48,052	57,990	62,835
Ed/Train/DayCare	11,748	20,151	21,559
Nutritional	8,634	4,101	10,924
Life-Sustaining/Other	87,118	90,905	103,229
TOTAL TRIPS	198,526	222,894	251,658

Financial and General Data	2022	2023	2024
Expenses	\$17,245,788	\$20,403,639	\$25,011,683
Revenues	\$17,245,788	\$20,403,639	\$25,011,683
Commendations	329	278	47
Complaints	495	328	217
Passenger No-Shows	11,598	8,211	11,116
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2022	2023	2024
CTD	16,862	19,569	33,186
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	181,664	203,325	218,472
TOTAL TRIPS	198,526	222,894	251,658

Performance Measures	2022	2023	2024
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	28,375	30,566	0
Avg. Trips per Passenger	61.12	72.77	77.01
Cost per Trip	\$86.87	\$91.54	\$99.39
Cost per Paratransit Trip	\$86.87	\$91.54	\$99.39
Cost per Total Mile	\$7.32	\$9.02	\$10.09
Cost per Paratransit Mile	\$7.32	\$9.02	\$10.09

Trips by Provider Type	2022	2023	2024
CTC	0	0	0
Transportation Operator	198,526	222,894	251,658
Coordination Contractor	0	0	0
TOTAL TRIPS	198,526	222,894	251,658

From: [Zeruto, Dan](#) on behalf of [CTD AOR](#)
To: [Donovan Calicker](#); [Peter McArdle](#)
Cc: [Summer Jones](#)
Subject: FW: Duval FY23/24 - All Sections Submitted for Review Approved
Date: Thursday, September 12, 2024 2:17:57 PM
Attachments: [image001.png](#)

You don't often get email from ctd.aor@dot.state.fl.us. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon Donovan,

I have reviewed the corrections and adjustments made to the FY 2023-2024 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.

Florida Department of Transportation
Florida Commission for the



Data Collection System

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CTC Data & Status

County:

 ▾

Fiscal Year:

 ▾

Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date
Organization	Approved	09/12/2024	Approved	09/12/2024
Coordinated System	Approved	09/12/2024	Approved	09/12/2024
Trips	Approved	09/12/2024	Approved	09/12/2024
Vehicles & Drivers	Approved	09/12/2024	Approved	09/12/2024
Revenue Sources	Approved	09/12/2024	Approved	09/12/2024
Expense Sources	Approved	09/12/2024	Approved	09/12/2024

Thank you –

-Dan-

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



Daniel Zeruto
Transportation Disadvantaged Specialist
Project Manager – Area 2
Tel: (850) 410-5704
Email: Dan.zeruto@dot.state.fl.us
Website: <https://ctd.fdot.gov/>

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399
Tel: (850) 410-5700 Fax (850) 410-5752
TD Helpline: 1-800-983-2435

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

From: DoNotReply-FDOTApp@dot.state.fl.us <DoNotReply-FDOTApp@dot.state.fl.us>
Sent: Friday, August 30, 2024 1:01 PM
To: CTD AOR <CTD.AOR@dot.state.fl.us>
Subject: Duval FY23/24 - All Sections Submitted for Review

All sections for Duval for fiscal year FY23/24 have been submitted for review. This is an automated email. Do not reply.

