



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



MEETING AGENDA

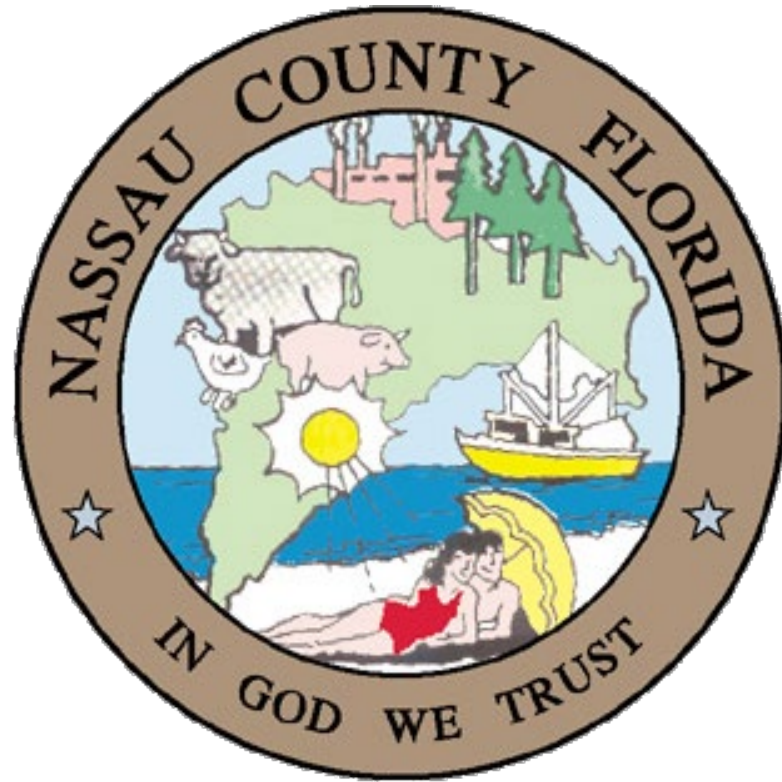
Nassau County Board of County Commissioner's Conference Room
96135 Nassau Place, Yulee, FL 32097
Zoom Meeting ID: 846 9180 9998
Call in # +1 786-635-1003 or +1 470-250-9358

Thursday, March 28, 2024, at 1:00 p.m.

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

The Nassau County Transportation Disadvantaged Program

*Prepared by the
Northeast Florida
Regional Council*



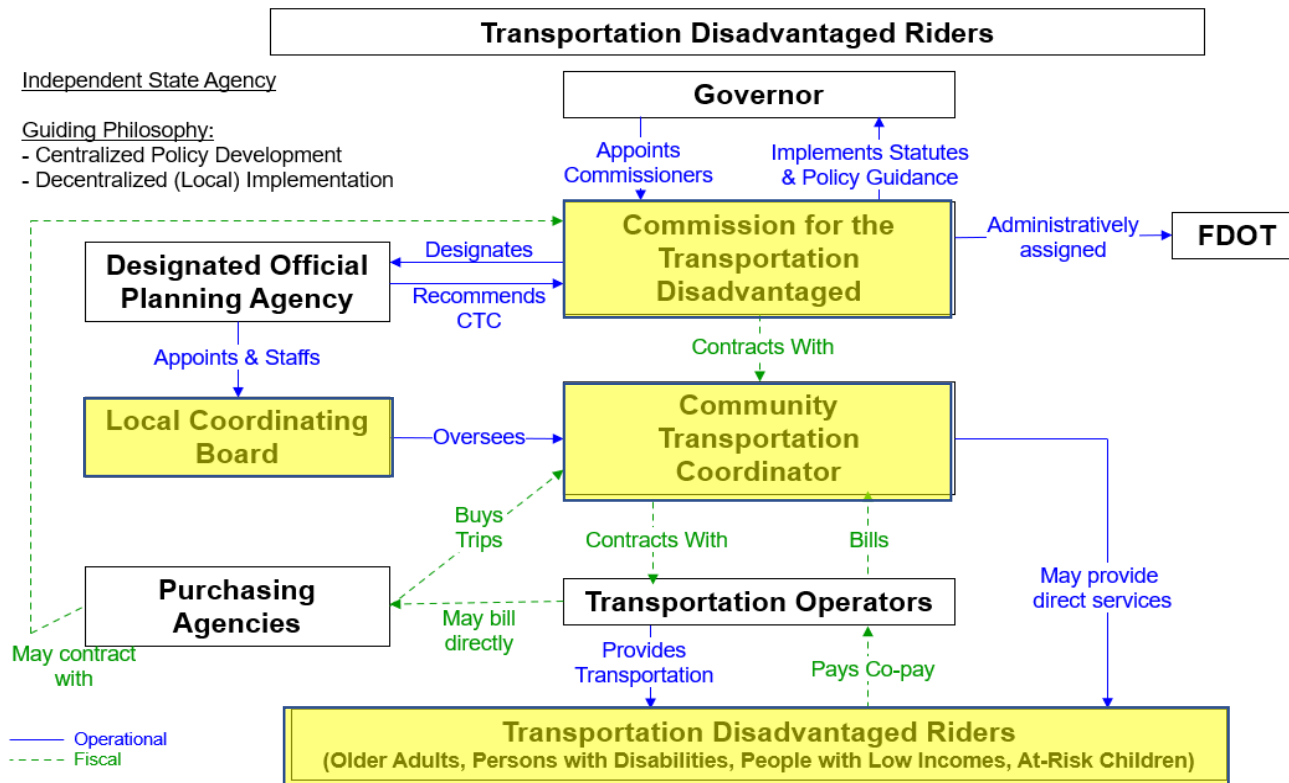
Key Definitions & Governing Statues of Program

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.



Nassau
TRANSIT



Powered by Nassau County Council on Aging



PARATRANSIT

54,876 TRIPS IN 2023

- REGISTERED, QUALIFIED PASSENGERS
- CURB-TO-CURB
- NEGOTIATED PICK-UP TIMES WITH 3-DAYS ADVANCE RESERVATIONS
- EVERY ADDRESS IN NASSAU COUNTY
- TUE – WED – THU TRIPS TO JACKSONVILLE (PRIMARILY MEDICAL)
- \$2 FARE EACH WAY (\$4 ROUND TRIP)

PUBLIC TRANSIT 5,766 TRIPS IN 2023

- **GENERAL PUBLIC - NO REGISTRATION OR QUALIFICATION**
- **BUS STOP-TO-BUS STOP / “READY RIDE” MICRO TRANSIT (ISLAND HOPPER)**
- **3 BUS STOPS IN NASSAU COUNTY – 2 IN FERNANDINA BEACH & 1 AT WINN-DIXIE YULEE**
- **SCHEDULED / PUBLISHED ROUTES WITH NO RESERVATIONS**
- **MONDAY TO FRIDAY - NASSAU EXPRESS SELECT**
- **SATURDAYS - AMELIA ISLAND HOPPER**
- **\$2 FARE EACH WAY (\$3 FOR NASSAU EXPRESS SELECT)**



NASSAU COUNTY COUNCIL ON AGING, INC; NassauTRANSIT

HIGHLIGHTS 2023

- **220 AVERAGE PARATRANSIT TRIPS A DAY**
- **1,804 AVERAGE MILES DRIVEN PER OPERATING DAY**
- **31,244 BUS OPERATOR HOURS WORKED**
- **449,248 TOTAL VEHICLE MILES**
- **2023 TRIPS HAVE INCREASED BY 46% COMPARED TO 2022.**
- **DRIVER HOURS WORKED INCREASED BY 20% WHICH SHOWS INCREASED EFFICIENCY**





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

MEETING AGENDA

Nassau County Board of County Commissioner's Conference Room
96135 Nassau Place, Yulee, FL 32097
Zoom Meeting ID: 846 9180 9998
Call in # +1 786-635-1003 or +1 470-250-9358

Thursday, March 28, 2024, immediately following the Public Hearing
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Gray
2. Additions, Deletions, and Changes to the Agenda – Chair Gray
3. Approval of September 21, 2023, Meeting Minutes – Chair Gray *
4. Approval of November 16, 2023, Meeting Minutes – Chair Gray *
5. Election of a Vice-Chair*
6. Grievance Committee Appointments*
7. Evaluation Committee Appointments*
8. LCB Membership – Review/Approval*
 - a. Current Membership Vacancies – LCB Volunteer Form
9. Procurement: CTC Recommendation*
10. Northeast Florida Regional Council Update – Ms. Jones
 - a. Annual CTC Evaluation – Discussion of date/time for ride-along
11. Community Transportation Coordinator (CTC) System Update – Ms. Cherney
 - a. CTC Quarterly Update
 - b. Grants Update* (Approval if required)
12. Regional Transit Working Group Report – Jacksonville Transit Authority/Haskell
13. Old Business
14. New Business
15. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
16. Member and Department Reports
17. Adjournment – Chair Gray

Next LCB Meeting: May 16, 2024, at 1 p.m.
Nassau County Commission Chambers, 96135 Nassau Place, Yulee FL 32097



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

Thursday, September 21, 2023

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Nassau County Commission
Hon. Jeff Gray

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 Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, September 21, 2023. Chair Jeff Gray called the meeting to order at 1:00 p.m. with the following members present:

Nassau County Board of County Commissioners	Jeff Gray (In-Person)
Florida Department of Transportation	Janell Damato (Virtual)
Department of Children and Family Services	Christina Gillis (Virtual)
Florida Department of Education, Vocational Rehabilitation	Rochelle Price (Virtual)
Nassau County Veterans Services	Bob Sullivan (Virtual)
ElderSource	Janet Dickinson (Virtual)
Agency for Healthcare Administration	Reeda Harris(In-Person)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)

Members Not Present

Nassau County Public Schools	Brad Underhill
Northeast Florida Community Action Agency	Celena Farmer
Elderly	Van Dyke Walker
Nassau County School Board	Patricia Langford
CareerSource Northeast Florida	Sean Rush
Florida Department of Health Nassau County	Barb Baptista

Community Transportation Coordinator Staff Present

Jules Cherney (In-Person)

Planning Agency Staff Present

Noel Comeaux and Annie Sieger (In-Person)

Guests

Charlie George, Taylor Hartman, Theodis Perry (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 18, 2023, Meeting and Public Hearing Minutes*

Ms. Gillis motioned for the approval of the meeting minutes. Ms. Harris seconded the motion. The May 18, 2023, meeting minutes were approved unanimously.

4. LCB Membership

- a) Current Membership Vacancies
 - 1. Disabled
 - 2. Citizen Advocate/User
 - 3. Citizen Advocate/Non-User
 - 4. Private For-Profit Transportation

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) The 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 * (Multiple Items for Approval)

- a) CTC Quarterly Update –

**NASSAU COUNTY COUNCIL ON AGING, INC. / NassauTRANSIT
OPERATING REPORT as of JUNE 30, 2023**

	3 MONTHS ENDING JUNE 30					12 MONTHS ENDING JUNE 30				
	2023	2022	CHG AMT	CHG PCT		2023	2022	CHG AMT	CHG PCT	
1	10,765	10,235	530	5.2%	TRANSPORTATION DISADVANTAGED	41,906	31,508	10,398	33.0%	1
3	3,470	2,243	1,227	54.7%	SENIORS PROGRAMS AND SERVICES	12,970	5,979	6,991	116.9%	3
6	14,235	12,478	1,757	14.1%	TOTAL PARATRANSIT TRIPS	54,876	37,487	17,389	46.4%	6
7	64	64	0	0.0%	OPERATING DAYS (excl. holidays, Sat & Sun)	249	249	0	0.0%	7
8	222.4	195.0	27.5	14.1%	TOTAL PARATRANSIT TRIPS PER DAY	220.4	150.6	69.84	46.4%	8
9	9,330	7,226	2,104	29.1%	BUS OPERATOR HOURS WORKED	31,244	26,135	5,109	19.5%	9
10	1.53	1.73	(0.20)	(11.6)%	TOTAL PARATRANSIT TRIPS PER HOUR WORKED	1.76	1.43	0.32	22.4%	10

- Ms. Cherney provided an update on the quarterly report ending June 30, 2023.
 - There has been a 14% increase in paratransit ridership in the last quarter, with a 46% increase year-over-year. This increased demand can be attributed to reopening the Council on Aging locations in Fernandina Beach and Hilliard, which have been closed since the start of the COVID-19 pandemic.
 - Average daily paratransit trips have increased to an average of 220/day, greater than the 195/day in the last quarter.
 - There have been some recent retirements in the paratransit bus driver pool, likely resulting in fewer bus operator hours worked in the coming quarter.

- b) Hurricane Idalia Impacts – minor impacts from the storm were observed in the area. Still, efforts were made to coordinate community needs with the local dialysis centers, which provide critical services for patients and the healthcare sector.

- c) Grants Update *(Approval if Required) – The current grant program that provides 100% reimbursement for operating costs will be fully expended by the end of October 2023. This means that the County will revert to the older 5311 grant that provided 50% reimbursement for operating costs. This transition will impact the budget's revenue side, but those impacts are currently undetermined. An update will be provided at the next quarterly meeting.

- d) LCB Request for Approval:
 1. 2023-2024 Rate Model* - rates were originally provided at the May quarterly meeting, but there have been some recent changes that necessitated a review and resubmittal of the rates for review and consideration by the LCB. The updated rates are:
 - Ambulatory = \$15.94/passenger trip
 - Wheelchair = \$27.32/passenger trip

Ms. Damato motioned for the approval of the new rates and for those rates to be reflected in the TDSP update. Ms. Stanford seconded the motion. The motion passed unanimously.

2. TD Program Membership (Rider) Application – Alternate*
 - i. The program underwent a recent audit, and it was found that the current rider application was missing a section on eligibility criteria. The updated application includes a new “Section 5 – Income/Accessibility Eligibility.” Documentation will need to be provided by the applicant during this process.
 - ii. It was recommended that language be included in Section 5 regarding the number of documents required to validate eligibility and state Driver License or Government Issued ID.

Ms. Harris motioned for the approval of the new application with recommended changes to address eligibility documentation and the use of a government-issued identification in Section 5. Ms. Damato seconded the motion. The motion passed unanimously.

Items 6d3 and 6d4 on the agenda were addressed in this discussion.

7. Old Business

There was no old business.

8. New Business

There was no new business.

9. Public Comment

There was no public comment.

10. Member and Department Reports

There were no member reports.

11. Adjournment

There being no further discussion, Chair Gray adjourned the meeting at 1:39 p.m. The next LCB meeting will occur on November 16, 2023, at 1:00 p.m. in the Nassau County Board of County Commissioners Meeting Room.

DRAFT

ATTENDANCE RECORD
 NASSAU COUNTY
 LOCAL COORDINATING BOARD

Position	Name/Alt.	11/17/22	2/16/23	5/18/23	9/21/23
1. Chairperson	Jeff Gray	a	P	P	P
2. Dept. of Transportation	Janell Damato / ALT	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis	P	a	a	P
4. Public Education	Brad Underhill	P	a	a	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	-	-	P	P
6. Veteran Services	Bob Sullivan	P	a	a	P
7. Econo. Disadvan (Comm. Action)	Celena Farmer	a	a	a	a
8. Elderly	Van Dyke Walker	a	a	a	a
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate /Non User	Vacant	-	-	-	-
12. Children at Risk	Patricia Langford	a	a	a	a
13. Dept. Of Elder Affairs	Janet Dickinson	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Dept. of Health Care Adm.	Reeda Harris / ALT	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / ALT	P	P	a	P
17. Regional Workforce Dev. Brd.	Sean Rush / ALT	P	P	P	a
18. Local Medical Community	Barb Baptista / ALT	P	P	P	a

VACANCIES

Disabled
 Citizen Advocate/User
 Citizen Advocate/Non User
 Private For Profit Transportation

PLEASE SIGN IN!



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: September 21, 2023
Time: 1:00 p.m.

Nassau County Commission Chambers, 96135 Nassau Place, Yulee FL 32097

Name	Address	Phone	E-Mail
Jura Cheryl	Nassau TRANSIT/NECOA		JCherney@nassaucounty.com
Charlie George	204 Ash St / City of Fernandina	904-310-3101	CGeorge@fbfl.org
Taylor Hartman	204 Ash St / City of FB	904-310-3485	Thartman@fbfl.org
Theodis Perry	FTA 100 LaVillh Stx	904-630-3129	tperry@fbfl.org
Reeda Harris	921 N. Davis St. Sx, FL	904-798-42510	reeda.harris@ahca.myflorida.com



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

Thursday, November 16, 2023

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Nassau County Commission
Hon. Jeff Gray

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 Nassau County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, November 16, 2023. Chair Jeff Gray called the meeting to order at 1:03 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chair	Jeff Gray (In-person)
FDOT	Janell Damato (Virtual)
Department of Children and Families	Donna Johnson (Virtual)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin.	Reeda Harris (Virtual)
Regional Workforce Dev. Board	Sean Rush (In-person)
Medical Community	Barb Baptista (In-person)

Members Not Present

Representing:	Voting Member:
Public Education	Brad Underhill
Dept. of Education (Voc. Rehab.)	Rochelle Price
Veterans Services	Bob Sullivan
Community Action (Econ. Disadvantaged)	Celena Farmer
Elderly	Van Dyke Walker
Children at Risk	Patricia Langford
Agency for Persons with Disabilities	Sheryl Stanford

Community Transportation Coordinator Staff Present

Mike Hays (In-Person)

Planning Agency Staff Present

Summer Jones, Eric Anderson, and Annie Sieger (In-Person)

Guests

Taco Pope, Marshall Eyerman, Janice Ancrum, and Scott Nile (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 September 21, 2023, Meeting Minutes*

There was a motion to approve the September 21, 2023, minutes by Mr. Scott Nile and seconded by Ms. Baptista. However, Mr. Nile is not a voting member. The September 21, 2023, Meeting Minutes will be brought back to the February 15, 2024, meeting.

4. LCB Membership

- a) Current Membership Vacancies
 1. Disabled
 2. Citizen Advocate/User
 3. Citizen Advocate/Non-User
 4. Private For-Profit Transportation

- b) Donna Johnson will be representing the Department of Children and Families. Christina Gillis will become the alternate member.

5. Northeast Florida Regional Council Update

- a) Summer Jones- the new TD Coordinator- gave a brief introduction of 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 pm. 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.

- c) Nassau County and the Jacksonville Transportation Authority (JTA) have sent out a survey for a Transit Study. The survey must be completed by January 13, 2024.

- d) Mr. Anderson briefly discussed the Request for Proposal (RFP) Process to set expectations. The NEFRC will work with the County on a step-by-step process.

6. Grievance Procedure Review*

Grievance procedures are established for grievances to be brought before the Grievance Subcommittee. 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 were no suggested changes at this time. The grievance procedures were passed with unanimous approval under a motion from Ms. Damato and second by Mr. Rush.

7. Community Transportation Coordinator (CTC) System Update

- a) CTC Quarterly Update – Mr. Hays stated that there was a total of 10,259 paratransit trips for July, August, and September. This is a decrease of 21.4% for the same period in 2022. The decrease is due to Dayspring Village going self-service in approximately mid July 2023.

- b) Annual Operation Report* - Mr. Hays reviewed the Annual Operation Report, which was included in the meeting packet. The annual passenger trips are:
 - i. 2021 = 30,615 passenger trips
 - ii. 2022 = 41,799 passenger trips
 - iii. 2023 = 60,643 passenger trips

There was a 31% increase in revenue from 2022 to 2023. Baptist Nassau donated \$45,000 for medical appointments.

The Annual Operation Report was passed with unanimous approval under a motion from Ms. Baptista and a second by Mr. Rush.

- c) Grants Update *(Approval if Required) – The grant submitted for a new \$146,000 bus has been approved. The grant will pay 100% for the bus.

The Council on Aging has been running on a Coronavirus Response and Relief Supplemental Appropriations Act (CRSSAA) grant for 100% operating costs. This was a pandemic related grant. This grant has been depleted. Starting November 1st, the Council on Aging will begin using grants that cover 50% of costs.

Mr. Rush motioned for the approval of the Grants Update. Ms. Baptista seconded the motion. The motion passed unanimously.

8. NassauTRANSIT Update

Ms. Ancrum stated that due to escalating operational costs, population growth, and increasing fuel prices they have decided to step down as the transportation provider since 1982. The County has grown, and the needs have changed. As of September 30, 2024, the Council on Aging will no longer be the transportation provider. They will work with the new Community Transportation Coordinator (CTC) to provide a smooth transition. Until then, they will continue business as usual.

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

There were no member or department reports.

13. Adjournment

There being no further discussion, Chair Gray adjourned the meeting at 1:50 p.m. The next LCB meeting and Annual Public Hearing will occur on February 15, 2024, at 1:00 p.m. in the Nassau County Board of County Commissioners Meeting Room.

DRAFT

ATTENDANCE RECORD
 NASSAU COUNTY
 LOCAL COORDINATING BOARD

Position	Name/Alt.	2/16/23	5/18/23	9/21/23	11/16/23
1. Chairperson	Jeff Gray	P	P	P	P
2. Dept. of Transportation	Janell Damato / ALT	P	P	P	P
3. Dept. Of Children and Families	Donna Johnson/ ALT	a	a	P	P
4. Public Education	Brad Underhill	a	a	a	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	-	P	P	a
6. Veteran Services	Bob Sullivan	a	a	P	a
7. Econo. Disadvan (Comm. Action)	Celena Farmer	a	a	a	a
8. Elderly	Van Dyke Walker	a	a	a	a
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate /Non User	Vacant	-	-	-	-
12. Children at Risk	Patricia Langford	a	a	a	a
13. Dept. Of Elder Affairs	Janet Dickinson	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Dept. of Health Care Adm.	Reeda Harris / ALT	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Dick-Stanford / ALT	P	a	P	a
17. Regional Workforce Dev. Brd.	Sean Rush / ALT	P	P	a	P
18. Local Medical Community	Barb Baptista / ALT	P	P	a	P

VACANCIES

Disabled
 Citizen Advocate/User
 Citizen Advocate/Non User
 Private For Profit Transportation

PLEASE SIGN IN!



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: November 16, 2023
Time: 1:00 p.m.

Nassau County Commission Chambers, 96135 Nassau Place, Yulee FL 32097

Name	Address	Phone	E-Mail
Scott Nicole			snicole@nassaucountycoa.org
MIKE HAYS	NCCOA		mihays@nassaucountycoa.org
JANIGY ANCELM	NCCOA President & CEO	904 753 1258	JANIGY@NASSAUCOUNTYCOA.ORG
Michelle Taco Pope	1620 Nectane ST FB 896161 Nassau PL, Yulee FL	904 530-6010	barbara_baptista@FLHealth.gov
Marshall Eyermann	Nassau County, Boca	904 530 6010	Teop@NassauCountyFL.com
Sean Paul		619 565-0560	meyermar@NassauCountyFL.com
Jeff Gray			SRush@CareerSourceFL.com
			jgray@nassaucountyfl.com

INTEREST FORM
FOR SERVICE ON THE
NASSAU 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.



**Transportation
Disadvantaged**

Nassau County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Thursday, March 28, 2024

Northeast Florida Regional Council
Elizabeth Payne,
Chief Executive Officer

Nassau County Commission
Hon. Jeff Gray, Chair

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

MEMORANDUM

DATE: March 21, 2024

TO: Nassau County Local Coordinating Board

FROM: Nassau County CTC RFP Evaluation Committee
Northeast Florida Regional Council

SUBJECT: Recommendation for Nassau County Community Transportation
Coordinator

The NEFRC is designated as the Designated Official Planning Agency (DOPA) for the Transportation Disadvantaged Program for Nassau County. Sec. 427.015, Florida Statutes, states that each DOPA shall recommend to the Commission for the Transportation Disadvantaged (Commission) a single community transportation coordinator. P. 41-2.010, Florida Administrative Code, states that the selection of the Community Transportation Coordinator will be accomplished through public competitive bidding or proposals in accordance with applicable laws and rules.

The Nassau County Council on Aging (NCCOA) notified the Commission for the Transportation Disadvantaged on December 4, 2023, that they would be stepping down as the Community Transportation Coordinator (CTC) effective September 30, 2024. As a result, the NEFRC initiated a Request for Proposals (RFP) process for selecting a new CTC to serve Nassau County beginning on October 1, 2024.