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2023- June 30, 2024

	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	1,562.00	1,570.00	1,541.00	1,494.00	1,552.00		1,552.0
Total Para Passenger Transported	19,981	22,638	23,084	24,531	22,402.00	21,278.00	22,757.00	23,168.00	23,396.00	24,933.00	24,948.00	22,062.00	275,178	22,931.5
Vehicles in Service (max)	61	61	65	71	66.00	62.00	62.00	64.00	59.00	57.00	56.00	60.00		62.0
Revenue Hours	12,621	13,289	13,524	14,730	12,995.93	12,428.13	13,119.50	13,077.28	12,236.07	12,320.68	12,292.95	11,840.10	154,475	12,872.9
Total Vehicle Hours	14,592	15,273	15,534	16,798	14,836.17	14,349.40	15,185.38	15,071.28	14,193.35	14,135.77	14,155.38	13,565.65	177,689	14,807.4
Revenue Miles	208,754	220,918	227,044	243,584	213,754.65	202,679.88	208,835.18	204,065.97	191,183.41	194,004.49	180,883.81	183,113.89	2,478,820.6	206,568.4
Total Vehicle Miles	236,683	249,398	256,206	274,982	241,603.61	231,182.75	239,543.52	233,037.44	221,561.37	222,729.10	217,622.08	215,867.74	2,840,417.1	236,701.4
Trip Status Detail														
Trips Requested (Trips booked)	24,909	29,004	28,324	29,650	28,889	27,979	29,506	28,569	29,268	30,345	30,494	27,290	344,227	28,685.6
Advanced Cancels (Advanced CA, User Error CE, Site Closure CC)	3,029	4,555	3,362	3,351	4,145	4,303	4,282	3,496	3,929	3,715	4,249	3,752	46,168	3,847.3
Scheduled Trips (Trips booked less advanced cancels)	21,880	24,449	24,962	26,299	24,744	23,676	25,224	25,073	25,339	26,630	26,245	23,538		24,838.3
No-Shows (No shows, cancelled @ door)	690	910	852	820	991	962	1,012	925	990	972	950	1,042		926.3
Late Cancel	530	594	667	650	633	598	582	516	540	438	453	405		550.5
Net No Shows	1,220	1,504	1,519	1,470	1,624	1,560	1,594	1,441	1,530	1,410	1,403	1,447		1,476.8
Not Transported - Error (NE, CP, NP)	28	8	17	13	12	9	68	131	2	11	18	12		27.4
Missed Trips (No-shows outside the window)	95	75	104	154	148	176	136	110	138	216	181	151		140.3
Same Day Cancels	2,206	2,250	2,077	2,288	2,554	2,578	2,586	2,160	2,273	2,047	1,840	1,807		2,222.2
Completed Trips	18,331	20,612	21,245	22,374	20,406	19,353	20,840	21,231	21,396	22,946	22,803	20,121	251,658	20,971.5
No-show % of Scheduled	5.6%	6.2%	6.1%	5.6%	6.6%	6.6%	6.3%	5.7%	6.0%	5.3%	5.3%	6.1%		0.1
CTC Call Center Information														
Calls Offered	15,112	16,828	16,186	18,063	20,664	19,455	19,656	18,283	20,402	21,022	20,108	18,640	224,419	18,701.6
Calls Answered	14,186	15,488	15,160	16,709	17,760	17,085	16,795	14,186	16,251	15,689	14,843	13,933	188,085	15,673.8
Calls (long) Abandoned	649	1,033	737	957	2,341	1,859	2,369	3,552	2,957	4,405	4,647	4,140	29,646	2,470.5
Hang-Ups (short abandon)	277	307	289	397	563	511	492	545	1,194	928	618	567	6,688	557.3
Average Hold Time (Secs)	65	95	65	67	119	111	177	307	196	358	479	420	2,458	204.9