To initiate the public competitive bidding process, a Request for Proposals (RFP) for the provision of service in Nassau County was published in the Florida Administrative Register (FAR) and posted to the NEFRC website on January 22, 2024. We received a response to the RFP from the following transportation agency: Jacksonville Transportation Authority (JTA)

After carefully considering all aspects of the RFP process, the evaluation committee believes the agency is capable of providing cost-effective, quality transportation disadvantaged service to Nassau County. The JTA has a proven record in the region and has excelled in serving its residents.

Recommendation:

The Nassau County CTC RFP Evaluation Committee unanimously recommends to the LCB that the NEFRC recommend to the Commission for the Transportation Disadvantaged that Jacksonville Transportation Authority (JTA) be the Community Transportation Coordinator for Nassau County.

CTC RFP – Attachment 1
Request or Proposals (RFP)

2024
Request for Proposal
Community Transportation Coordinator (CTC)
Transportation Disadvantaged Program

The Northeast Florida Regional Council and its advisor, the **Nassau County** Transportation Disadvantaged Local Coordinating Board (LCB), will accept proposals from qualified agencies or firms to coordinate transportation services for the transportation disadvantaged in Nassau County, Florida. The selected contractor will be recommended as the designated Community Transportation Coordinator (CTC) to the Florida Commission for the Transportation Disadvantaged (CTD). If approved by the CTD, the selected contractor will coordinate the administration and operation of the Transportation Disadvantaged system, as authorized by Chapter 427, Florida Statutes, and more fully described in Rule 41-2, Florida Administrative Code.

A. GENERAL INFORMATION

1. Competitive requests for qualifications and costs are structured as follows:
 - a. The criteria for evaluation of proposals are weighted by order of importance. Only these criteria will be used to determine the best response.
 - b. The Northeast Florida Regional Council will recommend to the CTD the agency or firm whose qualifications and response shall be determined to be in the best interest of the Northeast Florida Regional Council, hereinafter called the NEFRC, Nassau County, the State of Florida, and the transportation disadvantaged population of Northeast Florida.
2. Agencies or firms responding to this request shall bear all costs and expenses associated with its preparation. No claims shall be submitted to the NEFRC for preparation or presentation of proposals.
3. To ensure consistent responses and to provide correct information to all interested Proposers, questions regarding this Request for Proposals can be sent to Donna Starling at dstarling@nefrc.org no later than Friday, February 16, 2024, at 5:00 p.m.

The NEFRC will post the responses to the RFP questions to the NEFRC website (<https://www.nefrc.org/>) no later than Friday, February 23, 2024, at 5:00 p.m.

The NEFRC may request an oral presentation of any proposal submitted by a Proposer. If an oral presentation is requested by NEFRC, the oral presentation will occur on Monday, March 11, 2024, with a time to be determined.
4. All proposals shall be signed and sealed by an authorized corporate officer, principal or partner, as applicable.
5. Each Proposer shall be responsible for reading and completely understanding the requirements and specifications contained herein. The deadline for submission of proposals will be strictly adhered to. Late proposals will be returned unopened with the notation: Received after delivery time designated for receipt and opening in the legal notice.
6. Issuance of this RFP constitutes an invitation to present proposals from qualified and experienced agencies and firms. The NEFRC, as the Official Planning Agency, reserves the right to determine, in their sole discretion, whether any aspect of the statement of proposal satisfactorily meets the criteria established in this RFP, the right to seek clarification from any proposer or proposers submitting

proposals, the right to solicit proposals with any proposer or proposers submitting a response, and the right to reject any or all responses with or without cause. The NEFRC also reserves the right to modify the scope to be considered for this project. In the event that this RFP is withdrawn by the NEFRC or that the NEFRC does not proceed for any reason, including but not limited to the failure to occur of any of those findings or events set forth herein, the NEFRC shall have no liability to any proposer for any costs or expenses incurred in connection with the preparation and submittal of this RFP or otherwise.

7. **Governing Law.** The provisions of Florida law relating to transportation disadvantaged programs shall bind the CTC. The provision of Florida laws existing at the time of execution of the contract between the CTC and the Commission for the Transportation Disadvantaged shall prevail over the terms of the contract unless informed otherwise by the Commission for the Transportation Disadvantaged. The CTC specifically agrees to be bound by the provision of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, as they may be changed from time to time; provided, however, the CTC may request relief if changes in said laws materially alter the cost of providing services.

8. **No Lobby Provision.** All proposers are hereby placed on formal notice that neither the NEFRC, nor any members of the Nassau County Local Coordinating Board, nor any employees from the Northeast Florida Regional Council, nor any members of the Evaluation Committee, nor any commissioners or staff of the Commission for the Transportation Disadvantaged, are to be lobbied either individually or collectively concerning this proposal. Proposers and their agents who intend to submit a proposal for these services are hereby placed on formal notice that they are not to contact members of the NEFRC, nor staff members for such purposes as holding meetings of introduction, meetings related to the selection process, outside of those specifically scheduled by the NEFRC for negotiations or any other actions that may be interpreted as potentially influencing the results of this process. Failure to comply with this requirement shall result in an immediate disqualification of such agency/firm by the NEFRC from further consideration for this proposal.

9. **Ignorance of conditions or difficulties that may exist prior to the Proposal opening or of conditions or difficulties that may be encountered in the execution of the work pursuant to this proposal package as a result of failure to make the necessary examinations and investigations shall not excuse performance, or lack thereof, by the successful proposer, and the successful proposer shall fulfill in every detail, all of the requirements of the proposal package documents and attachments thereof.** Likewise, ignorance of preexisting conditions or difficulties, or conditions or difficulties encountered in the execution of the work pursuant to this proposal package, shall not support any claims whatsoever for extra compensation or for any extension of time.

10. The awarded vendor shall maintain auditable records concerning the procurement adequate to account for all receipts and expenditures and to document compliance with the specifications. These records shall be kept in accordance with generally accepted accounting methods, and the NEFRC, Nassau County, and the Commission for the Transportation Disadvantaged reserve the right to determine the record-keeping method required in the event of non-conformity. These records shall be maintained for (5) years after completion of the project and shall be readily available to the NEFRC, County, and Commission personnel with reasonable notice and to other persons in accordance with the Florida Public Disclosure Statutes.

B. PROGRAM HISTORY

1. **The Florida Coordinated System.** The Transportation Disadvantaged (TD) Program was created in 1979 through the enactment of Chapter 427. The purpose of the TD Program is to provide transportation for persons who, because of physical or mental disability, income, status, or age, are unable to transport themselves or 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 at-risk, as defined in Chapter 411.202, Florida Statutes.

In 1989, the Florida Legislature amended Chapter 427, Florida Statutes (FS) and in 1990 amended Rule 41-2, Florida Administrative Code (FAC) to provide guidelines for the Transportation Disadvantaged Program. The creation of an independent Commission for the Transportation Disadvantaged with expanded membership, powers and duties and responsibility for administration of the State's first trust fund was one of its achievements.

Since the legislative changes and reenactment of the Transportation Disadvantaged Program in 1989 and its expansion at the state and local levels, the implementation of coordinated transportation is accomplished through the following steps:

The Commission delegates the functions of transportation disadvantaged planning to the Northeast Florida Regional Council (NEFRC). The NEFRC provides staff support to an appointed Transportation Disadvantaged Coordinating Board and recommends to the Commission, the selection of the Community Transportation Coordinator.

A Transportation Disadvantaged Local Coordinating Board (LCB) was established to provide information, advice, and direction to the CTC relative to the coordination of transportation services. The Board evaluates services, funding applications, coordination strategies of service provision, and multi-county and regional opportunities. In conjunction with the NEFRC, the LCB recommends the selection of the CTC.

The CTC is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

2. The Nassau County Coordinated System. In December of 1982, the Nassau County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Nassau County, recommending the Nassau County Council on Aging, Inc. to serve as the Coordinated Community Transportation Provider. In 1983, the Nassau County Council on Aging amended the Articles of Incorporation to create Caravan as an agency function. The first Memorandum of Agreement was developed and approved in 1983. Beginning in 1984, the Nassau County Council on Aging began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients. The Council on Aging responded to subsequent RFPs and has maintained the contract with the Commission to serve as the CTC for Nassau County. On December 4, 2023, the Nassau County Council on Aging notified the Commission for the Transportation Disadvantaged that they would be stepping down as the Community Transportation Coordinator and would end services on September 30, 2024.

C. PROFESSIONAL SERVICES REQUIRED

The performance standards and scope of work that are the responsibility of the designated CTC are partly described below and will include those standards and scope of work described in Rule 41-2.011, Florida Administrative Code. The following is a summary of the responsibilities that the CTC will be expected to perform:

1. The CTC shall enter into a Memorandum of Agreement (MOA) with the Florida Commission for the Transportation Disadvantaged. This will be a five-year contract and shall be subject to annual review and evaluation. The MOA shall be negotiated and signed prior to the initiation of transportation services by the designated CTC.

2. The CTC shall coordinate the delivery of transportation services that meet the transportation needs identified in the Transportation Disadvantaged Service Plan (TDSP) to the maximum extent feasible within the fiscal restraints of participating programs.
3. The CTC, in a cooperative effort with LCB, shall prepare a service plan for the LCB that provides information needed by the Board to continually review and assess transportation disadvantaged service delivery and needs for the service area. The Service Plan must be completed no later than 120 calendar days after the Commission for the Transportation Disadvantaged officially designates the CTC.
4. The CTC shall maintain an accounting system in accordance with accounting procedures adopted by the Commission for the Transportation Disadvantaged. The Commission's current policy is available by contacting the CTD at 1-850-410-5700.
5. The CTC shall submit an Annual Operating Report (AOR) to the Commission for the Transportation Disadvantaged by September 15 of each year, with a copy provided to the Nassau County LCB. The CTC must submit this report to the LCB for review prior to submitting it to the Commission for the Transportation Disadvantaged.
6. The CTC shall comply with the Transportation Disadvantaged Service Standards for Nassau County. The Service Standards are included in the TDSP.
7. The CTC shall assure compliance with applicable Drug and Alcohol, Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, Disadvantaged Business Enterprise, and safety and insurance requirements of federal, state, or local laws, or adopted policies of the Commission for the Transportation Disadvantaged program requirements.
8. The CTC, with guidance from the LCB, shall develop Purchase of Service Contracts, Operator Contracts and Coordination Contracts, as needed.
9. The CTC will be responsible for determining initial eligibility for the non-sponsored TD Program according to established eligibility criteria. Eligibility will be reviewed on a recurring basis as determined jointly by the CTC and LCB and outlined in the TDSP.
10. The CTC will maintain client eligibility to ensure that transportation is provided according to the sponsoring agencies' criteria.
11. The CTC is responsible for the acquisition and maintenance of the necessary software, hardware, and databases to perform its required duties.
12. The CTC shall undergo an annual evaluation conducted by the LCB in order to assess the CTC's performance in general and relative to the standards established by the Commission for the Transportation Disadvantaged and the LCB. The evaluation tools used by the LCB to assess the CTC's performance include modules from the "QAPE, Evaluation Workbook for CTC" revised by the Commission for the Transportation Disadvantaged in June 2006; surveys of the riders on the coordinated system; and a review of the success of the CTC in fulfilling the goals and objectives adopted by the LCB in the Transportation Disadvantaged Service Plan
13. The CTC shall attend all LCB board meetings and subcommittee meetings to provide information, answer questions, and respond to individual or agency concerns.
14. The CTC will be responsible for monitoring the system to ensure that service to the clients is provided in a safe, reliable, and efficient manner and that problems and issues that may arise are

investigated and addressed

15. The CTC shall incorporate the "Nassau County Community Transportation CTC Service Complaint and Grievance Procedure" into its administrative procedures. The CTC shall be responsible for the monitoring and reporting of complaints, grievances, and commendations.

16. The CTC shall identify, record, and report to the LCB on a monthly basis at a minimum:

- Complaints (number and type for all trips);
- Non-sponsored grant summary (including trip number and monthly expenditure);
- Trip purpose for non-sponsored program;
- Trip count summary;
- Operating expense per passenger trip;
- Payments to operators; and
- Number of accidents and road calls.

The LCB or NEFRC may request additional data as needed.

17. The CTC shall maintain a resident manager in the service area who is authorized to make all day-to-day decisions on operations unless otherwise authorized by the Commission.

18. The CTC shall maintain sufficient office staff to perform all required administrative activities. The CTC shall ensure that the facility meets all local, state, and Federal housing code and other requirements.

19. The CTC shall integrate the use of school buses and public transit, when possible and cost-effective, into the transportation disadvantaged service.

20. The CTC shall pay contracted operators for all authorized, completed trips in accordance with Chapter 287.0585, Florida Statutes.

D. REQUIRED PROPOSAL CONTENTS - COMMUNITY TRANSPORTATION COORDINATOR

Address each area discussed below in the order and format presented. Where appropriate and/or required, provide relevant examples of reports, specifications, or other support material.

1. Experience and ability to coordinate transportation services.

a. Provide a plan describing how the CTC will coordinate and deliver coordinated transportation services to meet the needs of the transportation disadvantaged population in Nassau County. This plan shall address the needs identified in the TDSP.

b. Describe the agency/firm's experience with developing a Memorandum of Agreement and Service Plan.

c. Describe the agency/firm's accounting, invoicing, and reporting procedures that are to be used to meet the reporting requirements of the Annual Operating Report to the Commission for the Transportation Disadvantaged, and monthly and operating invoicing required by the LCB and the NEFRC.

d. Describe the procedure used from the time a call requesting a trip is received by the CTC through reconciliation of billing. This shall include, but not be limited to, handling of calls, operator assignments, establishing driver routing sheets, recording actual trips provided by the agency, and

preparation of an agency invoice. Indicate the computer software that will be used to perform these tasks and provide examples of manifests, invoices, etc.

e. Describe the agency/firm's program for sensitivity training of administrative, office, and call in-take personnel. Also, describe key personnel's familiarity with purchasing agencies' program requirements.

f. Describe how the agency/firm has satisfied and will continue to satisfy provisions of Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, and other applicable federal, state, and local requirements governing handicapped accessibility.

g. Describe the agency/firm's specific experience in coordinating multi-agency transportation needs, documentation of reduced trip costs resulting from coordination, ability to apply for transportation grants and contracts, and efficiently manage the contracts and accounting procedures to document individual trips and agency costs.

h. Describe the agency/firm's specific experience in coordinating multi-agency resources, including the ability to negotiate school bus use, coordinate with public transit systems, subcontract with private sector operators, and work with governmental agencies to maximize use of agency resources and improve coordinated transportation for the transportation disadvantaged.

i. Submit a signed statement certifying that the agency/firm is not on the state or federal list of ineligible or disbarred contractors in accordance with Florida Statutes section 287.133(3) (a) (see Appendix 1).

j. Submit a signed statement certifying that the agency/firm is a Drug-Free Workplace in accordance with Florida Statutes section 287.087 (see Appendix 2).

2. Quality Assurance. The CTC will be responsible for developing a program to ensure that the coordinated system provides high-quality service for its users.

a. Describe the quality assurance plan for the CTC and any contracted operators and coordination contractors.

b. Describe the procedure for providing customer service. Describe how the following will be monitored and reported: complaints/commendations, no-shows, cancellations, and trip denials.

c. Describe vehicle maintenance schedules for daily checks, weekly and monthly checks, and scheduled preventative maintenance schedules. Demonstrate adherence to schedules.

d. The CTC will be required to obtain input from the users of the system. Describe your plan to achieve this and how this input will be used.

e. Provide a statement of your agency/firm's or organization's philosophy on balancing the cost of transportation services with the need to maintain a sufficient number of stable, well-trained drivers with the constraints of funding.

3. Management Resources

a. Provide the agency/firm organizational structure.

b. Provide the resume of the proposed resident manager.

- c. Describe the required personnel and the general job descriptions necessary to coordinate the transportation disadvantaged services.
- d. Provide current contact information for at least three (3) references for the agency/firm and three (3) references for the proposed resident manager.

4. Transportation Operations

- a. How do you intend to provide coordinated services?
- Full brokerage
 - Partial brokerage
 - Coordinator/Operator
- b. Describe the process for procuring and contracting with operators, if applicable.
- c. Describe how your agency/firm will comply with federal and state laws or Commission policies relating to alcohol and drug testing and drug education to maintain a drug-free workplace.
- d. Describe the criteria and processes used to evaluate employees' performance, including drivers, employment procedures, EEO Policy, DBE Policy, personnel training procedures, personnel discipline procedures, and termination policies.
- e. Describe the company training policies and experience relating to sensitivity training in the transportation of elderly, disabled, and other disadvantaged persons.
- f. In the event of a vehicle breakdown or no-show driver, describe the procedure used to operate transportation on time and as scheduled.
- g. Describe the procedure to monitor in accordance with Chapter 14-90, F.A.C.:
- Driver screening, selection, and training;
 - Sensitivity and first aid training for employees; and
 - Vehicle safety inspection and maintenance training

5. Financial Capacity to Undertake Project

- a. Provide a description of the agency/firm's assets, financial and capital, and include the latest financial audit of the agency/firm prepared by an independent auditor or Certified Public Accountant (CPA). If your agency/firm is not required to conduct an audit, please state the reason an audit is not required and provide financials prepared by an independent accountant or accounting agency.
- b. Provide proposed fleet (vehicle type, capacity, accessibility, year) at service start-up. Include a statement concerning the agency/firm's ability to acquire additional capital equipment as may be required to provide this service.
- c. Because of the payment schedule to the purchasing agencies, the CTC must have a 45-day cash reserve based on the estimated proposed annual budget. Document that the reserve will be available and will be utilized only in the Nassau County coordinated system.

6. Finance Plan and Proposed Rates

- a. Provide a detailed proposed annual budget showing expected revenues by source and expenditures. The finance plan shall be sufficiently detailed so that a Fully Allocated Cost can be

determined and shall identify rates to be charged per trip for management services inclusive of coordination and operations. Rates must be calculated by the Commission for the Transportation Disadvantaged's Rate Calculation Model.

7. Understanding of the Request for Proposals

- a. Provide a Transition Plan describing the process and schedule to ensure a smooth changeover. Each activity listed in the Transition Plan must include a description of the task, a scheduled start date, and a scheduled completion date. Indicate the capital resources and time required for initiating the start-up, effective October 1, 2024.
- b. Identify any obstacles that would prevent the CTC from performing its responsibilities in the most cost-efficient and effective manner.

E. RFP SCHEDULE & SUBMISSION

1. The anticipated schedule for selection of the firm or agency as the designated Community Transportation Coordinator is given below. These dates are subject to change. If there are changes in the dates, each agency/firm that submits a proposal will be notified by a written addendum via email or the United States Postal Service.

January 22, 2024	Release of RFP
February 16, 2024	RFP Questions Due to NEFRC
February 23, 2024	NEFRC Response to RFP Questions
March 1, 2024, at 3:00 p.m., EST	Proposal Submission Deadline
March 11, 2024	Oral presentation (if requested by NEFRC)
March 2024	LCB decision on the recommendation of the top-ranked candidate to Commission for Transportation Disadvantaged.
April 4, 2024	NEFRC decision on the recommendation of the top-ranked candidate to CTD.
April-June 2024	The Commission for Transportation Disadvantaged makes the final decision for approval of the top-ranked candidate.
October 1, 2024	CTC Start-Up

2. Proposal Submittal

- a. All proposals must be delivered to the NEFRC staff at the address below no later than 3:00 P.M. EST on Friday, March 1, 2024. Late proposals will be rejected. Failure to comply with this, or any other paragraph of the Request for Proposals, shall be sufficient reason for rejection of the proposal.
- b. Submit one original and one electronic copy (PDF preferred) on a flash drive.

c. Address the mailing envelope as follows:

Donna Starling
Northeast Florida Regional Council
100 Festival Park Avenue
Jacksonville, FL 32202
Nassau County RFP

d. **Mark the proposals as follows:**

Community Transportation Coordinator for the Transportation Disadvantaged Program
Request for Proposals
Nassau County CTC

e. The Northeast Florida Regional Council reserves the exclusive rights to:

- Waive any informalities in the selection process;
- Accept or reject any or all proposals in part or in whole, with or without cause;
- Request additional information if appropriate;
- Limit and determine the actual contractual services to be included in a final proposed contract; and
- Reject all submittals if found by the NEFRC not to be in the best interest of this jurisdiction.

F. EVALUATION CRITERIA, COMMITTEE & PROPOSER QUESTIONS

1. Proposals meeting all the mandatory minimum requirements will be reviewed by the Evaluation Committee, which is composed of NEFRC staff and others with relevant technical and planning experience with coordination of transportation disadvantaged service.

2. The Evaluation Committee will evaluate each proposal submitted on the listed criteria. The evaluation of each proposal will involve point scoring based on the extent to which it meets the RFP requirements.

3. The Evaluation Committee will evaluate each proposal submitted on the listed criteria. The weighting for each criterion has been assigned as follows:

a. Experience and Ability to Coordinate Transportation Services	20
b. Quality Assurance	10
c. Management Resources	10
d. Transportation Operations	15
e. Financial Capacity to Undertake Project	20
f. Finance Plan and Rates	15
g. Understanding of Proposal to the RFP	10

Total Possible Points	100
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4. Each Evaluation Committee member will assign a numerical ranking for each proposer in each of the evaluation criteria. Scores will be totaled and presented to the Nassau County Transportation Disadvantaged Local Coordinating Board, which will then provide its recommendation to the NEFRC.

The recommendations from the LCB and NEFRC will be transmitted officially to the Florida Commission for the Transportation Disadvantaged (CTD), which will make the final selection and decision of the CTC. No designation of the CTC will be final until approved by the CTD.

Upon approval by the CTD, the CTC will enter into a five-year contract with the Commission for Transportation Disadvantaged. The CTC will undergo an annual evaluation by the LCB under the CTD guidelines. During the fifth year, the NEFRC will initiate a Request for Proposals to provide other agencies/firms an opportunity to be designated the Community Transportation Coordinator.

5. All questions concerning the technical specifications of this Request for Proposals must be submitted in writing via email to Donna Starling at dstarling@nefrc.org on or before Friday, February 16, 2024. Phone confirmation only for the purpose of receipt of questions can be made by calling (904) 279-0880. The written response will be the Northeast Florida Regional Council's official response and will be posted on a web page specific to this procurement.

G. GENERAL CONTRACT ISSUES

1. **Public Entity Crimes.** As required by Florida State Statute 287.133, (2) (a) (see Appendix 1), A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or a public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in s.287.017 for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list. Any person must notify the City within 30 days after a conviction of a public entity crime applicable to that person or to an affiliate of that person.

2. **Insurance Requirements.** Prior to commencing work and during the Contract term, the Contractor at its sole expense shall provide commercial insurance of such a type and with such terms and limits as may be reasonably associated with the Contract as required by the Florida Commission for the Transportation Disadvantaged and the State of Florida. Providing and maintaining adequate insurance coverage is a material obligation of the Contractor. Prior to commencing work, the Contractor shall provide a certificate of insurance for each required coverage naming the Florida Commission for the Transportation Disadvantaged as "additional insured". The limits of coverage under each policy maintained by the Contractor shall not be interpreted as limiting the Contractor's liability and obligations under the Contract. All insurance policies shall be through insurers authorized or eligible to write policies in Florida.

3. **Indemnity.** The successful CTC shall indemnify and hold harmless the Northeast Florida Regional Council, Nassau County, and their agents and employees from and against all claims, demands, actions or suits for, injury, sickness, disease or death to CTC employees or other persons, or damage to property, including loss of use thereof, including attorneys fees, arising out of or resulting from the performance of the CTC's obligations under this contract award. The CTC is an independent contractor. The CTC agrees to defend, on behalf of the Northeast Florida Regional Council, Nassau County, any suits brought jointly against the CTC and the Northeast Florida Council, the Northeast Florida Regional Council or Nassau County, or against the Northeast Florida Regional Council, or Nassau County together or separately, arising out of any of the aforesaid causes, and to reimburse the Northeast Florida Regional Council, or Nassau County for attorneys fees, settlements, costs, judgments, satisfactions, or other expenses incurred by the Northeast Florida Regional Council in any manner connected with any suits or claims. For ten dollars (\$10.00) and other specific valuable consideration the receipt and sufficiency of which is hereby acknowledged, the CTC agrees that its

obligation to the Northeast Florida Regional Council and Nassau County extends to and includes liability for the sole, contributory, or concurrent negligence of the Northeast Florida Regional Council, its employees or agents. This responsibility shall, include, but shall not be limited to, liability for damages resulting from injury or damage to any employee of the CTC, regardless of whether the CTC has paid the employee under the provisions of any workmen's compensation laws or similar legislation.

4. The final decision will be communicated to the Proposers via mail or email. In accordance with Florida Statutes section 120.57, Any person who is adversely affected by the agency decision or intended decision shall file with the agency a notice of protest in writing within 72 hours after the posting of the notice of decision or intended decision. With respect to a protest of the terms, conditions, and specifications contained in a solicitation, including any provisions governing the methods for ranking bids, proposals, or replies, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract, the notice of protest shall be filed in writing within 72 hours after the posting of the solicitation. The formal written protest shall be filed within 10 days after the date the notice of protest is filed. Failure to file a notice of protest or failure to file a formal written protest shall constitute a waiver of proceedings under this chapter. The formal written protest shall state with particularity the facts and law upon which the protest is based. Saturdays, Sundays, and state holidays shall be excluded from the computation of the 72-hour time periods provided by this paragraph. The NEFRC reserves the right to segment proposals or accept portions of proposals as is in the best interest of the program and the NEFRC. Final price negotiation will be the result of the selection of all or a portion of the most successful proposal.

5. Right of Rejection. The NEFRC reserves the right to waive any informality in any proposal, to reject any or all proposals in whole or in part, with or without cause, and/or to accept the proposal that in its judgment will be in the best interest of the NEFRC and the citizens of Nassau County.

6. Public Records. Information supplied by the Proposer to the Council is subject to the Florida Public Records Law. Florida law provides that municipal records shall at all times be open for personal inspection by any person, Section 119.01, F.S., The Public Records Law. Information and materials received by the Council in connection with all Proposers responses shall be deemed to be public records subject to public inspection upon award, recommendation for award, or 30 days after bid opening, whichever occurs first. Section 119.071, F.S.

APPENDICES

- Appendix 1: Public Crimes Form
- Appendix 2: Drug Free Workplace Form.....

Other helpful resources are available at the Florida Commission for the Transportation Disadvantaged website: <https://ctd.fdot.gov/> and on the NEFRC website: <https://www.nefrc.org/> under Helpful Links.

Appendix 1: Public Crimes Form

SWORN STATEMENT UNDER SECTION 287.133 (3) (a), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted for _____.
2. This sworn statement is submitted by _____
Whose business address is: _____
and (if applicable) its Federal Employer Identification Number (FEIN) is _____.
(If entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____)
3. My name is _____ and my relationship to the entity named above is _____
4. I understand that a “public entity crime” as defined in Section 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
5. I understand that “convicted” or “conviction” as defined in Section 287.133 (1) (b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without adjudication of guilt, in any federal or state trial court of record, relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an “affiliate” as defined in Section 287.133(1) (a), Florida Statutes, means: (1) A predecessor or successor of a person convicted of a public entity crime; or (2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
7. I understand that a “person” as defined in Section 287.133(1) (e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the

provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

8. Based on information and belief, that statement which I have marked below is true in relation to the entity submitting this sworn statement. [Please indicate which statement applies.]

_____ Neither the entity submitting this sworn statement, nor one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of public entity crime subsequent to July 1, 1989.

_____ There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the Final Order.]

_____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the Final Order.]

_____ The person or affiliate has not been placed on the convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

Date: _____ Signature: _____

STATE OF: _____

COUNTY OF: _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority,
who after first being sworn by me, affixed his/her signature in the space provided above on this
_____ day of _____, in the year _____.

My commission expires:

Notary Public

Print, Type, or Stamp of Notary Public

Personally known to me, or Produced Identification:

Type of ID

Appendix 2: Drug Free Workplace Form

DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

_____ does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the Drug-Free statement.
4. Notify the employees that as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Authorized Signature

Print Name

Date

CTC RFP – Attachment 2
Jacksonville Transportation
Authority (JTA) Submission



JACKSONVILLE
TRANSPORTATION
AUTHORITY



REQUEST FOR PROPOSAL

Community Transportation Coordinator (CTC)
for Nassau County



100 LaVilla Center Drive
Jacksonville, FL
32204

Alexander “Xan” Traversa

**Director – Planning and Sustainability
System Development**

Jacksonville Transportation Authority

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Jacksonville, Florida 32204

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atraversa@jtafla.com

Letter from CEO

Mrs. Elizabeth Payne **March 1, 2024**

Chief Executive Officer

Northeast Florida Regional Council

100 Festival Park Avenue

Jacksonville, FL 32202

Dear Mrs. Payne,

As Chief Executive Officer of the Jacksonville Transportation Authority (JTA), I want to express our great enthusiasm as we submit the JTA's proposal to become the Community Transportation Coordinator (CTC) for Nassau County. In this proposal you will see a comprehensive plan outlining how the JTA can contribute to the enhancement and efficiency of transportation disadvantaged services in Nassau County.

The JTA has a proven track record of excellence in delivering high-quality, reliable, and customer-centric transportation solutions. With a deep understanding of the unique challenges and opportunities in delivering paratransit services from our experience as the current designated CTC for Duval and Clay Counties, we have crafted a proposal that reflects our commitment to innovation, sustainability, and community engagement.

Our vision extends beyond providing paratransit services; we aspire to be a partner in promoting independence, inclusivity, and a sense of community for individuals with unique transportation needs. We are confident that our proposal reflects this vision and our commitment to becoming a trusted partner in the continued growth and success as the CTC for Nassau County.

We welcome the opportunity to discuss our proposal in further detail and to address any questions or concerns you may have. Thank you for considering the JTA as a potential provider of transportation disadvantaged services in Nassau County.

Sincerely,

Nathaniel P. Ford Sr.

Chief Executive Officer

Jacksonville Transportation Authority

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Executive Summary

The Jacksonville Transportation Authority's (JTA) mission is to enhance Northeast Florida's economy, environment, and quality of life for all by providing safe, reliable, innovative, sustainable, and dignified mobility solutions and facilities. This proposal will outline the JTA's strong technical capacity, developed through decades of experience in transportation planning, design, and operations, enabling us to create a comprehensive transportation system that meets the community's needs. This response is to the Northeast Florida Regional Council and its advisor, the Nassau County Transportation Disadvantaged Local Coordinating Board's (LCB), Request for Proposal Community Transportation Coordinator (CTC). JTA more than meets the minimum criteria to be selected as the firm to be recommended as the designated Community Transportation Coordinator (CTC) to the Florida Commission for the Transportation Disadvantaged (CTD). If approved by the CTD, JTA will coordinate the administration and operation of the Transportation Disadvantaged system, as authorized by Chapter 427, Florida Statutes, and more fully described in Rule 41-2, Florida Administrative Code.

The JTA offers the most competitive response to qualifications and costs. Clear and concise information is provided to show how the JTA meets and exceeds all criteria for evaluation and is the best choice for the Northeast Florida Regional Council (NEFRC), Nassau County, the State of Florida, and the transportation disadvantaged population of Northeast Florida.

This response is structured to respond to the required proposal contents for the Community Transportation Coordinator.

1. Experience and Ability to Coordinate Transportation Services.
2. Quality Assurance.
3. Management Resources.
4. Transportation Operations.
5. Financial Capacity to Undertake Project.
6. Finance Plan and Proposed Rates.
7. Understanding of the Request for Proposals

The performance standards and scope of work that are the responsibility of the JTA are described throughout the response to the required proposal contents section and includes those standards and scope of work described in Rule 41-2.011, Florida Administrative Code. If selected as the designated CTC, the JTA's approach to performing the responsibilities expected of the CTC.

The JTA will enter into a Memorandum of Agreement (MOA) with the Florida Commission for the Transportation Disadvantaged. This will be a five-year contract and shall be subject to annual review and evaluation. The MOA shall be negotiated and signed prior to the initiation of transportation services by the designated CTC.

The JTA will coordinate the delivery of transportation services that meet the transportation needs

identified in the Transportation Disadvantaged Service Plan (TDSP) to the maximum extent feasible within the fiscal restraints of participating programs.

The JTA, in a cooperative effort with LCB, will prepare a service plan for the LCB that provides information needed by the Board to continually review and assess transportation disadvantaged service delivery and needs for the service area. The Service Plan will be completed no later than 120 calendar days after the Commission for the Transportation Disadvantaged officially designates the JTA as the CTC.

The JTA will maintain an accounting system in accordance with accounting procedures adopted by the Commission for the Transportation Disadvantaged.

The JTA will submit an Annual Operating Report (AOR) to the Commission for the Transportation Disadvantaged by September 15 of each year, with a copy provided to the Nassau County LCB. The JTA will submit this report to the LCB for review before submitting it to the Commission for the Transportation Disadvantaged.

The JTA will comply with the Transportation Disadvantaged Service Standards for Nassau County.

The JTA will assure compliance with applicable Drug and Alcohol, Equal Employment Opportunity, Section 504 Federal Regulations, Americans with Disabilities Act, Title VI, Disadvantaged Business Enterprise, and safety and insurance requirements of federal, state, or local laws, or adopted policies of the Commission for the Transportation Disadvantaged program requirements.

The JTA, with guidance from the LCB, will develop Purchase of Service Contracts, Operator Contracts and Coordination Contracts, as needed.

The JTA will be responsible for determining initial eligibility for the non-sponsored TD Program according to established eligibility criteria. Eligibility will be reviewed on a recurring basis as determined jointly by the JTA and LCB and outlined in the TDSP.



The JTA will maintain client eligibility to ensure that transportation is provided according to the sponsoring agencies' criteria.

The JTA will be responsible for the acquisition and maintenance of the necessary software, hardware, and databases to perform its required duties.

The JTA will undergo an annual evaluation conducted by the LCB to assess the JTA's performance in general and relative to the standards established by the Commission for the Transportation Disadvantaged and the LCB. The evaluation tools used by the LCB to assess the JTA's performance include modules from the "QAPE, Evaluation Workbook for CTC" revised by the Commission for the Transportation Disadvantaged in June 2006; surveys of the riders on the coordinated system; and a review of the success of the JTA in fulfilling the goals and objectives adopted by the LCB in the Transportation Disadvantaged Service Plan

The JTA will attend all LCB board meetings and subcommittee meetings to provide information, answer questions, and respond to individual or agency concerns.

The JTA will be responsible for monitoring the system to ensure that service to the clients is provided in a safe, reliable, and efficient manner and that problems and issues that may arise are investigated and addressed promptly.

The JTA will incorporate the "Nassau County Community Transportation CTC Service Complaint and Grievance Procedure" into its administrative procedures for the program. The JTA will be responsible for the monitoring and reporting of complaints, grievances, and commendations.

The JTA will identify, record, and report to the LCB monthly at a minimum:

- Complaints (number and type for all trips);
- Non-sponsored grant summary (including trip number and monthly expenditure);
- Trip purpose for non-sponsored program;
- Trip count summary;
- Operating expense per passenger trip;
- Payments to operators; and
- Number of accidents and road calls

The LCB or NEFRC may request additional data as needed.

The JTA will maintain a resident manager in the service area authorized to make all day-to-day decisions on operations unless otherwise authorized by the Commission.

The JTA will maintain sufficient office staff to perform all required administrative activities. The JTA will work with the LCB to ensure that the facility meets all local, state, and federal codes and other requirements.

The JTA will integrate the use of school buses and public transit, when possible and cost-effective, into the transportation disadvantaged service.

The JTA will pay contracted operators for all authorized, completed trips in accordance with Chapter 287.0585, Florida Statutes.

If awarded JTA will maintain auditable records concerning the procurement adequate to account for all receipts and expenditures and to document compliance with the specifications. These records will be kept in accordance with generally accepted accounting methods, and the NEFRC, Nassau County, and the Commission for the Transportation Disadvantaged reserve the right to determine the record-keeping method required in the event of non-conformity. These records will be maintained for five (5) years after completion of the project and will be readily available to the NEFRC, County, and Commission personnel with reasonable notice and to other persons in accordance with the Florida Public Disclosure Statutes.

In this response to the required proposal contents for the Community Transportation Coordinator, the JTA outlines its experience providing a vast array of projects that have already been delivered or are in various phases of implementation. At JTA, we utilize advanced technologies to enhance transportation efficiency and accessibility. Our focus includes implementing autonomous vehicle technology through the Ultimate Urban Circulator (U2C) program, as well as intelligent transportation systems like real-time transit vehicle tracking and electronic fare payment systems. These innovations contribute to transforming the transportation landscape in Northeast Florida and beyond.

Our team of highly skilled professionals, including licensed engineers, planners, and project managers, strengthens our technical expertise. With their expertise in transportation infrastructure, we deliver projects on time and within budget, ensuring compliance with local, state, and federal regulations. This is only strengthened by our ability to procure private firms to meet specialized challenges.

Effective communication and collaboration are integral to our project management framework, enabling stakeholders and project teams to work together seamlessly. We follow rigorous processes from planning to ongoing maintenance and operations, adhering to industry best practices and delivering projects to the highest standards of quality, safety, and sustainability.

Beyond our regional impact, JTA has gained recognition nationally and internationally for our innovative approaches to public transportation. Being recognized as the National System of the Year in 2016 by the American Public Transportation Association (APTA), and as the State System of the Year in 2016 and 2020 by the Florida Public Transportation Association (FPTA). Furthermore, the JTA has received the Transportation Security Administration (TSA) Gold Standard Award in 2023, the Bus Safety & Security Excellence Gold Award from FPTA, the ITS World Congress Hall of Fame for Local Government Award in 2021, among many others. JTA's success has elevated Northeast Florida, garnering the attention of national and international leaders, and just this past year the JTA was host to the celebrations of the Autonomous Vehicle (AV) Day in May 2023, and host of the International Association of Public Transport (UITP) North America Forum in 2023, in these and other events, the JTA was able to showcase our expertise and commitment to developing sustainable transportation solutions. By actively participating in international forums, we contribute to the advancement of transportation systems globally.

PROPOSAL REQUIREMENTS

1: Experience and Ability to Coordinate Transportation Services

A. Provide a plan describing how the CTC will coordinate and deliver coordinated transportation services to meet the needs of the transportation disadvantaged population in Nassau County. This plan shall address the needs identified in the TDSP.

The Jacksonville Transportation Authority (JTA) is no stranger to coordinating and delivering coordinated transportation services to meet the needs of the transportation disadvantaged population. JTA currently serves as the CTC for both Duval and Clay Counties in Northeast Florida. If selected as the CTC for Nassau County, JTA will provide the same level of excellence it brings to all its transportation services and the riders it serves. The Authority understands the needs of Nassau County's population; and is prepared to support its current and future transportation needs outlined in the Nassau County Transportation Disadvantaged Service Plan (TDSP) to the maximum extent feasible within the fiscal restraints of the participating programs.

Type, Hours and Days of Service

If selected as the CTC for Nassau County, JTA is committed to ensuring a seamless transition of public transportation duties. In alignment with Nassau County's service standards and the TDSP, JTA will continue to provide non-emergency transportation services to ambulatory and passengers in wheelchairs within the Nassau County service area. Reservations will be handled through JTA Connexion. JTA Connexion office hours are 8 a.m. to 5 p.m., Monday through Friday. Trip reservations to anywhere in Nassau County will be Monday through Friday with hours from 7:00 a.m. to 3:30 p.m. Trip reservations to Jacksonville will be available Tuesday through Thursday with hours from 7:00 a.m. to 1:30 p.m.

Types of Service Offered

Subscription/Standing Order

Definition: A standing order is the permanent reservation of a regular trip made by a rider. This

eliminates the need to make an individual reservation for each trip. The trip must be from the same place, at the same time on the same day(s) of the week. The trip must be taken at least once per week, for at least six months. One standing order is allowed per rider. Mirroring the ADA, subscription trips cannot exceed 50% of the system's capacity at any one time.

Individual Demand Response Trip

Definition: This type of service is characterized by making a trip reservation at least by noon two (2) working days prior to an appointment. Trips may not be scheduled more than two (2) weeks prior to an appointment.

Agency Sponsored Trips

Definition: Trips paid for by a sponsoring agency through a contractual agreement.

Door-to-Door Trips

When necessary, transporting clients on a door-to-door basis depending on the need of those persons whom are ambulatory or wheelchair clients. Drivers may not assist wheelchairs up and down more than one step.

Definition: Door-to-door is a type of service provided at the point of origin of client home, except when in a nursing home or hospital. This service provides first floor door to door service. Drivers are not allowed to enter the client's residence. Nursing homes, hospitals and facilities at point of origin pick up from nurse's station or common lobby area.

Drivers are not required to act as personal care attendants, babysitters, or to provide any medical service.

Commission Service Standards

The JTA will also ensure the following Commission Service Standards are met:

- **Drug and Alcohol Testing** - All Safety sensitive job positions shall comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration if Section 5311 funds are used.
- **Escorts and Children** - Children under the age of 14 and individuals requiring special loading assistance will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passengers and must ride in the vehicle with the client they are assisting. One escort shall be transported at no cost. Additional escorts, if space is available, must pay the required co-pays.
- **Child Restraint** - All passengers under the age of 4 and/or under 45 pounds are encouraged to use a child restraint device. This device shall be provided by the passenger.
- **Rider Property** - Property that can be carried by the passenger and/or driver in one trip that

can be safely stowed on the vehicle may be brought on board the vehicle at no additional charge. The number of shopping bags allowed will be based on the number of individuals on board the vehicle and the number of bags that can be safely stowed by the driver. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen bottles and personal assistance devices.

- **Vehicle Transfer Points** - Vehicle transfer points shall be at designated locations within the service area centers which provide a safe and secure place for passengers.
- **Local Toll-Free Telephone Number** - A local toll-free telephone number shall be posted in all vehicles within the system for passengers to contact JTA. These telephone numbers shall be included in the complaint process in addition to the Ombudsman Telephone number in the complaint process. All JTA vehicles will also display local contact numbers visible from outside the vehicle.
- **Out-of-Service Area Trips** - JTA will provide out-of-service area trips as needed with approval of the funding source.
 - Documentation from the client's physician that the requested service or treatment is not available within Nassau County may be required prior to the transportation service being rendered. Because of the time and distance required to travel into the Jacksonville area, JTA can restrict how many days these routes will run; limit destinations along defined corridors to maximize loading; establish higher co-pays based on distances; and other such measures to prevent long trips with low passenger rates that are not cost effective to overall operations.
- **Vehicle Cleanliness** - Interior of all vehicles shall be free of dirt, pest, foul smells and odors, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.
- **Rider/Trip Database** - JTA maintains a database of client records which include the name, address, telephone number, funding source eligibility and special requirements of each passenger. When transporting children and adult health care clients, JTA also maintains an emergency contact name and number in the client records. These records are necessary in the event a trip delay occurs and JTA should need to contact a rider or guardian to explain the delay or any relevant information.
- **Billing Requirements** - The CTC shall pay all bills within 30 days to subcontractors after receipt of said payment by the CTC.
- **Adequate Seating** - Vehicle seating shall not exceed the manufacture's recommended capacity.
- **Driver Identification** - Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger upon pick-up except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.
- **Passenger Assistance** - A driver shall provide passengers with boarding assistance, if

necessary or requested, to the seating portion of the vehicle. Boarding assistance includes: (1) Opening the vehicle door; (2) Fastening the seat belt or utilization of a wheelchair and/or stretcher device; (3) Storage of mobility assistance devices; and (4) Closing the door. All assisted access must be given in a courteous and dignified manner.

- **Door-through-Door Assistance** - The driver shall also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Clients requiring additional assistance will be required to travel with an escort.
- **Wheelchair Assistance** - Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and the driver.
- **Smoking and Eating on Vehicles** - Smoking is always prohibited in any vehicle. Except for medically necessary reasons verified by a licensed physician in writing, eating and drinking in a JTA vehicle is prohibited.
- **Communication Equipment** - Each driver of a JTA vehicle is provided with a two-way radio/cellular telephone.
- **Vehicle Air Conditioning and Heating Equipment** - All vehicles are equipped with air conditioning and heating equipment and will be adjusted to keep passengers comfortable.
- **On-Time Performance** - JTA uses computer assisted scheduling software to reserve and route all trips. The Transportation Coordinator determines routes for the next working day and produces a vehicle manifest for each assigned driver. These manifests are produced with cost effectiveness/vehicle availability in mind and may not always result in convenience for the client. Based on the loading, the client will be given an estimated pick-up time.
 - Clients are asked to be ready one-half hour before their scheduled (estimated) pick-up times. JTA will make every effort to reduce the length of travel and time delivered prior to the appointment time to a minimum based on that day's schedule. Because of multi-loading requirements, especially for trips into Jacksonville, pick-up times may be hours before appointment times to accommodate others with earlier appointment times.
 - Transportation Coordinators will log from the drivers' manifest mileage and time on and off for each client. A standard of at least 90% of all completed medical trips being on time has been established.
- **No-Show Policy** - Drivers will wait for a client for five (5) minutes within the pick-up window. If the driver is not able to make in-person contact with the client, they will notify dispatch. Dispatch will make a reasonable effort to locate the client. Clients who indicate they are not ready or will not be traveling as scheduled will be recorded as a "cancel at the door" which is a form of No Show.
- **First Aid/Cardiopulmonary Resuscitation** - JTA has elected not to require CPR/First Aid training for its staff.
- **Pick-Up Window** - Passengers are required to call the day before their trip to receive their estimated pick-up time. Passengers must be ready 30 minutes prior to the estimated pick-up time and understand that drivers will make every attempt to pick-up passengers no later

than 30 minutes after the approximate pick-up time. Drivers may call passengers the day prior to a pick-up to confirm pick-up times, especially for very early morning pick-ups, but it remains the responsibility of the passenger to call JTA to learn of their scheduled time.

- **Advance Reservation Requirements** - Individuals wishing to use JTA services can access the system by calling the reservation numbers (904)-265-6999 daily, including weekends and holidays, from 8am to 5pm. Hearing and voice impaired persons may access the transportation system through the Florida Relay Service 1-800-955-8771 or 711 (TTY)
- **Public Transit Utilization** - There is no public transit system available in Nassau County at the present time. However, based on continuing grant allocations, NassauTRANSIT runs the Nassau Express Select which is open to the public and has periodic runs throughout the county and into Jacksonville Monday through Friday. JTA is committed to continuing this service in coordination with FDOT. JTA is currently coordinating with Nassau County on the development of a Public Transit Plan. Future services could include fixed-route, regional express, and zone-based microtransit services that would provide more transportation options for the residents of Nassau County, providing greater accessibility.
- **Complaints** - See Local Complaint and Grievance Procedure/Process below.
- **Accidents** - JTA will compile a quarterly report of all reportable accidents for presentation to the Local Coordinating Board for its review. A reportable accident shall be defined as those accidents in which at least \$1,000 of damage occurred and/or JTA driver was cited with a traffic violation. JTA shall strive to sustain not more than 1.0 reportable accident per 100,000 vehicle miles for the established Annual Operating Report period.
- **Road Calls** - JTA will compile a quarterly report of all road calls for presentation to the Local Coordinating Board for their review. A road call is defined as an interruption of service during the time the vehicle is in-service, and which may or may not involve a mechanical failure of some element of the vehicle. JTA shall strive to sustain not less than 10,000 vehicle miles between road calls for the established Annual Operating Report period.
- **Call Hold Time** - JTA will take all calls for all trips from Nassau County residents daily, excluding weekends and holidays, from 8am - 5p.m. All calls for transportation requests are forwarded to the Transportation Department and answered by one of the Transportation Coordinators. Calls made during these hours will not be placed on hold for more than two (2) minutes.
- **Proper Function of Client Equipment**
 - **Wheelchair Transport** – This section refers to clients who can sit upright and have no acute medical problems that require them to remain in a lying position or those clients who are continually confined to a wheelchair.
 - **Manual wheelchairs:** Wheelchair mechanisms for manual parts must be in proper working condition in order to be transported. Parts include the following: Hand grips, vinyl back and seat, wheel casters, brakes/brake lever, and footrests.
 - **Electric wheelchairs and scooters:** Motorized wheelchairs and scooters electrical system must be properly functioning and free of leaking parts.

- **Clients with Illnesses and/or Wound(s)** - If a determination is made by a medical professional that a client is medically contagious, then JTA will not be able to provide transportation. Clients who have open/leaking wounds and/or sores must have them covered during transport for the safety of other clients and the driver.
- **Driver Background Screening** - All drivers hired by JTA are subject to a criminal background check by the Florida Department of Law Enforcement (FDLE), as well as a Level II background check conducted by the FBI.