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2023- June 30, 2024

	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
Complaints / Commendations														
Policy	1	3	1	2	1	6	7	1	6	1	3	2	34	2.8
Service	7	13	15	15	13	21	19	7	24	16	12	8	170	14.2
Vehicle	1	1	-	-	-	-	-	1	-	-	-	1	4	1.0
Other	1	-	1	1	2	1	2	1	-	-	-	-	9	1.3
Total Valid Complaints Received	10	17	17	18	16	28	28	10	30	17	15	11	217	18.1
Commendations by CTC	1	1	-	-	-	-	-	1	-	1	-	-	4	1.0
Commendations by Transportation Providers	1	11	3	-	2	2	7	2	7	4	4	-	43	4.3
Total Commendations	2	12	3	-	2	2	7	3	7	5	4	-	47	4.7
Complaints per 10,000 Trips	5.0	8.2	8.0	8.0	7.8	14.5	13.4	4.7	14.0	7.4	6.6	5.5	8.6	8.6
Service Reliability														
Total Completed Trips														
MV	11,912	12,553	10,917	7,566	6,612	6,787	7,127	6,675	5,837	6,740	6,639	7,126		8,041
CRC	4,050	4,088	5,358	5,952	5,363	4,361	4,645	4,471	4,691	4,457	4,299	3,964		4,642
PRK	-	-	848	4,776	4,093	3,747	4,050	4,401	4,204	3,819	3,357	3,371		
UZURV	2,369	3,971	4,122	4,080	4,338	4,458	5,018	5,684	6,664	7,930	8,508	5,660		5,234
Total Trips	18,331	20,612	21,245	22,374	20,406	19,353	20,840	21,231	21,396	22,946	22,803	20,121	251,658	20,972
Percent On-Time Trips P/U														
MV	89.6%	90.3%	88.0%	88.1%	84.7%	84.5%	89.1%	89.6%	86.4%	82.0%	86.0%	85.3%		87.0%
CRC	90.9%	89.3%	87.6%	88.7%	86.6%	86.6%	90.9%	91.5%	87.0%	85.9%	84.7%	84.1%		87.8%
PRK			80.2%	81.7%	81.8%	82.0%	88.6%	87.9%	83.4%	80.8%	84.9%	85.9%		
UZURV	98.0%	98.3%	98.1%	98.1%	98.4%	97.6%	97.7%	97.3%	97.7%	96.4%	97.2%	97.2%		97.7%
Total On-Time P/U	91.0%	91.6%	89.5%	88.7%	87.4%	87.4%	91.4%	91.7%	89.4%	87.5%	89.7%	88.5%	89.5%	89.5%
Percent On-Time Trips APP														
MV	94.8%	93.8%	91.7%	91.6%	91.7%	91.3%	92.3%	93.5%	94.1%	92.2%	93.7%	93.8%		92.9%
CRC	94.8%	93.7%	90.6%	91.6%	91.2%	91.2%	93.4%	94.7%	94.5%	92.3%	94.9%	93.3%		93.0%
PRK			88.6%	89.0%	89.7%	91.3%	92.9%	91.8%	93.5%	91.3%	93.0%	91.0%		
UZURV	99.8%	98.9%	99.1%	99.4%	99.7%	99.2%	99.4%	99.3%	99.6%	99.5%	99.6%	99.0%		99.4%
Total On-Time APP	95.5%	94.7%	92.8%	92.6%	92.8%	92.9%	94.4%	94.9%	95.5%	94.1%	95.7%	94.3%	94.2%	94.2%
Total Trips -P/U Includes No-Shows, Cancel Door and Missed Trips														
MV	12,481	13,224	11,559	8,029	7,084	7,216	7,594	7,057	6,234	7,194	7,065	7,588		8,527
CRC	4,234	4,304	5,622	6,230	5,677	5,677	4,899	4,667	4,955	4,697	4,571	4,207		4,978
PRK	-	-	916	5,047	4,389	4,025	4,308	4,639	4,460	4,062	3,567	3,597		
UZURV	2,436	4,100	4,241	4,164	4,456	4,632	5,218	5,913	6,891	8,197	8,835	5,946		5,419
TOTAL	19,151	21,628	22,338	23,470	21,606	21,550	22,019	22,276	22,540	24,150	24,038	21,338	266,104	22,175
Total Trips - APP Includes no-shows, Cancel Door and Missed Trips														
MV	5,510	6,194	5,320	4,047	3,611	3,433	3,481	3,332	2,950	3,313	3,366	3,602		4,013
CRC	2,019	1,958	2,552	2,879	2,631	2,631	2,271	2,207	2,584	2,638	2,285	2,178		2,403
PRK	-	-	343	1,894	1,677	1,649	1,619	1,968	2,071	2,103	1,817	1,885		
UZURV	1,110	1,746	1,965	1,957	1,875	2,037	2,321	2,570	2,600	3,121	3,541	2,122		2,247
TOTAL	8,639	9,898	10,180	10,777	9,794	9,750	9,992	10,077	10,205	11,175	11,009	9,787	120,983	10,082

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2023- June 30, 2024

	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
Late Pick-Ups														
MV	1,292	1,277	1,389	956	1,081	1,119	830	733	847	1,294	986	1,116		1,077
CRC	386	459	696	705	763	763	444	396	646	662	701	668		607
PRK	-	-	181	922	799	723	493	563	740	778	538	508		
UZURV	49	70	79	79	71	110	118	162	161	294	246	169		134
TOTAL	1,727	1,806	2,345	2,662	2,714	2,715	1,885	1,854	2,394	3,028	2,471	2,461	28,062	2,339
Late APP														
MV	284	382	442	339	298	298	267	218	173	257	212	224		283
CRC	104	124	240	243	232	232	150	116	142	202	116	147		171
PRK	-	-	39	208	172	143	115	161	135	183	128	169		
UZURV	2	19	17	11	5	17	13	19	10	16	15	21		14
TOTAL	390	525	738	801	707	690	545	514	460	658	471	561	7,060	588
Complaints (Valid only)														
MV	8	14	11	8	12	12	17	11	15	11	6	6		11
CRC	1	2	6	2	1	3	4	5	-	-	4	-		3
PRK	-	-	-	3	1	2	5	1	9	4	1	1		
JTA	1	1	-	5	2	2	2	20	6	2	4	4		4
TOTAL	10	17	17	18	16	19	28	37	30	17	15	11	0	20
Accidents - Person Only (Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	1	0	0	0	1	1.0
PRK	0	0	0	0	0	0	0	0	0	0	0	0		
TOTAL	-	-	-	-	-	-	-	-	1	-	-	-	1	1.0
Accidents - Person Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK	0	0	0	0	0	0	0	0	0	0	0	0		
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2023- June 30, 2024

	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
Accidents - Vehicle Only (Chargeable)														
MV	3	1	0	7	4	0	0	3	0	0	0	0	18	3.6
CRC	0	1	0	0	2	3	0	0	0	0	0	0	6	2.0
PRK			0	0	0	2	0	0	0	0	0	0		
TOTAL	3	2	-	7	6	5	-	3	-	-	-	-	26	4.3
Accidents - Vehicle Only (Non-Chargeable)														
MV	0	0	0	0	0	0	3	0	0	0	0	0	3	3.0
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK			0	0	0	0	0	0	0	0	0	0		
TOTAL	-	-	-	-	-	-	3	-	-	-	-	-	3	3.0
Accidents - Person & Vehicle (Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK			0	0	0	0	0	0	0	0	0	0		
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Person & Vehicle (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
PRK			0	0	0	0	0	0	0	0	0	0		
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Chargeable	3	2	-	7	6	5	-	3	1	-	-	-	27	3.9
Total Non-Chargeable	-	-	-	-	-	-	3	-	-	-	-	-	3	3.0
Total Accidents	3	2	-	7	6	5	3	3	1	-	-	-	30	3.8
Accidents per 100,000 Miles	1.4	0.9	0.0	2.9	2.8	2.5	1.4	1.5	0.5	0.0	0.0	0.0	1.2	1.7
Total Roadcalls (Major)														
	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2023- June 30, 2024

	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	
Trip Purpose														
Employment	4,756	5,218	5,673	5,654	5,069	4,636	5,235	5,378	5,251	5,921	5,473	4,571	62,835	5,236.3
<i>Percent of Total Trips</i>	26%	25%	27%	25%	25%	24%	25%	25%	25%	26%	24%	23%		25%
Medical	3,885	4,697	4,304	4,924	4,242	3,945	4,538	4,441	4,361	4,707	4,659	4,408	53,111	4,425.9
<i>Percent of Total Trips</i>	21%	23%	20%	22%	21%	20%	22%	21%	20%	21%	20%	22%		21%
Dialysis	3,283	3,550	3,532	3,797	3,764	3,714	3,791	3,452	3,806	3,918	4,225	3,892	44,724	3,727.0
<i>Percent of Total Trips</i>	18%	17%	17%	17%	18%	19%	18%	16%	18%	17%	19%	19%		18%
Education	1,007	1,488	2,108	2,286	1,849	1,474	1,857	2,294	1,781	2,384	2,034	997	21,559	1,796.6
<i>Percent of Total Trips</i>	5%	7%	10%	10%	9%	8%	9%	11%	8%	10%	9%	5%		9%
Shopping	884	923	979	903	942	1,001	850	791	887	892	942	930	10,924	910.3
<i>Percent of Total Trips</i>	5%	4%	5%	4%	5%	5%	4%	4%	4%	4%	4%	5%		4%
Other	4,516	4,736	4,649	4,810	4,540	4,583	4,569	4,875	5,310	5,124	5,470	5,323	58,505	4,875.4
<i>Percent of Total Trips</i>	25%	23%	22%	21%	22%	24%	22%	23%	25%	22%	24%	26%		23%
TOTAL	18,331	20,612	21,245	22,374	20,406	19,353	20,840	21,231	21,396	22,946	22,803	20,121	251,658	20,972
Service Utilization														
Population Served/Passengers														
Ambulatory	15,746	17,953	18,391	19,525	17,844	16,962	18,160	18,624	18,599	20,094	20,050	17,518	219,466	18,288.8
Wheelchair	3,042	3,376	3,349	3,655	1,089	3,261	3,478	3,368	3,575	3,599	3,614	3,412	38,818	3,234.8
Scooter	1,193	1,309	1,344	1,351	3,469	1,052	1,119	1,173	1,222	1,240	1,284	1,132	16,888	1,407.3
Total	19,981	22,638	23,084	24,531	22,402	21,275	22,757	23,165	23,396	24,933	24,948	22,062	275,172	22,931.0
Population Served/Trips														
Ambulatory	14,147	16,000	16,637	17,437	15,909	15,106	16,320	16,731	16,646	18,129	17,961	15,637	196,660	16,388.3
Wheelchair	3,001	3,319	3,286	3,600	1,072	3,214	3,448	3,346	3,552	3,590	3,576	3,381	38,385	3,198.8
Scooter	1,183	1,293	1,322	1,337	3,425	1,033	1,072	1,154	1,198	1,227	1,266	1,103	16,613	1,384.4
Total	18,331	20,612	21,245	22,374	20,406	19,353	20,840	21,231	21,396	22,946	22,803	20,121	251,658	20,971.5
Trips by Funding														
ADA	16,600	18,439	19,057	19,812	17,854	17,022	18,299	18,516	18,638	19,857	19,700	17,218	221,012	18,417.7
NON	1,666	2,066	2,097	2,362	2,445	2,258	2,447	2,620	2,640	2,948	2,951	2,823	29,323	2,443.6
Other	65	107	91	200	107	73	94	95	118	141	152	80	1,323	110.3