B. Describe the agency/firm’s experience with developing a Memorandum of Agreement and Service Plan.

Memorandum of Agreement

The JTA is experienced in developing and implementing Memorandums of Agreement (MOA), as well as a Memorandums of Understanding (MOU), with neighboring Counties in the Jacksonville area. For nearly 20 years the JTA has created and collaborated with regional partners in establishing transportation services for its residents through Bus Rapid Transit (BRT) routes, Transportation Disadvantaged Programs, County Express Select services and other alternative transportation services. JTA has maintained an MOA with Duval County and the LCB since 2006 to serve as the CTC for Duval County. Most recently, in 2021 an MOA was executed between JTA and the CTD extending JTA as the CTC provider for Duval County from 2021 to 2026. In addition, since 2019 JTA has maintained an MOA with Clay County and the LCB to serve as the CTC for Clay County.

In addition, JTA has established an MOU with Clay County, which has included a funding component, and just recently, the JTA has executed a two-year MOU with Clay County for these transit services. Some other elements of the MOU includes JTA in-kind maintenance services, fuel, vehicles

purchases and emergency services, just to name a few. The Agreement delineates the payment procedures, reporting requirements, appropriation of funding and compliance with regulations promulgated by the FTA and FDOT, along with all the required terms and conditions for a contractual relationship between the parties.

Pursuant to Chapter 427, Florida Statutes, the purpose of the Commission for the Transportation Disadvantaged (Commission) is to accomplish the arrangement for the provision of transportation services to the transportation disadvantaged. In accomplishing this, the Commission approves a Community Transportation Coordinator (CTC) for each service area of the state. JTA, serving in this role, would be responsible for the accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged services within its respective service area. The contractual administration for transportation disadvantaged services by JTA will be accomplished through a MOA between the Commission and the JTA. This Agreement is a contract through which the Commission delineates the statewide minimum service standards and requirements by which JTA must operate.

Conditions set forth in the MOA require the development and implementation of a Transportation Disadvantaged Service Plan. The Service Plan will be developed by the JTA and the NEFRC under the guidance and approval of the Local Coordinating Board. The plan is an annually updated tactical plan with components of development, service, and quality assurance. Through the Local Coordinating Board's involvement in the review and approval of the Service Plan, the Local Coordinating Board can guide and support the JTA in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

The JTA will enter into a Memorandum of Agreement (MOA) with the Florida Commission for the Transportation Disadvantaged. This will be a five-year contract and shall be subject to annual review and evaluation. The MOA will be negotiated and signed prior to the initiation of transportation services by the JTA.

Service Plan

When developing transit service, it is important to understand some key concepts to provide the best service for a particular area. First, we develop a statement of need:

- Is there a need for transit service in the community?
- Are there areas underserved by existing transit?
- What problems might transit solve?
- Who would be riding transit?
- When is there a need for transit services?
- What areas would transit serve in this community?
- What makes a successful transit route or service?

After the need has been established, JTA assesses the transit propensity of the community to determine the level of transit service that would be successful. Transit propensity is determined on socio-economic and demographic characteristics in populations that are more likely to use transit from the latest American Community Survey (ACS) data, including:

- Population per capita
- Employment density
- Income
- Vehicles per household
- Age

The Authority has demonstrated its ability to deliver a service plan in several instances. This is done periodically with JTA's fixed-route service during tri-annual service changes. This is also utilized when implementing new services and service models, such as JTA's ReadIRide or Connexion Plus paratransit services. In addition, the JTA led the development of Clay County's Transit Study in 2023 and is currently coordinating to develop a Transit Study for Nassau County.

JTA also understands the requirement to prepare a service plan for the LCB that provides information needed by the Board to continually review and assess transportation disadvantaged service delivery and needs for the service area. The Service Plan would be completed no later than 120 calendar days after the Commission for the Transportation Disadvantaged officially designates the CTC.

C. Describe the agency/firm's accounting, invoicing, and reporting procedures that are to be used to meet the reporting requirements of the Annual Operating Report to the Commission for the Transportation Disadvantaged, and monthly and operating invoicing required by the LCB and the NEFRC.

JTA has specific work procedures and policies related to accounting, invoicing, and reporting which are used to ensure reporting requirements of the Annual Operating Report to the Commission for the Transportation Disadvantaged, and operating invoicing requirements by the LCB and the NEFRC are achieved. These procedures have allowed JTA and its service provider to consistently meet the reporting requirements of Annual Operating Report (AOR) and monthly and operating invoices required by the LCB and NEFRC. It is a requirement of the Florida Commission for Transportation Disadvantaged (CTD) that an annual operation report (AOR) be prepared and submitted each year. The fiscal year for the CTD begins in July and ends in June.

JTA utilizes a Brokered Firm to deliver its paratransit services. The Brokered Firm reports to JTA's Director of Mobility Services and is held to the same standards as JTA staff. The Director of Mobility Services is responsible for QA/QC of the Brokered Firm, while the Brokered Firm is responsible for operations, and all required reporting. It is the responsibility of the Brokered Firm to prepare the

operational portion of this report for Nassau County. The JTA Finance Division prepares the finance portions and the Brokered Firm will coordinate this effort with the JTA Chief Finance Officer (CFO).

General Requirements

The Brokered Firm will submit timely operating data and related information to the specification and satisfaction of the JTA. As the JTA's data needs changes from time to time, the Brokered Firm will assist the JTA in implementing revised data collection procedures and methods.

The Brokered Firm will be responsible for accurate and timely completion of any requested forms at given time intervals. All data collected and/or reports generated will be prepared legibly and be typed or developed using computerized word processing, spreadsheet, and printing facilities.

Annual Operation Report – Florida Commission for Transportation Disadvantaged

It is a requirement of the Florida Commission for Transportation Disadvantaged (CTD) that an annual operation report (AOR) be prepared and submitted each year. The fiscal year for the CTD begins in July and ends in June. It will be the responsibility of the Brokered Firm to prepare the operational portion of this report for both Nassau County. The JTA Finance Division prepares the finance portions and Brokered Firm will coordinate this effort with the JTA Chief Finance Officer.

Detailed steps can be provided upon request.

D. Describe the procedure used from the time a call requesting a trip is received by the CTC through reconciliation of billing. This shall include, but not be limited to, handling of calls, operator assignments, establishing driver routing sheets, recording actual trips provided by the agency, and preparation of an agency invoice. Indicate the computer software that will be used to perform these tasks and provide examples of manifests, invoices, etc.

JTA holds its contracted staff to the same high standards we have for our own staff. The information below summarizes the current technology utilized and the procedures that our Brokered Firm performs to deliver the best-in-class service for our customers from start to finish. Below you will find the procedures from the time a call comes in, to the invoicing of the trip.

Technology

- **Trapeze** - Trapeze PASS is a scheduling and dispatching application developed to support the transportation management efforts of demand response transit services while following

guidelines from the Americans with Disabilities Act. PASS can be used for client registration, trip booking, real-time scheduling, and dispatching. PASS integrates GIS mapping, enabling users to precisely geocode client addresses and destinations, calculate trip lengths and distances for accurate scheduling, and zoom in to view detailed information about the service area. The PASS system can be extended to include other modules for demand response management, such as coordinated transportation, eligibility certification, customer communication management, real-time vehicle location and mobile data communication,[14] and Web and IVR interfaces for automated customer access. PASS can also be fully integrated with Trapeze planning and scheduling software.

The JTA will continue using its current scheduling software (Trapeze PASS, Version 18) at the start of this contract. The JTA is not interested in the implementation of a new paratransit software suite during year 1 of the contract. However, JTA holds the right to either keep the current software, or recommend a different software and technology approach, if a business case can be made for such a transition.

- **Moovit** – The MyJTA App is the single customer interface for all demand responsive transportation services. Passengers will use this application to search for travel, plan trips and pay for services.

MyJTA can be used to purchase fares for JTA bus routes, the First Coast Flyer, ReadIRide, JTA Express Select, Connexion & Connexion Plus paratransit services, and the St. Johns River Ferry and offers a variety of features including;

- Provide step-by-step directions: Whether it's a single bus trip, transferring routes, or minimizing walking time, MyJTA provides directions tailored to a passenger's personal preferences.
- Enable in-app ticket purchasing: MyJTA users will be able to purchase fares directly in the app.
- Provide a unique QR code for ticket validation: MyJTA will display a digital ticket and QR code that can be visually inspected or scanned at validation machines.
- Find and reserve an e-scooter. The MyJTA app lets you book an eco-friendly way to explore Downtown Jacksonville.

The JTA will continue using the Moovit® application as the single customer interface for all services, this will extend to Nassau County.

Call Center and Trip Scheduling

Trip Reservations

All reservation agents (referred to herein as reservationists) report to work before the scheduled start and are ready to answer all calls on time.

Following an established script, these employees deliver consistent and high-quality customer

service when receiving trip requests. The reservationist creates a new trip in Trapeze, recording the pick-up and drop-off locations. They save common destinations in the customer profile screen of Trapeze to expedite calls. If the trip request includes a new destination, the reservationist records the location information, reading it back to the caller to confirm accuracy. Reservationists are trained to ask callers if they would like an Interactive Voice Response (IVR) call-out notifying them that the vehicle is on its way. These calls help reduce delays caused by no-shows.

If we can accommodate the trip request, the reservationist confirms the trip details, including the pick-up window. They then ask the caller if there are any special instructions they should relay to the operator. If a passenger requests additional assistance during trip booking, the scheduler follows the Federal Transit Administration (FTA) – ADA “Origin-to-Destination Service” guidelines (these guidelines can be provided on request).

Once the reservationist records the trip details and submits the trip request, Trapeze presents the best available options for scheduling the trip. If they cannot schedule the trip at the exact time requested, they attempt to negotiate a trip within one hour of the originally requested time under ADA regulation.

If the reservationist cannot successfully negotiate the trip, they will document the trip as a denial or refusal as appropriate under ADA regulations and offer the passenger the opportunity to be placed on a standby list. JTA has a zero-capacity denial policy and will adhere to this requirement throughout the contract term.

At the end of each call, the reservationist thanks the customer for their business.

Subscription Trips

According to ADA regulations and JTA service policy, we provide subscription trips with the maximum allowable percentage of subscription trips in mind. Our team works to identify recurrent trips that should be moved to a subscription service to improve overall system productivity and reduce overall call volume.

Scheduling at the Time of Reservation

Agents schedule trips on specific routes based on the time and location of trips. The Trapeze software examines potential routes for the next day and recently scheduled trips and then presents the reservationist with several options from which to choose. We do this while the customer is making a trip reservation.

By establishing templates in Trapeze, we manage system productivity and on-time performance during the trip reservation process. With solid templates in place, it is critical to appropriately negotiate demand trips to fit well with the subscription trips. In support of outstanding customer experiences, our approach to reservations management includes the following:

- **Customer-Focused People** – We hire reservationists and dispatchers with a strong customer service background and train them in Trapeze use and best practices.
- **Reservations Training** – We train our reservations teams in best practices for Trapeze use,

reports, scripts, and procedures to succeed.

- Scripts and Procedures – We provide our team with the right tools to find solutions that help both the customer and the service. All agents have scripts and procedures that guide them through the reservations and negotiation process.
- Reservations Productivity Reporting – Continual analysis of reservationist productivity (calls per hour) provides our management team with a clear understanding of when and where we need to coach our reservations team.

Scheduling Process

Building Operator Runs

Twice annually, optimized vehicle deployment schedules (runcuts) are created to accommodate changes in system policies, passenger demand, and other factors that affect service efficiency. Runcutting provides the opportunity to reassess service needs and adjust routes as needed. They also allow changes to staffing levels and operator bids as necessary.

When creating this new run structure, historical data and factors for new changes are analyzed. Once created, the runs are built in a test environment, using data from actual high-volume days to confirm optimal runs.

During this testing process, the scheduler adjusts the routes based on typical trip volume concentrations, coverage needs, and other variables to create the most productive and advantageous routes, minimizing ride time and delays and maximizing the ability to meet customer needs.

Schedulers compile a set of routes into a Master Schedule that accommodates trip demand and serves the operation's business needs and various service providers. We assign routes to the service delivery contractors, who review them to ensure they are attainable and accurate.

Once final, we use the Master Schedule to establish Trapeze route templates that facilitate productive routes.

Maintenance of Run Schedules

Route templates are adjusted to incorporate new subscription trips to maximize productivity and optimize vehicle usage. During the scheduling process, schedulers anchor trips at the start and finish of each route; this ensures that each route serves passengers while minimizing deadhead mileage and taking advantage of the facility location.

Depending on the service size and need, we create run polygons within the service area, delineated by natural and human-made boundaries. Schedulers strategically assign a percentage of vehicles within the polygons proportionate to the level of demand in each area. Schedulers then attempt to schedule routes to include only pick-ups or drop-offs within the area. This process minimizes deadheads and improves service response times.

By restricting a certain number of runs to a polygon, we ensure that vehicles are present in each area and respond to schedule changes caused by service incidents or same-day cancellations.

Active Scheduling

Active scheduling begins seven days before service delivery, consistent with the advanced reservations window. When reservation hours end for the day, the route preparation process begins. The scheduler first reviews the next day's routes for efficiency, anchors trips on the route and begins the batching process in Trapeze.

Route Anchors and Trip Batching

Before batching, we anchor and lock trips within an optimal radius from the operating facility at the beginning and end of the route.

The scheduler examines trips at the start and end of each pick-up to find the best candidates for the first pick-up and last drop-off. This process ensures that routes are efficient and have minimal deadhead. Once identified, these trips are placed on the route and "locked," – removing those trips from consideration during the batching process.

Once we anchor the routes, the scheduler begins the automated batching process. As new trips come in, routes are re-batched frequently to attain maximum efficiency over the seven days before service.

During the trip batching process, Trapeze examines all trips and adjusts routes based on trip times and locations. During this process, the algorithms built into the Trapeze system apply conditions, such as productivity and on-time performance, to the routes to ensure that each condition is maintained. The system's parameters prioritize certain conditions over others when batching the routes, e.g., minimizing the time between events on the route, keeping the route on time, and confining the route to a specific geographical area.

The batching process is guided by the scheduler, who examines the trips based on location and the most operator/vehicle coverage. They then prioritize trips based on the most significant concentration of trips throughout the service area.

Just In Time Scheduling

JTA leverages Just in Time Scheduling, a unique approach offered by our contractor to optimize service delivery.

The night before service, staff will schedule and route subscription and group trips for the next day and create manifests for the first two hours of service and for the subcontracted providers. Staff will use custom batches designed for efficient service outsourcing to ensure the most appropriate trips are outsourced to our subcontractors. Staff will coordinate to ensure that enough vehicles are allocated and that operators are brought in for the trips booked.

The next service day, we operate the first two hours of trips scheduled; thereafter, auto batches

are scheduled to run every hour, routing all trips for two to three hours in advance, and these auto batches continue through to the end of the day, continually reoptimizing the routes.

This process reduces constraints in the system. When all trips are routed under regular service, cancellations and no-shows create slack time in the schedule. Just in Time Routing holistically looks at the entire pool of trips to configure the optimal placement of those trips based on the location of the vehicle, the trip distance, and the scheduled pick-up time (or appointment time).

Because only 1-2 hours of trips are routed, when it comes time to route the next batch of trips, we have much greater knowledge of what is occurring, such as:

- Many cancellations have come in;
- Some routes have run into trouble (traffic etc.); and/or
- Other routes are running faster than normal.

Therefore, when the next hour of trips is scheduled, the system accounts for real-time knowledge, and produces greater productivity and on-time performance.

The following benefits are realized when implementing Just in Time Scheduling: fuel savings, less wear on the JTA fleet, and best use of the JTA's vehicles and operator resources.



Paratransit Management

Service Day Start

At each facility, the opening dispatcher(s) and members of the supervisory teams' report to the facility 30 minutes before the first pullout at 4:00 am. They check the office voicemail and email for cancellations and operator callouts, make the necessary changes to the scheduling and dispatch system, and arrange for extraboard coverage.

When the operator reports to the facility or the park-out location in the Nassau County area, they check in with dispatch. All operators will have the option to check in digitally using their smartphones or the in-lobby kiosk. Using this tool, operators take a photo of their Driver's License and medical card and submit it on the app as they check-in. The dispatcher will validate these items

and send the operator their vehicle assignment via the app.

The dispatcher maintains a log of each operator's scheduled start and end times for the day as recorded in the Roll Out Report. As each operator reports for work, the dispatcher records the arrival time on the operator's manifest and in the scheduling and dispatch system.

Dispatchers provide any notices regarding service adjustments, changes, or announcements, either at the window or through a driver mobile application. A supervisor is present to perform fit-for-duty reviews, including a uniform check, a reasonable suspicion evaluation, and a review of their JTA ID badge.

Safety through Daily Inspection

After the operator checks in with dispatch, they proceed to the yard and locate their assigned vehicle. When the operator arrives at the vehicle, they initiate the pre-trip inspection using JTA's Daily Vehicle Inspection forms. The operator must document all inspected areas of the vehicle and inspection results.

During peak pullout periods, at least one supervisor is in the yard to monitor these inspections, respond to operators' questions, and coordinate a timely pullout.

If the operator detects a safety issue with the vehicle, they notify a dispatcher and the yard supervisor.

If we must pull the vehicle from service, the operator is assigned a new vehicle. The operator turns in the pre-trip paperwork to the yard supervisor. The yard supervisor communicates the issue to the JTA maintenance department.

If the vehicle passes the inspection, the operator holds a copy of the completed pre-trip inspection form and returns it to dispatch at the end of their shift. A copy is also provided to JTA maintenance, and the final copy is retained by the contractor.

End of Operator Shift

When the operator has completed their shift, they notify dispatch and head to the yard. They perform a vehicle walkthrough, collect any items left on board, and dispose of trash. The operator performs a post-trip inspection and turns in all pre-trip inspection and manifest paperwork to dispatch.

Manifests and Invoicing

Brokered Firm Process - We retrieve the trip data from Trapeze and validate it with the manifest and other tracking applications. Once validated, that data is used to generate the invoice using the agreed pricing in the contract. Those are uploaded into the MV system for process and sending to the client for approval and payment.

Connexion Team Process - Once the invoice is submitted into oracle, the invoice with backup drops

into the Connexion Managers que for approval. The Connexion Managers uses the invoice and check data to ensure that the correct revenue hours are being invoiced. They also verify the correct hourly rate and make sure that disincentives are subtracted from the final invoice price. (Disincentives are 1 month behind, ie: January's disincentives would be subtracted in February) Once all data checks are completed, the Connexion manager would approve payment of the invoice. It is then routed in Oracle through upper management for their approvals.

The validated trips are compiled and sent to finance and accounting to develop monthly invoices.

E. Describe the agency/firm's program for sensitivity training of administrative, office, and call in-take personnel. Also, describe key personnel's familiarity with purchasing agencies' program requirements.

Sensitivity Training

JTA's leverages a comprehensive training framework that reflects the company's commitment to providing transportation services to diverse groups, including elderly, disabled, and other disadvantaged persons. Drivers and some specific employees who are involved directly with passengers/customers are required to undergo mandatory sensitivity training. Sensitivity training is a recurring part of professional development to reinforce key principles and to eliminate complacency.

All employees must complete the mandatory compliance training to align with Federal, State, and Local mandates such as Americans with Disabilities Act (ADA) and other applicable regulations. Training is regularly reviewed and updated based on evolving best practices and feedback.

The company ensures that employees are well-prepared to meet the unique needs of elderly, disabled, and disadvantaged passengers with sensitivity and professionalism. This approach contributes to a positive and inclusive transportation experience for all passengers.

In addition, JTA requires its paratransit contractors to conduct ADA Sensitivity Training on all staff. The current contactor's ADA Sensitivity Training Program is tailored specifically for JTA's service and emphasizes courtesy, understanding, and the operator's responsibility to serve all passengers, regardless of background or disability. Training is given to ensure ADA compliance.

Practice and role-playing sessions are held with trainees to foster an experiential understanding of the challenges of navigating the system as a visually or hearing-impaired passenger or as one who uses a mobility device.

Operator training includes studying different types of disabilities, mobility aids, and service animals so that operators learn how to handle each one professionally and with utmost care. Training emphasizes how passengers in mobility devices generally require more time, attention, and sensitivity from the operator. It explains how the proper securement of the mobility device is critical to providing a safe, enjoyable ride for the passengers.

Training and monitoring in this area extends beyond the initial training period to ensure ongoing safety for passengers.

Purchasing Program

JTA follows the State of Florida and Federal guidelines for purchases when using state or federal funds. The JTA's Procurement department is responsible for the procurement of all commodities, services, professional services, real property, construction, and any other goods or services for the JTA. The department is supported by professional staff who follow established policies and procedures based on local, state, and federal regulations and guidelines. See 4.b. for details on procurement rules and policies. In addition, JTA purchases paratransit vehicles using the Transit Research Inspection Procurement Services (TRIPS) program, leveraging the following contracts:

- TRIPS-22-CA-MB-LF - Standard Cutaway, Transit Minibus, and Low Floor Cutaway
- TRIPS-19-MV – Minivans

F. Describe how the agency/firm has satisfied and will continue to satisfy provisions of Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, and other applicable federal, state, and local requirements governing handicapped accessibility.

The JTA works extensively with the disabled community to ensure accessibility of all its programs and services. Each month, JTA is host to the Jacksonville Transportation Advisory Committee (JTAC), here at the JRTC. This committee is comprised of disabled customers who ride use JTA's fixed-route buses, Connexion and Connexion Plus services. Each month, this committee notifies the JTA on transit related programs and services that are not working as expected. In addition to our work with JTAC, we also are involved with the Mayor's Disability Committee (MDC). MDC is authorized through the City of Jacksonville Mayor's Office and is also comprised of individuals from disabled community. This committee has a much broader scope advising COJ staff on programs and services where there are concerns related to Parks & Recreation, Parking, Housing, Sporting Events, Transportation, Medical, Transportation, Dialysis, Nursing Homes, etc.

All JTA buildings, programs and services go through strict scrutiny to ensure that they are compliant with Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, and other applicable federal, state, and local requirements governing handicapped accessibility and ADA accessible to all customers. We also ensure that our website is also accessible for our visually impaired customers.

The disabled community, specifically JTAC and MDC, was involved in the planning, design and building of the Jacksonville Regional Transportation Center (JRTC). Each month, staff would give an in-depth status update on JRTC and receive feedback from the groups.

G. Describe the agency/firm's specific experience in coordinating multi-agency transportation needs, documentation of reduced trip costs resulting from coordination, ability to apply for transportation grants and contracts, and efficiently manage the contracts and accounting procedures to document individual trips and agency costs.

JTA is a multi-modal transportation provider with the capacity to serve and deliver as the new transit provider in Nassau County, Florida. As a regional transportation provider, the JTA has a full spectrum of staff from transit operations, administration, system development, and finance to assist Nassau County. These teams have worked collaboratively to secure over \$186 million in federal and state discretionary grant funding since 2016, including major FTA discretionary grants programs such as the Bus and Bus Facilities, Low or No Emission, the Better Utilizing Investments to Leverage Development (BUILD) that awarded funding for JTA's first phase of the U2C project, and the Rebuilding American Infrastructure with Sustainability and Equity (RAISE) grant. The JTA has also received discretionary funding from the Capital Investment Grants program, funding used to build the First Coast Flyer Bus Rapid Transit network of more than 57 miles. JTA has an outstanding track record when it comes to grants management. JTA successfully completed all Quarterly and Milestone Progress Reports, and Federal Financial Reports for thirty-four consecutive quarters through 12/31/2023, completing all Federal Financial Reports (FFR) and Milestones Progress Reports (MPR) reports on schedule.

Furthermore, due to JTA's recognized leadership in the industry, we join systems from across the nation to discuss and propose rulemaking, program recommendations and funding requests that become part of the industry's recommendations. Through our industry engagement in organizations such as the American Public Transportation Association (APTA) and the Transit Research Board (TRB), both whom the JTA's CEO Nat Ford has served as Chair, along with other national and statewide associations, we push for policy and funding that will advance services.

JTA has experience operating as the CTC for Duval and Clay counties and has been negotiating rates with relevant government agencies since the late 90s. Recently JTA has also negotiated rates with its Brokered Firm for the co-mingling of services to reduce trip costs and leverage services to reduce operational costs.

JTA has extensive experience coordinating multi-agency transportation needs. JTA leads the development of the Northeast Florida Coordinated Mobility Plan, which establishes regional mobility goals for the six counties in Northeast Florida, and co-leads the Regional Transit Working Group, a group that advances and coordinates on regional transportation projects.

H. Describe the agency/firm's specific experience in coordinating multi-agency resources, including the ability to negotiate school bus use, coordinate with public transit systems, subcontract with private sector operators, and

work with governmental agencies to maximize use of agency resources and improve coordinated transportation for the transportation disadvantaged.

JTA has extensive experience in coordinating multi-agency resources, including the ability to negotiate school bus use, coordinate with public transit systems, subcontract with private sector operators, and work with governmental agencies to maximize use of agency resources and improve coordinated transportation for the transportation disadvantaged and all members of our community. JTA has experience operating as the CTC for Duval and Clay counties and has been negotiating rates with relevant government agencies since the late 90s. In addition, JTA has leveraged many public-private partnerships in the form of sponsorships or contracted services to effectively deliver services and meet the needs of our community. In addition to the services we provide, JTA has been a resource to our regional partners by administering the Trapeze software since 2001.

Duval County CTC

The MPO established the Duval County Transportation Disadvantaged Coordinating Board (August 1990). The newly created Board reviewed the responses to the RFP and participated in the selection of the CTC. COMSIS Corporation (later re-named ATC Paratransit) was selected as the CTC and service was initiated February 18, 1991. Within two years 25 local agencies were brought into the coordinated system.

On October 12, 2000, the MPO recommended designating the Jacksonville Transportation Authority (JTA) as the CTC for Duval County. The Florida Transportation Disadvantaged Commission subsequently approved the MPO's recommendation and JTA became the CTC effective March 1, 2001. JTA used the City of Jacksonville's procurement process to issue an RFP for Paratransit Management services and selected MV Transportation, Inc. as the new management contractor. The new CTC started operation on October 1, 2001, under the new name JTA Connexion. In the interim, (March 1-October 1) ATC Intellitrans continued to operate the system.

In 2006, JTA issued an RFP for a provider of drivers and operations management of the Connexion service. First Transit was awarded this contract which began in April 2007. JTA assumed responsibility for provision of reservations, dispatch, scheduling and quality assurance for TD/non-sponsored and ADA complementary paratransit service. The full range of services provided by JTA/JTA Connexion as the CTC included call intake (reservations), trip scheduling, data entry, customer service, vehicle maintenance, compliance monitoring and reporting, and complaints.

On January 1, 2014, JTA contracted with MV Transportation to provide drivers (hiring and training), vehicle operations, road supervision, insurance and claim management, service monitoring, dispatch and trip scheduling for paratransit services.

JTA currently manages in-house call intake/reservations, data entry, customer service, vehicle maintenance, compliance monitoring and reporting and complaints.

JTA Connexion has been re-designated as Duval County's CTC by the Florida Commission for the Transportation Disadvantaged on June 5, 2006, October 28, 2011, June 10, 2016, and June 3, 2021.

Clay County CTC

As part of an emergency RFI, the Commission for the Transportation Disadvantaged (CTD) selected the Jacksonville Transportation Authority (JTA), as the Community Transportation Coordinator (CTC) for Clay County effective January 1, 2019, for a period of 18 months. The JTA contracted with MV Transportation Inc, as the service provider and renamed the service as Clay Community Transportation (CCT). The Commission for the Transportation Disadvantaged re-designated JTA as the CTC for a five-year period at a meeting in June 2020. JTA stood up this service within 30 days from designation and provided continuity for those in need of transportation services.

Trapeze Regional Provider

The Jacksonville Transportation Authority procured the paratransit scheduling software, Trapeze PASS in 2001. Trapeze PASS is an advanced scheduling and dispatching application developed to support the coordinated transportation efforts of demand response transit services. PASS delivers a comprehensive solution for client registration, trip booking, real-time scheduling, and dispatching.

In 2011, the JTA partnered with surrounding transit agencies in Baker, Clay, Nassau, St Johns, and Putnam Counties along with Suwannee Valley Transit Authority to build a regional scheduling system with the software by purchasing additional licenses for our regional partners using State grants. The software creates synergies between the transit providers, facilitates the sharing of resources, reduces the operating costs per passenger, improves the number of services available and increases the productivity of public transportation services in the region. Additional software and hardware were purchased in 2014 including in-vehicle computers (Mobile Data Terminals) and a web/phone-based passenger trip booking system. To date, the JTA maintains Trapeze provides and provides licenses to Clay, Nassau, Putnam, and St. Johns Counties.

Other Contracted/Sponsored Services

ReadiRide



ReadiRide

JTA provides a zone-based microtransit service in 14 Jacksonville communities. This contracted service provides curb-to-curb service with same day reservations 2 hours in advance of the trip.

Connexion Plus

Connexion-PLUS
Paratransit Service

JTA provides a supplementary Connexion service called Connexion Plus. This service offers Connexion-eligible customers private, same- day travel to anywhere in the Duval County area.

For same-day service, customers must make reservations at least two hours in advance of their trips. Reservations and payment (credit card only) are made via a phone call.

Beaches Dial-A-Ride

Dial-a-Ride’s mission is to promote the health and social engagement of homebound senior and disabled persons living in Jacksonville’s beach communities by providing personal and affordable transportation.

Gameday Express



The JTA provides stadium shuttles for Jacksonville Jaguars football games and major college football games at TIAA Bank Field. Service begins two hours before kick-off and continues for one hour after each game ends, yet continuous service during the game is available only at our Kings Avenue Garage. For the 2023 NFL Season, JTA has introduced mobile cashless ticketing to promote a safer, more efficient Gameday Xpress experience. Customers are now able to purchase secure mobile tickets through the MyJTA mobile application. JTA has leveraged a contract with school bus providers to support the Gameday Express service.

All Gameday Xpress shuttles are wheelchair accessible. However, individuals with disabilities are encouraged to park at the Kings Avenue Garage where JTA paratransit vans are available.

Go Tuk’n



The JTA provides a sponsorship to Go Tuk’n to provide a micro-transit shuttle service that currently serves Downton, LaVilla, Brooklyn, Riverside, Avondale, and Murray Hill. This service provides a door-to-door Jacksonville shuttle service using authentic European, eco-friendly Tuk Tuks. Rides are \$3.00 and can be reserved and paid for through the Tuk’n Ride Mobile app. Service hours are Thursday 5:00 p.m.-9:00 p.m. and Friday and Saturday 5:00 p.m. -11:00 p.m.

Door-to-Store

Door-to-Store is a partnership between the JTA and the City of Jacksonville that provides free rides to grocery stores for residents living in the JTA’s Northside ReadIRide Zone, including the New Town neighborhood.



The program, which launched in February 2020, provides expanded access for residents living in what are considered food deserts, areas where access to fresh fruits, vegetables, and meats are not as easily available within a close proximity of their homes.

ReadUSA

The JTA entered a partnership with ReadUSA on September 11, 2023, to provide transportation to high school students Tuesday, Wednesday, and Thursday to elementary schools for tutoring and then providing transportation to students back home. The program ends May 2, 2024. Since the program’s start, the JTA has transported 1,016 students with an average of 50 per week.

Comingling Trips

Beginning in 2025, JTA will begin offering the comingling of services. This innovation can bring

better service to ADA and general population riders and bring down costs for agencies. Commingling is the operation of ADA paratransit service in conjunction with a non-ADA demand-response service — which can range from traditional dial-a-ride to app-based microtransit — with the goal of sharing resources to improve quality of service and reduce costs.

In recent years, the rise of Transportation Networking Companies (TNCs) like Uber and Lyft, coupled with the emergence of dynamic on-demand transportation models such as “Microtransit,” has redefined the realm of public transportation. Acknowledging heightened passenger expectations, the Jacksonville Transportation Authority (JTA) is poised to revolutionize its on-demand services. While upholding ADA Paratransit as a crucial component, JTA aims to seamlessly integrate and commingle various on-demand services, providing passengers with a diverse array of options. Traditional ADA paratransit will remain a constant for those seeking stability, but for passengers desiring flexibility, dynamically priced on-demand alternatives will be on offer. The suite of services will include ADA paratransit, deviated fixed route, premium paratransit, microtransit, express service, purpose-centered services (e.g., shopping, entertainment), and feeder services to the broader JTA network. A data-driven approach will guide the evolution of sensibly priced options, with an intentional focus on service commingling to enhance operational efficiency. The central point of contact, the Moovit® application, will serve as the customer-facing interface, integrating Microtransit scheduling and service management into a unified platform known as the Mobility Assimilation Platform (MAP). JTA prioritizes a meticulous approach, aiming to seamlessly commingle services for optimal efficiency, emphasizing customer service and effectiveness in this transformative initiative.

I. Submit a signed statement certifying that the agency/firm is not on the state or federal list of ineligible or disbarred contractors in accordance with Florida Statutes section 287.133(3) (a).

See Exhibit 1.

J. Submit a signed statement certifying that the agency/firm is a Drug-Free Workplace in accordance with Florida Statutes section 287.087.

See Exhibit 2.

2: Quality Assurance

A. Describe the quality assurance plan for the CTC and any contracted operators and coordination contractors.

This section provides a framework of what the Quality Assurance Coordinator monitors to ensure compliance of the Paratransit Services Transportation Provider. The Jacksonville Transportation Authority (JTA) will secure a Brokered Firm to be fully responsible for the scheduling, delivery, and management of all non-fixed- route, land-based transportation services within the agency. Not only will this Brokered Firm be responsible to provide transportation services, but the Brokered Firm will also work collaboratively with the JTA to analyze and plan new services, modify existing services, and design and implement a platform to facilitate collaboration, coordination and sharing of resources among the JTA's Paratransit, Microtransit, and other fully accessible On-Demand services for all of our passengers.

Detailed Steps:

Driver Files Audit – The Brokered Firm Hires/Drivers - Internal Safety Audit (100%) - personnel and training files. (see forms: Internal Safety Audit Checklist (FDOT)- Wheelchair Certification Report)

1. The Brokered Firm contacts the JTA Quality Assurance Coordinator to advise of any new drivers
2. The Brokered Firm will then request by email a date for the New Hire Orientation
3. Quality Assurance Coordinator schedules the new class orientation by sending (via email) invitations to team to present material to new drivers
4. Quality Assurance Coordinator conducts the 2-hour orientation which includes:
 - a. the quality insurance
 - b. operational process
 - c. policies
 - d. contract compliance process to the drivers
5. After the formal orientation training a wheelchair certification is required, the Quality Assurance Coordinator verifies and ensures that drivers can properly secure wheelchairs. The Quality Assurance Coordinator documents the drivers process on the Wheelchair Certification Report.
6. The Quality Assurance Coordinator places the completed Wheelchair Certification form in the driver's employee file.

Internal Safety Audits - The purpose of the Internal Safety Audits is to review checklists, audit files, and determine if driver is to remain employed by reviewing documents for compliance and ensure all documents are in driver's file. The Quality Assurance Coordinator will use the

attached forms to identify any discrepancies and provide the vendor with a corrective action within a designated timeframe to ensure compliance with all requirements. The Quality Assurance Coordinator reviews 25% of randomly selected driver files.

1. Personnel Records- the Quality Assurance Coordinator will review at least 25% of records for each carrier every 6 months (or twice a fiscal year) in accordance with the Connexion Paratransit Safety and Security Review, (FDOT) Drug & Alcohol (driver's license, background check, motor vehicle report (MVR), hire dates, badges are up to date).
2. Payroll Records (compliance 1490 – the Quality Assurance Coordinator will review at least 25% of records for each carrier every 6 months (or twice per fiscal year)
3. The Quality Assurance Coordinator Connexion Paratransit Driver Training Records will review at least 25% records of records for each carrier every 6 months (FDOT)
4. When discrepancies are found, the Quality Assurance Coordinator will:
 - a. Determine the Brokered Firm and subcontractors are out of compliance.
 - b. Develop and send a letter to the vendor outlining the items out of compliance.
 - c. Advise of the needed corrective action within 15-days
 - d. The letter is sent to Senior Manager JTA, VP/Chief Transportation Officer-JTA, GM - The Brokered Firm, and Area Manager - The Brokered Firm.
 - e. The Quality Assurance Coordinator is to follow up within 15 days on the status of the needed corrective action.
 - f. If still not corrected, another warning letter is generated, and once again the letter is sent to the following; Senior Manager JTA, VP/Chief Transportation Officer-JTA, GM - The Brokered Firm, and Area Manager- The Brokered Firm.

Quality Assurance - The Quality Assurance Coordinator manages services which include drivers properly securing wheels chairs, ensuring drivers are in uniform, making sure accidents/incidents are reported. A penalty can be assessed. Up to \$500 can be assessed for each wheelchair securement. If a car accident occurs, up to \$1000 can be assessed if accident is \$25,000 or greater. Out of uniform compliance can result in an assessment of up to \$50.

Accidents/Incidents

1. When an accident/incident occurs at JTA immediate action is taken
2. Within 10 minutes of the accident/incident it is reported to the Brokered Firm Dispatcher.
3. The driver is expected to contact the Brokered Firm Dispatcher to report the accident/incident (providing vehicle information, injuries and other relevant details).
4. The Brokered Firm Dispatcher contacts:
 - a. Jacksonville Sheriff's Office;
 - b. The Brokered Firm Window Dispatcher (individual who dispatches vehicles, collect fares);
 - c. JTA Quality Assurance Coordinator.
5. The Brokered Firm Window Dispatcher notifies:
 - a. Road Supervisor who will report to the scene of accident to complete report;

- b. The Brokered Firm Safety Manager to report accident (Accident Checklist form);
 - c. If it is not a serious accident, the Road Supervisor arrives at accident, the Brokered Firm Dispatch notifies the Brokered Firm Safety Manager and JTA Quality Assurance Coordinator notifies Senior Manager of minor accident and that no one is hurt;
 - d. If major accident, Quality Assurance Coordinator will report to scene of accident;
 - e. If severe enough, the Quality Assurance Coordinator will decide to call/contact JTA Safety and Connexion Senior Managers.
6. In all situations the Brokered Firm Dispatcher sends the Quality Assurance Coordinator a report within 60 minutes of accident/incident.
 7. The Quality Assurance Coordinator will ensure that the accident/incident report is submitted to the Connexion Senior Manager within 24-hours of the initial report.
 8. If not sure of severity, the road supervisor arrives at the scene and then contacts the Brokered Firm Window Dispatch. The Brokered Firm Window Dispatch then notifies JTA Quality Assurance of status of accident.
 9. Accident Report and copy of the available video are filed and saved on the JTA network:
 - a. In the Connexion folder;
 - b. Under the Accident folder;
 - c. All filing entries are to use the following format - The Brokered Firm driver last name, _first initial, #year #month #day.

Road Observation Data Management

1. The Quality Assurance Coordinator collects the the Brokered Firm Dispatcher report- which is provided within 24-hours of the observation.
2. This report is provided from Road Supervisor to the JTA Quality Assurance Coordinator.
3. The report is then filed on the shared-drive by the Quality Assurance Coordinator by listing the carrier dispatch report year, month, accident and incident videos, folders are labeled – The Brokered Firm driver last name, _first Initial #year #month# day.
4. Monthly, the Quality Assurance Coordinator provides the Brokered Firm a report of all accidents to that occurred during the previous month.

Drug and Alcohol - Twenty – Five (25) % of driver files are audited annually by the Drug and Alcohol Program Supervisor annually to determine compliance.

1. The Quality Assurance Coordinator will shadow the Drug and Alcohol Program Supervisor when the drug and alcohol audit is being done (according to the Federal Transportation Administration and Department of Transportation guidelines).
2. The Drug and Alcohol Program Supervisor will forward the audit report along with corrective action plan to Quality Assurance Coordinator and the Connexion Senior Manager within 15 days of review.

Pull-Outs Inspections - The Quality Assurance Coordinator conducts approximately six (6) pull-out inspections annually.

1. Inspections are scheduled once every two months or as needed (using the Driver Road

Observation Form).

2. Results of the pull-out inspection is documented, and corrective actions are discussed with the driver at the time of observation.
3. The Quality Assurance Coordinator observes the following:
 - a. The pre – trip instructions;
 - b. leaving yard on time;
 - c. thorough inspection of vehicle (DBI);
 - d. in uniforms;
 - e. wearing badges.

Mobility Assistance Device and Tiedown Failure

1. The Quality Assurance Coordinator conducts road or video review observations, completed 2-4 times per week (using the Quality Assurance Observation/Vehicle Findings Report).
2. After observation of video or road is complete, a Quality Assurance Road Observation/ vehicles findings report created by the Quality Assurance Coordinator.
3. The Quality Assurance Coordinator will notify drivers in person of observations.
4. The Quality Assurance Coordinator will send a formal report and findings weekly report to the Brokered Firm General Manager/Safety Manager.

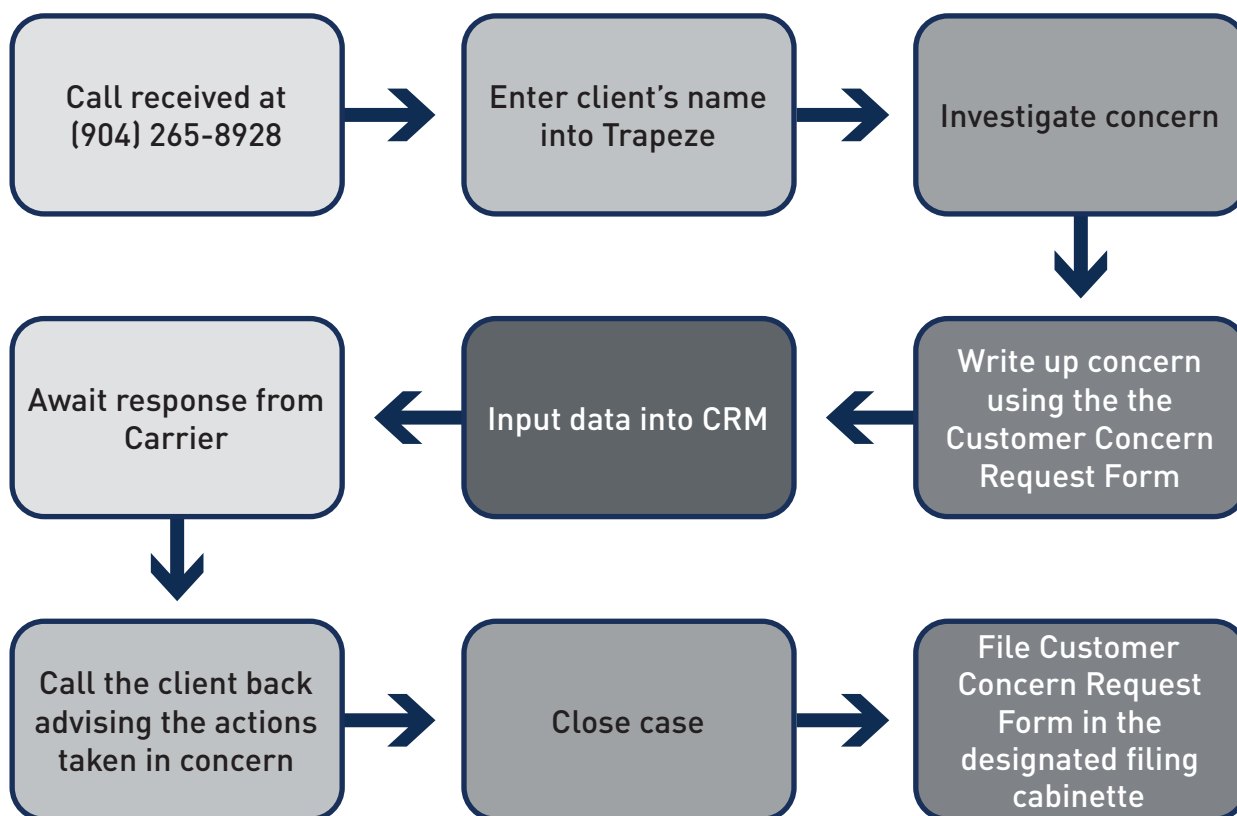
JTA Connexion Carrier Collision or Incident Reports

1. When an incident occurs, the carrier collision or incident report is updated by the Quality Assurance Coordinator.
2. The Quality Assurance Coordinator enters reported information into spreadsheet on the shared-drive under, accident and incident videos, folders are labeled with the Brokered Firm driver last name, _first Initial year, month# day.
3. Then, reported information is also entered into National Transit Database (NTD) spreadsheet when these types of incidents occur.
4. Within this area there are four (4) types of Reportable events:
 - a. anyone is transported to the hospital;
 - b. any vehicle is towed;
 - c. there are fatalities;
 - d. there are accident damages of \$25,000 or greater (need copy);
5. During the Monthly Safety Meetings- all these reports are discussed and reviewed to determine any trends from current and previous year of preventable incidents/accidents;
6. The meeting includes Connexion staff, the Brokered Firm General Manager, the Brokered Firm Safety officer, JTA Safety Staff. Emergency Operation Center (EOC) – The Quality Assurance Coordinator is a team representative that attends meetings to discuss emergency preparedness and to train staff.

B. Describe the procedure for providing customer service. Describe how the following will be monitored and reported: complaints/commendations, no-shows, cancellations, and trip denials.

Customers contacting the Connexion Customer Comment Line (CCL) to report concerns or provide compliments, whether related to a driver or a specific department, initiate a comprehensive process. When reporting concerns, the Customer Advocacy Specialist collects relevant details such as the client's or complainant's name, incident date/time, description of the complaint, vehicle information (if caller is a motorist), and optional contact information. This information is entered into the Customer Relations Management Database (CRM), categorized appropriately, and assigned to the relevant department for investigation. Carriers are given up to three business days to investigate and respond. Once CCL receives the response, the agent reviews it to determine its validity, contacts the customer with the findings, and officially closes the case in CRM. While filing in written form is optional for agents, all cases are systematically filed and tracked through the CRM system.

**Customer Comment Line Process
Incoming Call**



Specific procedures are included below for complaints/commendations, no-shows, cancellations, and trip denials.

Complaints/Commendations

When a passenger or member of the public files a complaint regarding the service of Contractor or JTA personnel or vehicle condition, the Investigation & Response Specialist, Connexion will document the complaint in the Customer Response Management system (CRM) and will forward the concern to the Contractor or appropriate JTA personnel for investigation. The Contractor or JTA personnel will investigate and submit a complete response to the Investigation & Response Specialist, Connexion within 48 hours of receipt of the Concern (excluding weekends and holidays).

The response will indicate the specific cause of the complaint, method(s) used to investigate and any remedial action to be taken to prevent a similar complaint in the future.

If more than 48 hours is required to respond to the Concern (excluding weekends and holidays) a written request for a time extension must be submitted to the Manager, Connexion, to include the reason why the extension is needed. Under no circumstances will an extension be approved if doing so would prevent Connexion from responding to the complainant within seven business days.

Investigation & Response Specialist, Connexion

Daily, Monday through Friday, a report is run identifying all concerns that have reached or exceeded 48-hours. This report will be distributed to:

- Safety Manager, Contractor
- Operations Manager, Contractor
- General Manager, Contractor
- Manager, Connexion
- Quality Assurance Coordinator, Connexion
- Connexion Eligibility Center Supervisor

The Manager, Service Delivery Connexion will follow up with the General Manager, Contractor to gain assurances that all concerns on the report will be responded to by the 72-hour deadline.

Daily, Monday through Friday, a report is run identifying all concerns that have reached 72-hours. This report will be distributed to:

- VP/Chief Transportation Officer, JTA
- Safety Manager, Contractor
- Operations Manager, Contractor
- General Manager, Contractor
- Manager, Service Delivery Connexion

- Quality Assurance Coordinator, Connexion
- Connexion Eligibility Center Supervisor

The Manager, Service Delivery Connexion will follow up with the General Manager, Contractor to advise that all complaints in the report must be responded to by close of business that day. Manager, Service Delivery Connexion will enlist support from VP/Chief Transportation Officer when necessary.

In certain circumstances, the nature or severity of a complaint will require an immediate response. In this circumstance, JTA personnel will contact the Contractor or appropriate JTA personnel with the specifics of the complaint. The Contractor or JTA personnel will provide immediate cooperation in investigating and responding to these complaints, to include immediate retrieval of Apollo, mobile digital surveillance system, video when requested. After the initial response, Contractor or JTA may still be required to provide a response through CRM.

If a complaint can be closed to a customer (late trip or other issue that can be verified by looking at trip history), then the complaint should be closed out immediately or within 24 hours.

If the complaint requires investigation from the carrier (the Brokered Firm) then we follow the daily report of ALL active complaints, listed with hours since filed.

No Shows

Connexion drivers will wait for customers for five (5) minutes after the on-time pick-up window defined as being fifteen (15) minutes prior to the pick-up time and fifteen (15) minutes after the requested pick-up time. Drivers are required to make reasonable attempts to locate and alert customers who may not be able to identify a waiting vehicle. Connexion is required to ensure that instructions for alerting customers are included on run Manifests or electronic trip transmissions and are available to drivers and dispatchers.

If the driver is not able to make in-person contact with the customer, they will notify dispatch and make a reasonable effort to locate the customer. After waiting five (5) minutes the dispatcher will instruct the driver to leave a No-Show door hanger, depart the pick-up location and record the customer as a No Show on the manifest.

Customers who indicate they are not ready or will not be traveling as scheduled will also be recorded as a No Show. Customers who do not call and cancel at least ninety (90) minutes prior to the negotiated pick-up time will be recorded as late cancels, which is considered a form of No Show.

The ADA regulations allow Connexion service to be suspended for a reasonable period of time, when a customer consistently misses scheduled trips and establishes a pattern of policy abuse.

Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.

When a customer has violated the No Show policy the following process and suspension times will

be utilized:

First thirty (30) day period

- If a customer has three or more No-Shows over (30) day period.
- Phone call to the customer/caregiver to discuss the customer's No Show history for the current month.
- End of the month First thirty (30) day period
 - First No Show notification letter is mailed.
 - Recorded in Trapeze Certification Reviews

Second thirty (30) day period

- If a customer has three or more No-Shows over (30) day period.
- Phone call to the customer/caregiver to discuss the customer's No Show history for the current month.
- End of the month Second thirty (30) day period
 - Second No Show notification letter is mailed stating that the client will be eligible for suspension with additional violation of No-Show policy.
 - Recorded in Trapeze Certification Reviews

Third (30) day period

- If a customer has three or more No-Shows over (30) day period, **and total number of No-Shows makes up more than 10% of customers scheduled trips.**
- End of the third Second thirty (30) day period
 - Final No Show notification letter is mailed stating that the client is eligible for suspension due to No-Show policy abuse.
 - Connexion Manager has the ability to review client trip history and make the determination to suspend service at this time if abuse meets requirements.
 - Recorded in Trapeze Certification Reviews

Fourth (30) day period.

- If a customer has three or more No-Shows over (30) day period, **and total number of No-Shows makes up more than 10% of customers scheduled trips.**
- A suspension of service letter is mailed out to client once **No-Shows exceed 10% of customers scheduled trips.**
- A service suspension may be appealed by making a verbal or written appeal of suspension to the eligibility center within 60 calendar days of the date of the written notification of

suspension, and no later than the date listed in the body of the letter. Verbal requests can be made by calling- (904)-265-6001, option 3, Monday through Friday 8 a.m. to 5 p.m. or a written request may be sent to:

*JTA Connexion Eligibility Center
100 N. Myrtle Ave.
Jacksonville, FL 32204*

- Before suspending service, the Eligibility Center must notify the customer, in writing, within ten (15) business days the length of time for suspension and reason for the suspension and provide the customer the opportunity for appeal.
- 1st offense - Seven (7) day suspension after written notification and opportunity for the customer to appeal.
- 2nd offense - Fifteen (15) day suspension after written notification and opportunity for the customer to appeal.
- 3rd offense - Thirty (30) day suspension after written notification and opportunity for the customer to appeal.

In accordance with ADA regulations, when a No Show occurs on the first leg of a trip, all later rides for the day will not automatically be canceled. It is the customer's responsibility to cancel rides (service) they no longer need; this includes return trips.

Trip Denials

Reservation agents will route and schedule each trip request at the time the reservation is made. Ride confirmation and "ready times" will be given to the client. When at capacity, alternative times and/or days may be negotiated, or the trip may be denied.

- In the event the scheduling system does not provide a scheduling solution within 1-hour of the client's requested time:
- Provide the client with an alternative time
- If the alternate time is not acceptable to the client or does not meet their needs, explain to the client that there is no capacity on the date and time that they are requesting.
- Offer to place the client's trip on SBY (standby).
- Prior to the day of service, the scheduler will attempt to schedule trips in standby mode. If the client doesn't cancel the standby request, dispatch will also attempt to schedule the trip on the day of service.
- If the client is unable to change their time and does not wish to take the stand-by option, mark the booking as DEN (Trip Denial) and save.

- If the standby trip remains unscheduled, the trip is to be marked as DEN (denial).

Documentation/Reporting

- An accounting of all trip denials will be reported in the Control Center Status Report (daily), the Monthly Board Report, and Table 8 Annual/Monthly Statistical Summary (LCB Report).
- Trip Denials will be monitored to determine if there exists a pattern and therefore a potential capacity constraint.

No Stranded Policy

JTA Connexion is committed to the safety and security of its customers. If we provide transportation for a customer to a given location, we will make every attempt to provide the return trip, even if the customer fails to appear for boarding within the scheduled pick-up window. Return service will be provided as soon as possible but may be delayed depending upon prevailing traffic conditions and scheduling considerations.

In situations where a customer does not have the full fare for their return trip, the trip will be provided, however, JTA expects the customer to pay the unpaid balance before being transported again. Three (3) or more occurrences of failure to pay the fare constitute a pattern of abuse of the policy and will be subject to penalties up to and including suspension of service. If a customer does not have the fare for their origin trip, they will not be transported

If a customer is a no-show for a trip originating from their home, no vehicle will be sent back to the home to perform the trip.

The exceptions to this policy include but are not limited to the following:

- The customer booked a one-way trip to a location and did not schedule a return trip.
- The customer requests to disembark from the vehicle before reaching his/her destination.
- The customer refuses to follow applicable Rules of Conduct in the JTA Connexion ADA Para Rider Guide required for transport.
- When transportation is not possible due to weather conditions.
- Acts of terrorism, civil disturbances, work stoppage, natural disaster or any other circumstance outside of JTA Connexion control that may result in the suspension of service.



C. Describe vehicle maintenance schedules for daily checks, weekly and monthly checks, and scheduled preventative maintenance schedules. Demonstrate adherence to schedules.

The mission of the JTA Maintenance Division is to provide safe, clean, reliable, and well-maintained vehicles, equipment, facilities, and passenger amenities through the efforts of a competent and committed work force using the latest tools, equipment, and technology. Complete customer satisfaction will be the driving force for the division. The purpose of this Maintenance Plan is to provide consistent, systematic, and integrated program guidance that will enable the various operating units of the Maintenance Department to properly maintain and service the assigned vehicles, equipment, and facilities in support of revenue operations.

The guidelines and procedures for the Maintenance Department reflect the following:

- Standardized Practices to ensure consistency in maintenance
- Compliance with all applicable local, state, and federal regulatory requirements
- An effective maintenance and quality assurance program

The JTA Maintenance Department provides maintenance and support services for all vehicles, equipment, and facilities utilized in Transit Operations, with an emphasis on regular preventative maintenance, comprehensive inspections, and overall efficiency and cost effectiveness. Components that are key to a successful program are as follows:

- A comprehensive bus and light vehicle maintenance program that includes daily maintenance actions.
- An aggressive preventative maintenance, overhaul, and repair program.
- Reliability centered maintenance that anticipated failures and minimizes their occurrence.
- A Running Repair work center that maximizes vehicles available for service.
- A computerized maintenance management system.
- A highly trained and motivated work force.

The division is also responsible for project management, logistics, signage (design-construction-installation), and records management. This plan documents responsibilities, to ensure that all JTA owned vehicles, equipment, facilities, and passenger amenities are kept in good working order. This is a “living document” which is updated periodically to reflect changes in maintenance guidelines, systems, equipment, and program improvements.

Goals:

- Accomplish PM inspections at a 90% on time rate.

- Mileage between mechanical failures not less than 6000 miles.
- Meet daily vehicle requirements – 100%.

CONNEXION

Preventative Maintenance: Connexion

Preventive maintenance is the cornerstone of the maintenance program at the Jacksonville Transportation Authority. Regular maintenance is performed at prescheduled cycles to ensure optimal performance, efficiency, safety, and reliability of assigned equipment.

Each bus in the JTA fleet receives a preventive maintenance check every 6,000 miles, which is approximately once every four weeks. The 48,000-mile inspection is the annual safety inspection. A separate inspection check sheet will be attached to the regular pm inspection package.

- No bus will go more than 120 days without a Preventive Maintenance Inspection (PMI) s between inspections unless the bus is awaiting repair(s).

P.M. Type	Inspection	Cycle	Within
Preventative Maintenance		6,000 miles, 12,000 miles, 18,000 miles, 24,000 miles, 30,000 miles, 36,000 miles, 42,000 miles, 48,000 miles	+/- 600 miles
HVAC Preventative Maintenance		Every 6,000 miles	
Brake Inspections		Every 6,000 miles	
Wheel Chair Lift Inspections		Every 6,000 miles	
Tire Inspections		Every 6,000 miles	
ITS Inspections		Monthly/ Every 6,000 miles	

A major emphasis is placed on items pertaining to safety, such as brakes, suspension, and steering. All joints are checked for tightness and evidence of good lubrication; brake linings are checked for remaining lining life.

- All electrical components are checked for correct operation and light bulbs changed out where necessary.
- The body is checked for integrity, and the doors for correct operation and correct alignment.
- The engine and transmission undergo a thorough check and all accessories are tested for

satisfactory performance, including a check of all filters.

- The cooling system is tested for correct cooling capability and optimum performance of the fan. The interior is examined for upholstery damage and security of seat frames.
- The oil service and lubrication is completed as a part of the Preventive Maintenance Inspection.

The preventive maintenance program is completely computerized, giving JTA the capability of having each bus automatically flagged when the unit is due for inspection. The system will also predict future inspections based on historical data. All vehicle records historical data are maintained for a minimum of four years.

This PM function is performed by the Connexion Technicians. The primary program for preventive maintenance on revenue vehicles is based on miles operated. Mileage is determined through use of the odometer. Complete inspections will be performed at intervals of 6,000 miles. The procedure used considers differences between vehicle models. The procedures set up progressive inspections where the basic progression is every 6,000, 12,000, 18,000, 24,000, 30,000, 36,000, 42,000 and 48,000-mile inspections. The 48,000-mile inspection is a major inspection consisting of the Annual Safety Inspection. The repairs required because of these inspections are completed by the Inspection Team or immediately scheduled for line repair as soon as possible. This enables the repairs to be scheduled on equal priority with mechanical failures. Many repairs will be done during the inspections when time permits. Safety-related discrepancies are repaired immediately, or the bus is taken out of service until the repair can be made, by placing the bus on operational hold.

Wheelchair Lift / Ramp Inspection:

Wheelchair lifts are cycled daily by the bus operator assigned to the bus. On each 6,000-mile inspection, a comprehensive inspection is made.

Brake Inspections:

The inspections are performed during every preventive maintenance inspection. The Hunter brake testing machine or Hunter brake testing equipment are used, and the results are attached to the inspection checklist or work order.

Air Conditioning (HVAC) Inspection:

The HVAC system is inspected and tested during at all PM intervals.

Driver Reported Defects Pre/Post Trip:

The driver vehicle inspection reports (DVIRs) will be utilized. The procedure will cover the actions taken with the Driver's Vehicle Inspection Report starting with the pick-up of the DVI report and ending with the completed repair by the maintenance department and placing the vehicle back on "ready line".

The Duty Supervisor will review the daily and maintenance will also retain all original DVI's for

14 days in file in accordance with 14-90.006. All non-maintenance required DVI's are kept in the maintenance shop in a fourteen slotted wall display.

All safety concerns or major defects will be addressed immediately and repaired prior to the vehicle being released back into revenue service. DVI's with non-safety sensitive defects will be reviewed and scheduled into the shop for diagnosis and/or repair within 30 to 45 days. Fair wear and tear items will be scheduled into the shop for repair based on vehicle availability to minimize the impact to revenue service.

DVI's that have reported defects must have a copy of the original attached to a repair work order, and filed in the Work Order file of the vehicle jacket in accordance with 14-90.

Connexion's maintenance uses the Maintenance Activity Log to track all Pre and Post trip DVI repairs. From the opening to closing of the work order.

Connexion Roadcall

Driver Reporting

Contact dispatch and advise them of your vehicle malfunction and if there are any passengers on board the vehicle. While waiting for the tow vehicle or replacement vehicle, please keep all passengers calm, safe and secure. If transferring passengers to a new vehicle please ensure that you are in a safe area to do so.

Dispatch Reporting

The dispatcher or designee will be responsible for notifying the maintenance department with any road calls concern so that appropriate action may be taken to repair or replace the vehicle. The dispatcher will make the necessary arrangements for transferring people and for continuing service through rerouting other vehicles as needed. The dispatcher will also note the road call in the daily road call spread sheet.

Maintenance Action

If it is determined that the vehicle will require towing, the maintenance department will contact the tow company with the vehicle number and location.

If it is determined by maintenance that the vehicle may be repaired, a technician will be dispatched to the vehicle location. If the technician cannot repair the vehicle at the location, he will notify dispatch that the vehicle requires towing. Dispatch will then notify the maintenance department to have a tow truck sent to the vehicle's location.

The vehicle will remain out of service until all repairs have been completed.

Towing and repairs are documented using the standard Maintenance Work- Order program.

Connexion Vehicle Servicing and Cleaning Program:

The servicing of Connexion vehicles requires checking and replenishment of fluids and cleaning of each van. Service operations are performed on a daily to annual basis depending on the function performed. The following table indicates the function and frequency servicing is performed:

P.M. Type	Inspection	Cycle
Fuel	Fill fuel tank to capacity	Daily
Engine Oil	Check and fill as necessary	Daily
Odometers	Read and record mileage	Daily
Automatic Transmission Fluid	Check and fill as necessary	Daily
Engine Coolant	Check and fill as necessary	Daily
Exterior Body Wash	Run through Bus Washer	Daily
Exterior Wash Rear Panels	Hand Wash	Daily
Wheels	Hand Wash	Daily
Interior Cleaning	Sweep, Clean Trash, Wipe Down	Daily
Flooring	Wet Mop	Daily
Ceiling	Wipe down by hand	As needed
Windows	Wipe down by hand	Weekly
Hand Rails	Wipe down by hand	Daily
Driver's Area and Dash	Wipe down by hand	Daily
Graffiti	Remove or send to Paint and Body Work Center for repairs/removal	Daily
Detail Cleaning	Bus interior "detailed"	90 Days

Repeat Failure Mitigation Program:

The purpose of this program is to:

- Identify repeat bus system failures
- Perform Root Cause Analysis
- Perform necessary repairs
- Develop Service Bulletin or SOP if necessary to prevent future failures on other buses
- Monitor and follow-up if necessary

This program is the responsibility of the Maintenance Division using information generated by the EAM. The major responsibility for identifying and determining the cause for these types of failures rests with the Manager of Vehicle Maintenance. Supervisors, technicians, management personnel, and service island personnel all play a role in the success of this program.

Quality Control:

The quality assurance program for maintenance of revenue Connexion vehicles is based on work verification. Main areas of concentration will be vehicle inspections and repairs, vehicle servicing and cleaning, and facilities equipment/building maintenance.

Vehicle inspection and repair quality control is performed as a program of re-inspection. Maintenance Supervisors will choose a group of buses at random to re-inspect for quality of repair. Maintenance Supervisors will review the work performed and summarize their findings. Findings are presented weekly to the Manager Vehicle Maintenance and then shared with the Maintenance Team weekly.

Vehicle cleaning and servicing is quality control checked through a constant program of re-inspection from the supervisor and lead person. The basic process is to re-inspect buses for cleanliness and proper servicing. Based on the re-inspection, each employee receives a weekly review of his work. In addition, the fuel lead will inspect each bus on a regular basis to assure a high level of cleanliness and to identify problem areas.



JTA EAM Dashboard Report

Connexion	19
BRT	0
Freightliner	0
Electric Bus	0
Fixed Route	0
Service Vehicle	0

Bus Number	Hold Reason	Description	Location	Department	Hold Start Date	Number of Days on Hold
				Connexion-9 Vendor American Transmission		
623		NO START (bad engine)	AT AMERICAN TRANS (2-6-24)	400-AT	01-FEB-24	15.59
				Connexion-9 Vendor Coggin Body Shop		
634		CK FOR ACCIDENT DAMAGE	At Coggin Body Shop (12/18/23)	400-COGGIN	15-DEC-23	63.59
991		ACCIDENT DAMAGE TO DRIVER SIDE REAR OF BUS	At Coggin Body Shop (12-7-23)	400-COGGIN	11-OCT-23	128.59
975		ACCIDENT DAMAGE	At Coggin Body Shop (12-7-23)	400-COGGIN	03-DEC-23	75.59
615		ACCIDENT DAMAGE	At Coggin Body Shop (2-6-24)	400-COGGIN	23-DEC-23	55.59
960		ACCIDENT DAMAGE DRIVERS DOOR	At Coggin Body Shop (11-3-23)	400-COGGIN	26-OCT-23	113.59
				Connexion-9 Vendor Creative Bus		
990		FLOOR IN REAR SUPER SOFT	At Creative Bus (1/25/24)	400-CB	24-JAN-24	23.59
				Connexion-9 Vendor Duval Ford		
626		WHEN SERVICE ADVANCE TRAC LIGHT IS ON TURN SIGNALS DO NOT WORK	At Duval Ford (2-6-24)	400-DF	05-FEB-24	11.59
				Connexion-9 Vendor Thermoking		
983		ACCIDENT DAMAGE TO ROOF AREA (BY REAR A/C UNIT)	Sent to Thermoking on 1-9-24	400-TK	27-DEC-23	51.59
				Connexion-AWAITING MV		
966		ACCIDENT DAMAGE	IN YARD	400-MV	20-OCT-23	119.59
				Connexion-Connexion		
969		AWAITING DISPOSITION	In yard (awaiting JTA)	400-CX	13-JAN-23	399.59
624	AWP	BROKEN DRIVE SHAFT RING DAMAGES REAR TRANSMISSION SEAL BOOT	DEFECT LINE	400-CX	12-FEB-24	4.59
998		AWAITING DISPOSITION	In yard (awaiting JTA)	400-CX	06-FEB-24	10.59
995		NO POWER TO FIRE SUPPRESSION DISPLAY	DEFECT LINE (SJFE NOTIFIED)	400-CX	12-FEB-24	4.59
936		AWAITING DISPOSITION	In yard (awaiting JTA)	400-CX	17-NOV-22	456.59
				Connexion-Preventative Maintenance		
618	AWM	42K PREVENTATIVE MAINTENANCE FORD E350 6.2 2019		400-PM	16-FEB-24	.59
987	AWM	36K PREVENTATIVE MAINTENANCE FORD E350 6.2 2017		400-PM	19-FEB-24	-2.41
971	AWM	18K PREVENTATIVE MAINTENANCE FORD E350 5.4 2016		400-PM	18-FEB-24	-1.41
638	AWM	30K PREVENTATIVE MAINTENANCE FORD E350 7.3 2021		400-PM	17-FEB-24	-.41

D. The CTC will be required to obtain input from the users of the system. Describe your plan to achieve this and how this input will be used.

The JTA staffs a Community Outreach Team of Part-Time employees that provide travel assistance to customers at the Jacksonville Regional Transportation Center (JRTC), on vehicles, and in the community. The team – currently at 7 -- is expanding to 20 members by the second quarter of FY24. The larger team will allow for expanded hours of coverage – from peak AM and early afternoon hours to include afternoon and evening peak travel times. Additionally, evening and/or weekend coverage will be an easier lift for the expanded team. The members are prepared to provide expertise on the full scope of the JTA system and services. Limited outreach for regional services will be increasingly possible with the expanded team.

The JTA issues Annual and Pulse Customer Satisfaction Surveys during the course of the year, for existing services including Fixed Route Bus, Ferry, Skyway, Connexion/Connexion Plus and ReditRide. A contracted consultant issues surveys via diverse media during key ridership periods of the year. Results are tabulated, analyzed, compared to previous years, and presented to JTA staff. Lower customer scores and comments are reviewed and interpreted to develop paths to allow for improvement and increased customer satisfaction.

JTA is currently utilizing PublicInput, which is a public engagement platform that provides tools and solutions for organizations to gather input, feedback, and insights from the public during various decision-making processes, to enhance public engagement. PublicInput facilitates the organization and management of public meetings, workshops, and events. It includes features for scheduling, RSVPs, and virtual or in-person meeting coordination. The software provides a centralized system for collecting and managing public comments. This includes tools for reviewing, analyzing, and responding to comments received from community members. PublicInput allows organizations to create and deploy surveys and questionnaires to collect opinions, preferences, and feedback from community members. The platform also includes interactive mapping tools that allow users to visualize and interact with geospatial data. The platform includes features such as ADA compliance, screen reader compatibility, and other accessibility standards to ensure accessibility for all community members.

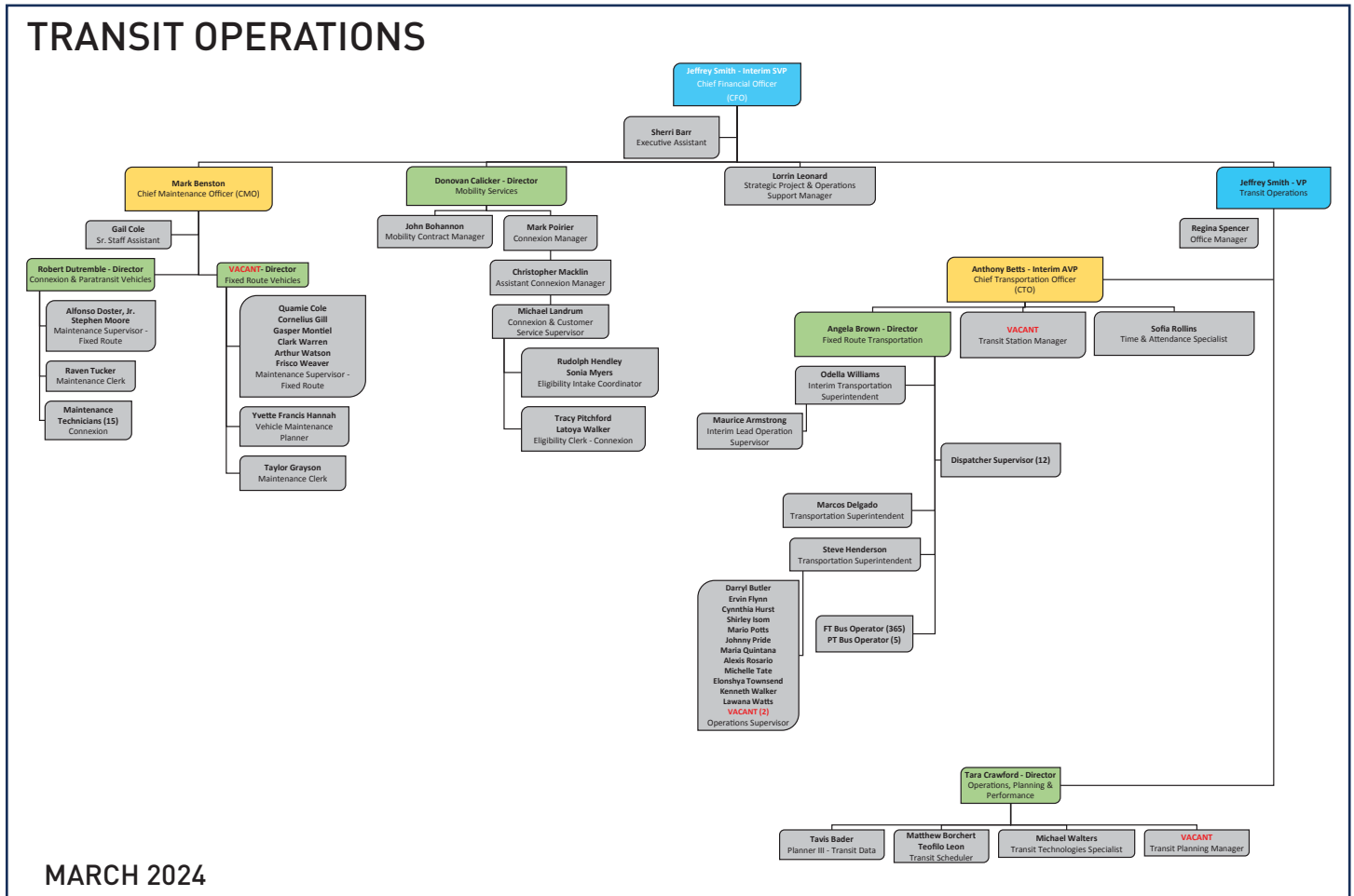
E. Provide a statement of your agency/firm’s or organization’s philosophy on balancing the cost of transportation services with the need to maintain a sufficient number of stable, well-trained drivers with the constraints of funding.

The JTA’s philosophy emphasizes a delicate balance between optimizing transportation service costs and ensuring an ample supply of skilled operators. This equilibrium is mindful of financial constraints include considering the current economy, available funding, and the customer based while recognizing the importance of sustaining a well-trained workforce for reliable and efficient transportation services.

3: Management Resources

A. Provide the agency/firm organizational structure

Below is a selection of the JTA's organizational structure. This selection highlights those responsible for the operations of JTA's paratransit services.



B. Provide the resume of the proposed resident manager



Donovan H. Calicker

Director - Mobility Services

Key Project Experience

2024 - Current

Director - Mobility Services | Jacksonville Transportation Authority | FL

- Direct and manage performance of all alternative service contract operators within Northeast Florida including Paratransit Services, TD Services, St. John's River Ferry, Regional Shuttle Services, Demand-Response Mobility Services and Sponsored Partnerships
- Provide weekly and monthly reporting for system-wide operational goals/metrics to Executive Leadership Team
- Support and serve as direct manager to three (3) Mobility Services Managers that provide oversight over eligibility staff and contractors

2021 - 2024

Transportation Superintendent | Jacksonville Transportation Authority | Jax, FL

- Develop, manage, and lead team of Dispatch Supervisors (13) in two locations supporting Fixed Route Services in Northeast Florida
- Partner with Union Officials from multiple Collective Bargaining Units to ensure fairness/accountability amongst Union employees and to improve employee morale
- Lead and successfully implemented multiple data and technology initiatives streamlining communication and improving operational efficiency

2018 - 2021

BI Supervisor | Jacksonville Transportation Authority | Jax, FL

- Provided support and analysis for multiple JTA business units
- Assist in metric development, target setting and tracking organizational performance
- Previous roles: Sr. BI Analyst & BI Analyst

2017 - 2018

Business Systems Analyst | Crowley Maritime Corporation | Jax, FL

Supervised data analytics team (6 reports) and provided guidance for weekly data management and quality assurance meetings ensuring departmental goals and metrics were exceeded. Developed automated reporting and dashboards for mariner compliance.

2014 - 2017

Sr. Data Analyst | SS&C/Advent Software | Jax, FL

Oversaw daily data processing/reconciliation for 20 advisory and asset management firms accounting for 10,000+ client accounts. Authored technical reports to improve existing and develop new standard operating procedures.

Expertise

- ❖ Transportation Operations
- ❖ Data Analytics
- ❖ System Analysis
- ❖ Process Improvement
- ❖ Leadership
- ❖ Relationship-Building

Education

B.A. Communication,
Berea College (2010)

M.B.A., Information
Technology Management,
Bethel University (2014)

Certifications

- ❖ Certified Business Intelligence Professional

Achievements

President, COMTO
Jacksonville (2022)

40 Under 40 Awardee,
Florida Black Expo (2021)

Emerging Leader of the
Year Award, COMTO
(2021)



C. Describe the required personnel and the general job descriptions necessary to coordinate the transportation services

Coordinating the transportation services involves a team of dedicated personnel to ensure smooth operations, excellent customer service, and adherence to accessibility standards. The required key personnel include the following and a brief description of their responsibility. Full position descriptions are attached.

- **Director** responsible for developing, leading, and implementing programs to ensure the safe, secure, and efficient operation of JTA's contracted paratransit and alternative services (Connexion Plus, Ferry, Read-ride, Express services, etc.). Responsibilities include effective employee management, contract oversight, administrative duties, and supporting the Operations Division in administrative tasks like policy management, project management, budget oversight, and data/report management. The incumbent promotes a culture of respect, productivity, ownership, and accountability within the workforce.
- **Manager** responsible for the overall operation and leadership of Connexion, JTA's paratransit service, and Community Transportation Coordinator (CTC) functions, including management of contracted paratransit services, state, local and federal regulatory compliance, and paratransit eligibility processes and procedures. This position participates in the research, development, and implementation of service programs for people with disabilities and people who are transportation disadvantaged.
- **Assistant Manager** responsible for generating and analyzing various reports on paratransit service ridership, revenue, and performance. This position assists in the management of the paratransit service contract. See the attached for additional responsibilities.
- **Connexion and Customer Service Supervisor** leads and supports the daily operations of the Connexion Eligibility Center. This position monitors the assessment and evaluation of applicants for Paratransit Services and the application of Americans with Disabilities Act (ADA) and Transportation Disadvantaged (TD) standards to determine the functional requirements of eligible individuals. The position provides guidance to individuals with disabilities on accessing JTA transportation services within the Connexion service area.
- **Eligibility Intake Coordinator** provides technical expertise in the assessment and evaluation of applicants for Paratransit Services using established Americans with Disabilities Act (ADA), Non-Sponsored, and Functional Assessment criteria for determining eligibility for paratransit service. The position conducts in-person interviews with multiple clients on a daily basis to establish eligibility.
- **Eligibility Clerk Connexion** performs general point of sale (cash receivables) activities, routine data entry, and sorting and filing of applications. The position greets disabled customers as they enter the building, answers a high volume of incoming phone calls, and performs related receptionist/clerical work for the Eligibility Center team.

D. Provide current contact information for at least three (3) references for the agency/firm and three (3) references for the proposed resident manager.

Agency References

Name	Agency	Address	Phone	Email
Doreen Joyner-Howard	FDOT	2198 Edison Avenue, Jacksonville, Florida 32204	904-360-5650	doreen.joyner-howard@dot.state.fl.us
Troy Nagle	Clay County Government	477 Houston Street Green Cove Springs, FL 32043	904-529-3771	troy.nagle@claycountygov.com
Janice Ancrum	Nassau County Council on Aging (COA)	1901 Island Walk Way, Fernandina Beach, FL 32034	904-261-0701 (Ext 1007)	jancrum@nassaucountycoa.org

Resident Manager References

Name	Agency	Phone	Email
Charles Frazier (CEO of CARTA)	CARTA - Chattanooga Area Regional Transit Authority	423-629-1411	cfrazier7369@gmail.com
Jeremi Bumpus (Executive Director PATS)	PATS - Paducah Area Transit System	270-444-8700	jbumpus@paducahtransit.com
Lenny Cooksey (GM - COMET/RATP Dev)	Central Midlands Regional Transit Authority	803-255-7100	walter.cooksey@ratpdev.com

4: Transportation Operations

A. How do you intend to provide coordinated services?

- a. Full brokerage
- b. Partial brokerage
- c. Coordinator/Operator

B. Describe the process for procuring and contracting with operators, if applicable.

The JTA's Procurement department is responsible for the procurement of all commodities, services, professional services, real property, construction, and any other goods or services for the JTA. The department is supported by professional staff who follow established policies and procedures based on city, state, and federal regulations and guidelines.

All bids are advertised on our [Procurement Portal](#), as well as in the Financial News and Daily Record publications.

Solicitations

The JTA accepts all solicitations electronically via our Procurement Portal. This system not only allows JTA to receive bids remotely, it also helps us track vendor participation, ensure compliance, improve transparency and reduce evaluation time.

Terminology

Invitation to Bid (ITB)

A solicitation, including all documents utilized for the solicitation, by JTA for goods or services where the award, if any, is to be made to the lowest responsible and responsive respondent.

Request for Proposal (RFP)

A solicitation in which JTA describes its needs in terms of performance standards or criteria for one or more elements of the solicitation and respondents are requested to provide (in addition to price or economic consideration, if applicable) descriptions and specifications of the goods and services which meet or exceed the criteria or standards specified or identifies a problem to be addressed by respondents.

Sole Source (SS)

The only existing source of an item that meets the needs of the User Department as determined by a reasonably thorough analysis of the marketplace.

Procurement Review Committee

All formal procurements over \$325,000 must be approved by the JTA Board of Directors. Prior to review by the Board, they are reviewed by the Procurement Review Committee (PRC). Unless otherwise noted, all meetings are held via Webex.

Disadvantaged Business Enterprise (DBE) Program

The JTA Procurement Department works closely with the DBE Program.

Selling to JTA

The process is determined by procurement value:

Less than or Equal to \$250,000

Most goods and services which the JTA procures are obtained through competitive bidding. JTA may solicit either verbal or written quotes, depending upon the item's dollar value.

Greater than \$250,000

Purchases greater than \$250,000 are subject to a formal procurement process. Depending on the scope of work or specifications, the JTA utilizes an ITB or RFP process.

JTA Procurement Rule 002

Pursuant to the JTA Procurement Rule 002, all alternative transportation service delivery, outside of fixed route service, is procured through a fair, open and competitive solicitation process.

C. Describe how your agency/firm will comply with federal and state laws or Commission policies relating to alcohol and drug testing and drug education to maintain a drug-free workplace.

The Contractor and its subcontractors shall maintain a drug-free workplace and otherwise comply with the provisions of the Drug-Free Workplace Act, 41 U.S.C. §§ 701-707. Without in any way

limiting the foregoing, the Contractor and its subcontractors shall provide a drug-free workplace by:

4. Publishing a statement (1) notifying employees that unlawfully manufacturing, distributing, dispensing, possessing, or using a controlled substance in the Contractor's (subcontractors') workplace is prohibited; and (2) specifying the actions that will be taken against employees for violation of such prohibition;
5. Establishing a drug-free awareness program to inform employees about:
 - a. The dangers of drug abuse in the workplace;
 - b. The Contractor's (subcontractors') policy of maintaining a drug-free workplace;
 - c. Any drug counseling, rehabilitation, and employee assistance programs that are available; and
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
6. Making it a requirement that each employee to be engaged in the performance of this Contract be given a copy of the statement required by paragraph (1);
7. Notifying the employee in the statement required by paragraph (1) that, as a condition of employment under this Contract, the employee will abide by the terms of the statement and notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) business days after such a conviction;
8. Notifying the Authority within ten (10) business days of receiving notice under subparagraph (4) from an employee, or within ten (10) business days of otherwise receiving actual notice of an employee's conviction;
9. Taking one of the following actions, within thirty (30) business days of receiving notice under subparagraph (5), with respect to any employee so convicted:
 - a. Taking appropriate personnel action against such an employee, up to and including termination; or
 - b. Requiring such an employee to satisfactorily participate in and complete a drug-abuse assistance or rehabilitation program that is approved by a federal, P-22-036 Paratransit Service Delivery and Strategic Scheduling Services state, or local health or law enforcement agency, or other appropriate agency as may be the case; and
10. Making a good faith effort to continue to maintain a drug-free workplace through implementation of subparagraphs (1), (2), (3), (4), (5) and (6).

The JTA Drug & Alcohol Program Office will conduct the following:

- A review of the substance abuse policy of the agency, to confirm compliance with DOT/FTA rules and regulations.
- Ensure the drug testing policy is distributed to all employees at the agency at time of hire and a record is made of this distribution.
- A yearly audit of the agency's drug and alcohol program will be conducted to ensure compliance with DOT/FTA testing rules regarding all testing (i.e. pre-employment, post-accident, random, et.al.)

- The agency’s drug education program will be scrutinized to determine that it meets FTA training requirements for new hire operators, post-accident testing, and reasonable suspicion testing determination for supervisors.

D. Describe the criteria and processes used to evaluate employees’ performance, including drivers, employment procedures, EEO Policy, DBE Policy, personnel training procedures, personnel discipline procedures, and termination policies.

The Performance Management system is designed as a multifaceted employee evaluation system aimed at optimizing workforce performance ensuring operational excellence within JTA.

Employees’ Performance

The criteria include identifying and nurturing strengths while addressing areas for improvement. It focuses on company competencies and metrics. The competencies include:

- Communication and Collaboration - Emphasizes inter/intra – departmental teamwork. Displays ability to cooperate, compromise and negotiate, using open and honest communication. Demonstrates trustworthiness, respect, and consideration for other’s opinions. Participates in team-oriented projects as assigned, sharing knowledge and experience with others. Represents the needs and interests of the team stressing corporate goals to obtain support and cooperation.
- Company Advocacy and Adaptability - Demonstrates loyalty and support for company services, policies, and philosophies. Accepts responsibility for self/staff compliance with established company and/or legal policies, rules, and regulations. Willingness to adjust to change and in handling new requirements/assignments.
- Customer Focus/ External and Internal Relations - Conveys a professional image while representing the organization to external and internal parties. Dedicated to meeting the needs of external and internal customers. Speaks and acts with customers in mind, understanding their needs and considering how actions or plans will affect them. Responds promptly to meet customer needs and requests. Communicates effectively at all levels and resolves conflict effectively, using tact, flexibility, open-mindedness, and diplomacy.
- Initiative - Assists in establishing accurate and reasonable short and long-term goals that support company objectives. Willingly accept new assignments and seeks out additional opportunities to learn and grow. Voluntarily participates in intra-departmental projects. Asks for help as needed. Responds to requests for assistance.
- Job Knowledge - Looks for opportunities to develop or improve business processes or systems. Brings new ideas to the table and focuses on researching, developing and implementing industry best practices to improve efficiency and effectiveness.

- **Problem Solving/ Decision Making** - Provides consistent and accurate identification, analysis and resolution of problems. Displays resourcefulness and innovation in decision making and problem solving.
- **Professional Accountability** - Behaves in a manner consistent with the organization's expressed values and ethical principles. Is accountable for executing projects and meeting established deadlines and takes ownership for results. Follows through on commitments and fulfills obligations. Leads by example; personally models the organization's core values through actions and behaviors for coworkers and employees.
- **Quality of Work** - Completes work accurately and thoroughly, paying attention to the details of job responsibilities. Produces a minimum of errors while developing a high-quality work product. Contributes to the organization's commitment to quality and excellence. Adjusts priorities effectively to ensure established deadlines are met.

Employment procedures

The employment procedure involves a systemic approach to recruiting, hiring, and onboarding employees. Employees are recruited through various media such as job fairs, internet postings, employee referrals, partnerships with community organizations including the various Chamber of Commerce, and community events. Employees are oriented to the company's history, policies and procedures, safety protocols, and job-specific requirements. Drivers participate in a comprehensive training program for new drivers and in ongoing professional development geared towards adult learning through classroom theory, online, and practical application. Training materials are regularly reviewed and updated to reflect industry best practices.

EEO Policy

Jacksonville Transportation Authority is an Equal Employment Opportunity employer. JTA affirms its commitment to treat all applicants for employment and employees equally without regard to race, religion, creed, color, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, disability, veteran status, marital status or other class protected by local, state, or federal law. JTA and its employees are prohibited to discriminate against an applicant for employment or employee on the basis of race, color, religion, creed, sex, (including gender identity, sexual orientation and pregnancy) age, genetic information, national origin, disability, veteran status, or any other basis protected by local, state, or Federal law, or to be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or in part through Federal financial assistance.

JTA supports the concept of an active Equal Employment Opportunity (EEO) program consistent with Federal laws, court decisions, Executive Orders, and regulations, including goals and timetables, in order to overcome the effects of past discrimination on minorities and women. Such EEO program shall be made available for inspection by any employee or applicant for employee upon request.

The responsibility for the implementation of the EEO Program rests me with me Nathaniel P. Ford, Sr. as Chief Executive Officer/Executive Director. The management of the EEO Program &

day-to-day responsibilities shall be the responsibility of the Ken Middleton, AVP - Office of Small Business & Community Impact, who can be reached at 904-598-8728 and who reports directly to me as Chief Executive Officer of JTA. All managers and supervisors share in the responsibility of ensuring compliance is achieved through understanding, communicating, and active involvement in the support of this policy. Performance evaluations of managers and supervisors shall include evaluating the success of the EEO program in the same manner as performance on other goals.

Applicants and employees have the right to file complaints alleging discrimination with the EEO Officer, Federal or State Civil Rights Commissions, the U.S. Department of Transportation, and the EEOC. Retaliation against an individual, who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit) or otherwise engages in protected activity, is strictly prohibited and will not be tolerated.

JTA is committed to providing reasonable accommodations to applicants and employees who need them due to a disability or to practice or observe their religion, absent any undue business hardship for providing such.

This policy extends to all areas of employment including recruitment, selection and placement, compensation, promotion, transfer, discipline, demotion, lay-off, termination, training, daily working conditions, benefits and all other terms and conditions of employment.



DBE Policy

As a major provider of public transportation and whose employees have extensive daily contact with the public, the Jacksonville Transportation Authority (JTA) recognizes its responsibility to the community which it serves and is committed to a policy of nondiscrimination. The JTA will take all necessary and reasonable steps to assure the Disadvantaged Business Enterprises as defined by the U.S. Department of Transportation, 49 CFR part 26 shall have a fair opportunity to participate in JTA contracts, and we have signed an assurance of this compliance. It is also our policy and objective

to: To ensure nondiscrimination in the award and administration of DOT-assisted contracts; to create a level playing field on which DBEs can compete fairly for DOT-assisted contracts; to ensure that the JTA's DBE Program is narrowly tailored in accordance with applicable law; to ensure only firms that fully meet eligibility standards of 49 CFR Part 26 are permitted to participate as DBEs; to help remove barriers to the participation of DBEs in DOT-assisted contracts; and to assist the development of firms that can compete successfully in the marketplace outside the DBE Program.

Personnel Training Procedures

All employees have a specific set of core compliance training courses they must complete. New hires are responsible for completing all compliance training within 30 days of their hire. Courses rotate on a monthly basis.

Course	Refresher Training
Ethics/Harassment	Yearly
Title VI	Every 2 Years
Disadvantaged Business Enterprise/DBE	Every 3 Years
Drug & Alcohol Awareness	Every 3 Years
Reasonable Suspicion	Every 3 Years

Current employees are responsible for completing the listed compliance courses as a refresher training on or before the previous completion date.

Disadvantaged Business Enterprises/DBE provides an overview of JTA's DBE program and how it affects the JTA as a recipient of Federal funding. The course defines small business certification and how they play a role in transit related projects.

Drug & Alcohol Awareness training provides an overview of the Drug Free Workplace Act of 1988 and Omnibus Transportation Employee Testing Act of 1991 and how they pertain to the JTA. The course discusses the difference between safety sensitive and non-safety sensitive employees and an overview of our Drug & Alcohol program.

Reasonable Suspicion training provides an overview of the FTA requirements for supervisory training in reasonable suspicion testing referrals. Although this is required training for all supervisors/ managers, it is available to all employees.

Ethics & Harassment training provides an overview of business standards of the JTA and defines expectations of employee actions. The course will address Florida Statute 112.313 and those actions that support ethical behavior. The course concludes with discussions on conflicts of interest and ways to report violations.

Title VI training provides an overview of the Civil Rights Act of 1964 and how it pertains to the JTA as a recipient of Federal funding for transit related projects. The course will address Limited English Proficiency (LEP), Fare Equity and Service Equity

Personnel Discipline Procedures

Employee discipline is based on clearly outlined job responsibilities and expectations and clearly communicated expectations for improvement and discipline. The process follows a progressive approach, starting with verbal warnings and escalating as needed. Documentations are thoroughly maintained for disciplinary actions ensuring clarity and fairness which also allow employees the opportunity to respond and provide their perspective. There are defined outline reasons for termination in the employee handbook or collective bargaining agreement to ensure fairness and consistency.

Overview:

An employee's conduct is a major factor affecting the health and growth of the JTA/JTM. It is also an important aspect of the Authority's image within the community. When management finds an employee's performance is unsatisfactory or an employee's conduct is unacceptable, disciplinary action may be taken. The discipline may range from an informal discussion with the employee to immediate discharge, depending on the Authority's assessment of the seriousness or frequency of the situation.

Levels of Discipline:

- The level of discipline, would typically follow the below progression, unless the infraction is felt to be egregious enough to skip one or more steps in the process. A certain issue or incident could lead immediately to a final written warning or even immediate termination, depending upon the severity and impact.
- The below progression is meant only as a guideline and is not intended to be a step-by-step guide for every situation. An employee may or may not progress to the next step. It would depend on the assessment of the situation/issue and the employee's work history.
 - Verbal Warning - discussion with employee regarding a concern over performance or behavior, meant to provide insight and direct toward improved outcomes.
 - Written Warning - continued evidence of a failure to improve performance or behavior, would lead to documented guidance on a concern and the expected change necessary to correct the concern.
 - Final Warning or Suspension - a final warning is issued and a performance improvement plan (PIP) is put in place to provide clear guidance on improvement expectations and detailed steps/actions necessary for employee to improve to a satisfactory level; a suspension could also be utilized in this situation if the behavior or issue is clearly not in line with company Core Values or standard expectations.
- Termination of Employment - if the performance or behavior is not corrected through

the above steps or the issue is egregious enough to warrant severe immediate action, an employee would be separated from JTA.

Communication/Collaboration With Human Resources:

- Upon reaching the written warning step in the process or any subsequent step, the Human Resources & Organizational Development team must be involved and support the disciplinary action being taken by the Supervisor/Manager.
- Determination of the appropriate level of discipline will be determined by the Manager or Supervisor in collaboration with either the AVP of HROD, Manager of HROD or HROD Designee.
- The Human Resources & Organizational Development department will review and revise any formal written disciplinary action prior to the delivery of discipline to the employee.
- Employee disputes resulting from disciplinary action should be directed to the Human Resources & Organizational Development department, the Department Manager or Division Senior Vice President or Vice President within 30 days of the disciplinary action.

Termination policies

The exit of an employee must be handled in a consistent and conscientious manner. We want to ensure the security of JTA information and property, as well as understand the reasons for employee attrition.

Resignations:

Employees who resign from their position are asked to give the JTA/JTM a minimum of two weeks notice prior to their date of resignation. A written notification should be delivered to the employee's immediate supervisor. Employees providing a less than two week notice will not be eligible for rehire unless extenuating circumstances are provided.

Once an employee provides notice that they are leaving, (i.e. retiring, resigning, etc.) the immediate supervisor should contact a member of the Human Resources and Organizational Development (HROD) team about the pending employee separation along with forwarding a copy of the letter of resignation to the HROD team.

Involuntary Terminations:

In some cases it may be necessary to dismiss employees whose performance does not meet Authority standards. Such circumstances include but are not limited to misconduct, poor work performance, excessive tardiness, absenteeism, pilfering, rudeness to the public, etc. Dismissals are taken very seriously at the Authority and require approval from the Human Resources and Organizational Development Department and the appropriate Division Vice President. Dismissed employees require authorization from the Division Vice President before being permitted to return to JTA property. Failure to obtain such authorization may subject the individual to charges of trespassing.

For involuntary terminations, the Supervisor or Manager is responsible for initiating an 'Exit Checklist' to confirm return of Authority property. The Supervisor or Manager is responsible for forwarding the 'Exit Checklist' to I.T. for review and recovery of any technology devices signed over to the employee. In cases of involuntary terminations, an exit interview is not performed.

General Provisions:

- Separated employees will be paid in full for unused accrued vacation leave and personal holidays as of the date of separation. Employees are not paid for unused sick leave. Eligible employees will also have the option of continuing their group medical and dental insurance benefits after termination. The provisions of the Consolidated Omnibus Budget Reconciliation Act, also known as COBRA, govern this continuation of insurance coverage.
- Upon separation of service, all employees must return all property before departing JTA premises. Items to be returned include but are not limited to building and office keys, JTA vehicle keys, JTA identification card/bus pass, JTA work products and files, and all issued electronic devices (i.e., cell phones, portable radios, laptops and PDA's)

Exit Interview:

- The exit interview is intended to elicit valuable information regarding the experience of employees who are leaving the Authority. Feedback gathered will be utilized to create retention strategies and make improvements within the organization. Exit interviews are strictly voluntary and will be completed utilizing the Exit Survey via SurveyMonkey.
- HROD will attempt to conduct exit interviews for all employees who voluntarily separate from the Authority. The exit interview can be done via: Face-to-Face interview, Online exit interview and paper exit interview that can be e-mailed or mailed to the employee for completion.
- Exit interviews are confidential and will be used by HROD to identify trends as to why people are leaving which may lead to changes in employment practices designed to improve the Authority's work environment and improve employee retention.
- Face-to-Face interviews will be conducted by a member of the HROD team. The employee's immediate supervisor or manager should not conduct the exit interview. Having HROD conduct the face-to-face interview may improve the employee's comfort level in providing direct and honest feedback. The HROD representative will input the feedback provided into the on-line survey for the employee. Employees not wanting to participate in a face-to-face interview will have online and paper options also available as outlined above.
- Because of the amount of information that must be provided to the separating employee, all employees should make an appointment for an exit interview with the Human Resources and Organizational Development Department. The exit interview also provides the employee an opportunity to offer constructive comments and suggestions about their employment with the JTA/JTM.
- The exit interview should take place as close to the last workday of the employee as possible. Separated employees are encouraged to keep the JTA/JTM informed of any address changes, so that tax forms and any appropriate information regarding their retirement through the

Florida Retirement System may be forwarded.

- For employees who are unable to be contacted prior to leaving the Authority, a member of the HROD team will send the former employee a link to the online survey requesting they participate in the exit interview process. If the former employee wants to complete a paper survey, they can request that the form be mailed or e-mailed to them. Upon receiving the completed survey, the HROD team will input data into the online survey.

Retirement:

It is best to notify the Human Resources and Organizational Development department of your intent to retire at least two months prior to the intended retirement date. This will ensure the proper paperwork can be completed and filed with the appropriate pension plan administrators in a timely fashion and ensure alignment of pension payments.

Employees who are retiring will be given the option of:

- Being paid for unused vacation in a lump sum and having their date of separation become effective when they leave the property; or
- Electing to exhaust accrued vacation time prior to the effective date of retirement.

Sick Leave Payments Upon Retirement - Employees who qualify for retirement will be entitled to a payment of unused accumulated sick leave upon retirement from JTA as follows:

1/3 of unused accumulated sick leave, not to exceed 30 days or 240 hours. This provision is available only to employees who retire under normal provisions and does not apply to employees who leave for any other cause.

Last Day:

A member of HROD will provide or share with the supervisor or manager a copy of the 'Exit Checklist' to initiate the collecting of all assigned property prior to departure. On the employee's last day of work the employee will meet with his/her Supervisor or Manager and go through the 'Exit Checklist' to ensure all JTA property has been returned and accounted for. Any questions regarding last paycheck and benefits should be referred to a member of the HROD team.

E. Describe the company training policies and experience relating to sensitivity training in the transportation of elderly, disabled, and other disadvantaged persons.

The training is a comprehensive training framework that reflects the company's commitment

to providing transportation services to diverse groups, including elderly, disabled, and other disadvantaged persons. Drivers and some specific employees who are involved directly with passengers/customers are required to undergo mandatory sensitivity training. Sensitivity training is a recurring part of professional development to reinforce key principles and to eliminate complacency.

All employees must complete the mandatory compliance training to align with Federal, State, and City mandates such as Americans with Disabilities Act (ADA) and other applicable regulations. Training is regularly reviewed and updated based on evolving best practices and feedback.

The company ensures that employees are well-prepared to meet the unique needs of elderly, disabled, and disadvantaged passengers with sensitivity and professionalism. This approach contributes to a positive and inclusive transportation experience for all passengers.

F. In the event of a vehicle breakdown or no-show driver, describe the procedure used to operate transportation on time and as scheduled.

Despite robust preventative maintenance and active management of team members and contractors, occasionally we are faced with vehicle breakdowns or no-show drivers. JTA and its contractors have a comprehensive strategy in place to ensure service reliability in the event of these issues.

Planning for Contingencies

A core component of in-service reliability is the appropriate deployment of backup service. To maintain service reliability, we schedule an extraboard shift, employ extraboard operators, and maintain pre-tripped backup vehicles at the operating facility.

We schedule extraboard shifts to cover service when operators do not arrive to work as scheduled due to vacation or illness. They are available to relieve service in the event of an operator illness, roadcall, or any incident that results in an out-of-service vehicle. Upon becoming aware of an operator deficiency, the dispatcher notifies the extraboard operator alerting them of the available shift.

The Brokered Firm stages all spare vehicles not in service as pre-tripped backup vehicles at the operating facility. These vehicles are available for use when a service disruption occurs, such as a vehicle incident or roadcalls.

On-Road Operations

The operator notifies dispatch when they leave the yard by indicating so on the tablet. As the operator performs trips using the arrive/depart notifications, it is transmitted to the scheduling and dispatch system and updates the route. The dispatch team actively monitors the route using the scheduling and dispatching system.

When the operator arrives at each stop, they provide door-to-door service as required. If the passenger does not appear, the operator alerts the passenger of their arrival. If the passenger still does not appear, the operator follows our standard no-show procedures described below.

As passengers aboard the vehicle, the operator asks each for a valid fare, and they log the correct fare payment or non-payment. We train all operators in system fare policies as part of our operator training.

G. Describe the procedure to monitor in accordance with Chapter 14-90, F.A.C.:

The Jacksonville Transportation Authority (JTA) Safety & Security Administrator is tasked with overseeing the JTA Connexion contractor for compliance with all regulatory requirements outlined in the Rule Chapter 14-90 and the Florida Commission of the Transportation Disadvantage Trip and Equipment Grant.

Reviews are completed on an annual basis and include, but are not limited to the following:

- Policies and procedures
- Drug Free Workplace
- Operational and safety procedures
- Operational and driving requirements
- Event investigations
- New driver files (personnel files)
- Road Observations (Ride-Alongs)
- Payroll documentation and calculation
- Preventive maintenance - Maintenance plan
- Training documentation

All findings are reported to the prime contractor through a letter from the Safety and Security Administrator. Once a response is received from the prime noting a corrective action plan, the Safety and Security Administrator will initiate an additional review at a later date to make certain the corrective action plan is operating effectively.

5: Financial Capacity to Undertake Project

A. Provide a description of the agency/firm's assets, financial and capital, and include the latest financial audit of the agency/firm prepared by an independent auditor or Certified Public Accountant (CPA). If your agency/firm is not required to conduct an audit, please state the reason an audit is not required and provide financials prepared by an independent accountant or accounting agency.

The below is excerpts from the JTA's most recent financial audit and addresses the Authority's assets, financial and capital.

This discussion and analysis is designed to provide insight into the JTA annual financial report by discussing significant financial issues and changes in financial position based on currently known facts in order to better explain material changes in the Authority's financial position and performance during the Fiscal Year ended September 30, 2022 as compared to September 30, 2021.

See Exhibit 5 for full audit report.

Financial Highlights

The financial highlights section will serve as background in understanding the more detailed explanations that follow:

- The Authority's total net position of combined governmental and business type activities on the Statement of Net Position was \$368.4 million, which consisted of net investment in capital assets of \$316.0 million, a restricted net position of \$22.6 million and an unrestricted net position of \$34.5 million.
- The Authority's spending in federal and state expenditures in FY22 supports the Authority's mission to improve Northeast Florida's economy, environment, and quality of life by providing safe, reliable, efficient, and sustainable multimodal transportation services and facilities. The spending was primarily attributable to the following initiatives:
 - Support of the Authority's Fixed Route services including
 - The continuation of the Fleet replacement plan with new bus purchases
 - Construction of a New Bus Was Facility
 - Bus Paint Booth Replacement
 - Installation of Local Option Gas Tax (LOGT) Passenger Shelters.

- Continual landside and marine infrastructure improvements for the St. Johns River Ferry including vessel haul out.
- IT infrastructure Improvements
- Total capital assets, net of accumulated depreciation, increased from \$464.7 million in 2021 to \$503.8 million in 2022, an increase of 8.4%. The increase in 2022 was primarily due to an increase in construction in progress of \$33.0 million for the Authority’s previously mentioned major project initiatives.

General Fund Budgetary Highlights

Of the JTA’s Government Funds, the General Fund is the primary fund. Investment earnings final budget was budgeted at \$351K. Total sales tax revenue for the general fund was budgeted at \$2.03 million and there was a \$1.3 million increase in intergovernmental revenue as compared to the final budget to account to include amounts to cover higher costs related to project management software, and construction and legal consulting services.

General Government Expenditures for the general fund were budgeted (final) at \$3.9 million; the actual expenditures were \$4.0 million. The General Fund expenditures were slightly unfavorable by \$78K compared to the final budget, primarily due to higher expenditures in general government.

Capital Assets

At the end of Fiscal Year 2022, the Authority showed \$503.8 million in total for the governmental and business type activities in Land, Buildings, Vehicles, Equipment and construction in progress as shown in Table A-3. Government activities increase by \$15.6 million primarily due to increases in custodial asset construction in process, stemming primarily from our transportation infrastructure design of streets for all users and not just cars, which allows mobility for bikes and pedestrians. Business type activities increased by \$23.5 million due to increases of \$17.5 million in construction in process for the completion of project renovations started in FY2021 such as building new bus washing stations, facility renovations, and a system overhaul to upgrade routers for Skyway and the Myrtle Avenue Operations Campus.

Debt Administration

In January 2015, the Authority issued \$97,485,000 in local option gas tax revenue bonds, Series 2015. The bonds are used to: (i) finance expenditures relating to the cost of transportation projects identified in the Authority’s mobility program, and (ii) fund a debt service reserve. The Series 2015 issue has a final maturity of 2036. The outstanding bond balance as of September 30, 2022, was \$71,720,000. Interest rates range from 3% to 5%. The revenues of the local option gas tax have been pledged as collateral and the payments of the bonds are insured with a municipal bond issue insurance policy. The approximate amount of the pledge is equal to the remaining principal and interest of \$109,285,500. During 2022, \$14,597,779.19 of local option gas tax revenue was recognized and \$7,631,250 was paid for debt service and fees.

In July 2019, the Authority entered into a note agreement with Regions Bank for \$2,600,000 at an interest rate of 2.18%. The loan was used to finance the expenditures relating to costs for designing, engineering, financing, acquiring, equipping, and constructing upgrades to the Acosta Bridge lighting system. The first payment on the note was June 1, 2020 and its outstanding balance as of September 30, 2022 is \$1,551,100. The Authority paid the loan in full during June 2023.

In October 2020, the Authority issued \$35,360,000 par value local option gas tax revenue bonds, Series 2020. The total purchase price of \$44,724,353 includes the Original Issue Premium of \$9,491,880 less an Underwriters Discount of \$127,527. The bonds are used to: (i) finance expenditures relating to the cost of transportation projects identified in the Authority's mobility program, and (ii) fund a debt service reserve. The Series 2020 issue has a final maturity of 2036. The outstanding bond balance as of September 30, 2022, was \$43,076,826. The interest rate is 5%. The revenues of the local option gas tax have been pledged as collateral and the payments of the bonds are insured with a municipal bond issue insurance policy. The approximate amount of the pledge is equal to the remaining principal and interest of \$47,691,250. During 2022, \$3,408,000 was paid for debt service and fees.

Next Year's Budget

The Jacksonville Transportation Authority's FY23 operating and capital budgets are balanced and support the goals and objectives of the JTA's new 5-year strategic plan, MOVE2027 (Mobility Optimization for Vision and Excellence).

The FY23 operating budget was increased by 14.9% overall versus the FY22 budget. This is primarily a result of a sharp increase in sales tax revenues, as a new state law to charge sales taxes on all internet transactions that took effect in July 2021 has fully materialized. Inflation levels also are expected to have a positive impact. The capital budget of \$35.5 million reflects a decrease from the prior year of \$33.3 million, as the FY22 budget included federal relief funds as well as two large discretionary grants. Additionally, the new local option gas tax takes effect on January 1, 2022. This tax was passed by City Council in May, 2021.

JACKSONVILLE TRANSPORTATION AUTHORITY
STATEMENT OF NET POSITION

SEPTEMBER 30, 2022

	Governmental Activities	Business-Type Activities	Total
ASSETS			
Current Assets:			
Cash and cash equivalents	\$ 92,258,167	\$ 14,884,324	\$ 107,142,491
Investments	37,677,928	-	37,677,928
Due from other governments	2,230,480	19,402,540	21,633,020
Accounts receivable, net	51,155	3,099,487	3,150,642
Lease receivable	2,460,550	-	2,460,550
Inventory	-	3,307,310	3,307,310
Prepays	-	1,364,971	1,364,971
Noncurrent Assets:			
Restricted cash and cash equivalents	17,841,514	-	17,841,514
Restricted investments	41,583,581	-	41,583,581
Net pension asset	-	13,305,206	13,305,206
Capital assets (net of accumulated depreciation)	197,092,625	306,735,551	503,828,176
Total Assets	391,196,000	362,099,389	753,295,389
DEFERRED OUTFLOW OF RESOURCES			
Pensions	7,695,901	5,268,554	12,964,455
Other postemployment benefits	10,549	-	10,549
Total Deferred Outflows	7,706,450	5,268,554	12,975,004
LIABILITIES			
Current Liabilities:			
Accounts payable	6,070,616	13,517,093	19,587,709
Accrued expenses	4,778,796	2,267,944	7,046,740
Claims payable	-	2,457,430	2,457,430
Accrued compensated absences - current	381,524	392,136	773,660
Accrued interest	936,188	-	936,188
Revenue bonds payable	6,844,629	-	6,844,629
Note payable	375,323	-	375,323
Noncurrent Liabilities:			
Claims payable	-	3,764,896	3,764,896
Accrued compensated absences - noncurrent	299,740	1,319,858	1,619,598
Net pension liability	21,378,881	-	21,378,881
Revenue bonds payable	130,565,316	-	130,565,316
Note payable	1,175,777	-	1,175,777
Other postemployment benefits	119,352	-	119,352
Custodial projects - due to other governments	187,819,611	-	187,819,611
Total Liabilities	360,745,753	23,719,357	384,465,110
DEFERRED INFLOW OF RESOURCES			
Pensions	2,226,253	6,798,491	9,024,744
Other postemployment benefits	53,989	-	53,989
Hedging activities	-	1,872,924	1,872,924
Lease related	2,400,410	-	2,400,410
Total Deferred Inflows	4,680,652	8,671,415	13,352,067
NET POSITION			
Net investment in capital assets	9,273,014	302,102,343	311,375,357
Restricted	22,555,513	-	22,555,513
Unrestricted	1,647,518	32,874,828	34,522,346
Total Net Position	\$ 33,476,045	\$ 334,977,171	\$ 368,453,216

The accompanying notes to the financial statements are an integral part of these statements.

B. Provide proposed fleet (vehicle type, capacity, accessibility, year) at service start-up. Include a statement concerning the agency/firm's ability to acquire additional capital equipment as may be required to provide this service.

Existing Vehicles

FDOT Control Number	Year/Make	Type	VIN	Mileage	Date	Vehicle Length	Seats: Ambulatory/ Wheelchair
20022	2019 Ford	Champion	1FDFE4FS4HDC62244	136,444	06/01/23	<22'	14/3
20025	2019 Ford	Champion	1FDFE4FS6HDC62214	127,921	06/01/23	<22'	14/2
20031	2019 Ford	Champion	1FDFE4FS9KDC42854	85,995	06/01/23	<22'	12/3
20032	2019 Ford	Champion	1FDFE4FS0KDC42855	101,075	06/01/23	<22'	12/3
20057	2020 Ford	Challenger	1FDFE4FSXKDC65186	124,352	06/01/23	<22'	14/2
20087	2021 Ford	Champion	1FDFE4FNXMDC20388	31,584	06/01/23	<22'	14/3
70211	2017 Ford	Champion	1FDFE4FS2HDC58452	201,083	06/01/23	<22'	14/3
70214	2017 Ford	Champion	1FDFE4FS4HDC57075	110,706	06/01/23	<22'	14/3
9227	2010 Ford	Turtle Top	1FDWE35L59DA61913	143,356	06/01/23	<22'	9/2
90279	2011 Dodge	Caravan	2D4RN4DE9AR350212	169,918	06/01/23	<22'	5/1
90285	2010 Dodge	Minivan	2D4RN4DE9AR455073	205,649	06/01/23	<22'	4/1
91208	2012 Chevrolet	Cutaway	1GB3G2CG1B1171726	167,901	06/01/23	<22'	9/2
91237	2014 MV-1	Van	57WMD1A63EM100944	63,332	06/01/23	<22'	3/2
91238	2014 MV-1	Van	57WMD1A60EM100741	72,857	06/01/23	<22'	3/2
91282	2016 Ford	Turtle Top	1FDFE4FSXGDC55328	191,080	06/01/23	<22'	14/3
91300	2016 Ford	Turtle Top	1FDFE4FS0GDC57105	221,109	06/01/23	<22'	14/2

New Vehicles

FDOT has committed to providing funding for 4 new vehicles at the award of this contract.

The Jacksonville Transportation Authority (JTA) is a multi-modal transportation provider with the capacity to serve and deliver as the new transit provider in Nassau County, Florida. As a regional transportation provider, the JTA has a full spectrum transit operations team, planning and

sustainability team, a grants management team and a community outreach team skilled at educating the community on transit service, ridership and trip planning to assist Nassau County. The JTA also has 3 certified planners (AICP) and 3 certified public accountants (CPA's) on staff. Through these skillsets and through strong coordination, the JTA can ensure:

- That the Nassau paratransit fleet vehicles are fully reviewed, services and programmed for replacement. JTA will partner with the State DOT to utilize grant funds for vehicle replacement and block grant funds for operating assistance.
- The JTA will also partner with the North Florida Transportation Planning Organization for flex funding to assist Nassau County with vehicle replacement.
- The JTA will look at the grant funding benefits bestowed on Nassau County in moving from a rural designation to the small urban designation, according to the last census numbers. With less than 100 vehicles in its fleet, Nassau County may have a good opportunity to explore S. 5307 small urban federal funding for capital and operating costs, as well as being a direct recipient of S. 5339 funds.
- The JTA will also help transition any available funds to Nassau County that can aid in and be used for providing transit services in Nassau County.

C. Because of the payment schedule to the purchasing agencies, the CTC must have a 45-day cash reserve based on the estimated proposed annual budget. Document that the reserve will be available and will be utilized only in the Nassau County coordinated system.

JTA currently has in place a policy that requires a level of reserves for Transit Operations to be 25% of the annual operating budget. This is the equivalent of a 90-day cash reserve for JTA's transit operations. Should JTA be selected as the CTC for Nassau County, this policy would extend to cover Nassau County's services.

This policy can be provided upon request.

6: Finance Plan and Rates

Escalating operational costs and increasing fuel prices, coupled with a rapidly growing county population, has made it difficult for NassauTRANSIT to continue providing transportation services. JTA has developed a rate model that will ensure the needs of Nassau will be met while ensuring financial sustainability.

See Exhibit 6 for Rate Model.

7: Understanding of Proposal to the RFP

A. Provide a Transition Plan describing the process and schedule to ensure a smooth changeover. Each activity listed in the Transition Plan must include a description of the task, a scheduled start date, and a scheduled completion date. Indicate the capital resources and time required for initiating the start-up, effective October 1, 2024.

JTA does have experience in a change-over situation. As part of an emergency RFI, the Commission for the Transportation Disadvantaged (CTD) selected the Jacksonville Transportation Authority (JTA), as the Community Transportation Coordinator (CTC) for Clay County effective January 1, 2019, for a period of 18 months. The JTA contracted with a Brokered Firm as the service provider and renamed the service as Clay Community Transportation (CCT). The Commission for the Transportation Disadvantaged re-designated JTA as the CTC for a five-year period at a meeting in June 2020. From day one of owning the contract, JTA provided a seamless transition to Clay County passengers during this period.

A similar plan is proposed for Nassau County. JTA will merge existing vehicles and resources with our existing Brokered Firm's contract to ensure continued operations.

This implementation plan shall address the following, in detail:

- Securing of facilities, licensing, and permitting;
- Pre-marketing including branding and customer engagement
- Staff onboarding and training;
- Pre-October 2024 practice and preparation;
- Planned service transition;
- Safeguards and contingencies to deal with unexpected problems;
- Planned progress meetings with the JTA; and
- Documents and timelines identifying implementation elements, with critical path items clearly
- Identified and linked as needed to other requirements.
- Initiation of TDSP development

Service Plan Schedule

Task	Start	End
Negotiate Contract and Enter MOA With LCB	1-Apr	1-Jun
Update/Develop Transportation Disadvantaged Service Plan (TDSP)	1-Apr	15-Jun
Negotiate With Brokered Firm for Service in Nassau	1-Apr	15-Jun
Finalize Service Plan, Marketing Plan, and Branding Concepts.	1-Apr	30-Sep
Develop Staffing and Training Program - Understand How Many Reservationists, Schedulers, and Dispatchers Are Needed and Where They Will Be Located.	1-Apr	15-Jun
Develop and Implement Accounting System	1-Apr	15-Jun
Narrow Down Pull-Out Locations to Avoid Long Deadhead for Routes.	1-May	1-Jun
Procure PTT (Push to Talk) Handsets for Communication Between Dispatch and Drivers.	3-Jun	1-Aug
Inspect All Vehicles, Facilities, and Equipment.	3-Jun	7-Jun
Based On Findings from Our Own Assessment, Develop A Repair Timeline. Worst Vehicle Receives Top Priority.	10-Jun	28-Jun
Order All Parts, Graphics, Software, Hardware, and Databases Necessary to Perform Its Required Duties.	10-Jun	1-Sep
Order Parts	29-Jun	1-Sep
Complete Repairs	15-Aug	15-Sep
Submit An Annual Operating Report (AOR) To CTD	2-Sep	15-Sep
Implement Staffing and Training Program	16-Sep	30-Sep
Buses Cleaned and Prepped for Graphics	23-Sep	25-Sep
Buses Wrapped with Design	26-Sep	28-Sep
Launch New Service	1-Oct	30-Oct

B. Identify any obstacles that would prevent the CTC from performing its responsibilities in the most cost-efficient and effective manner.

Barriers to Coordination

The following are identified barriers to the Coordination process:

1. Agencies that do not budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
2. Lack of a dedicated funding source for operating and capital expenses.

3. Lack of adequate funding for coordinating transportation services.
4. Increasing cost of fuel, vehicles and insurance.
5. Lack of specialized medical care (particularly kidney dialysis) located in the county.

The primary barrier to coordination is funding. The demand for service exceeds available funding. The TD Boards are working with the CTC to stretch the limited funding available to provide as much service as possible. Also, with the new Medicaid managed health care system approach we no longer have a coordinated transportation system in Florida. This new reality throws a new challenge to CTC's who are no longer able to verify if clients are eligible to receive transportation services under Medicaid.

In addition, new app technology like Uber and Lyft are creating more pressure in an already fragile system. This new technology put CTC's at a disadvantaged by having to compete for lower trip prices. The ride-hailing industry does not own vehicles consequently they do not have to comply with federal and state safety laws that make paratransit vehicles safer for the general public. However, the elevated cost of providing transit services is pushing transit organizations to consider these apps as a solution rather than a competition. Some transit agencies in the country have launched partnerships with these upstart service providers with the intent of complementing their fixed routes by experimenting with ways to encourage customers to use these ride apps to get to and from stations.

JTA aims to overcome this barrier through innovative approaches and technology integration, allowing us to compete with other emerging transportation options. As mentioned previously, JTA will begin offering the commingling of services in 2025. This innovation can bring better service to ADA and general population riders and bring down costs for agencies. Commingling is the operation of ADA paratransit service in conjunction with a non-ADA demand-response service — which can range from traditional dial-a-ride to app-based microtransit — with the goal of sharing resources to improve quality of service and reduce costs.

JTA prioritizes a meticulous approach, aiming to seamlessly commingle services for optimal efficiency, emphasizing customer service and effectiveness in this transformative initiative.

In addition, JTA's ability to strong form partnerships, with public and private entities and our ability to secure funding from alternative sources can help alleviate funding challenges.

JTA is also exploring the deployment of alternative fuel vehicles which can improve both environmental and financial sustainability.

**NASSAU COUNTY COUNCIL ON AGING, INC. / NassauTRANSIT
OPERATING REPORT as of DECEMBER 31, 2023**

3 MONTHS ENDING DECEMBER 31					12 MONTHS ENDING DECEMBER 31					
	2023	2022	CHG AMT	CHG PCT		2023	2022	CHG AMT	CHG PCT	
1	5,512	10,627	(5,115)	(48.1)%	TRANSPORTATION DISADVANTAGED	33,261	38,805	(5,544)	(14.3)%	1
3	3,815	3,168	647	20.4%	SENIORS PROGRAMS AND SERVICES	14,360	9,617	4,743	49.3%	3
6	9,327	13,795	(4,468)	(32.4)%	TOTAL PARATRANSIT TRIPS	47,621	48,422	(801)	(1.7)%	6
7	60	59	1	1.7%	OPERATING DAYS (excl. holidays, Sat & Sun)	249	249	0	0.0%	7
8	155.5	233.8	(78.4)	(33.5)%	TOTAL PARATRANSIT TRIPS PER DAY	191.2	194.5	(3.22)	(1.7)%	8
9	7,687	7,274	413	5.7%	BUS OPERATOR HOURS WORKED	33,006	27,246	5,760	21.1%	9
10	1.21	1.90	(0.68)	(36.0)%	TOTAL PARATRANSIT TRIPS PER HOUR WORKED	1.44	1.78	(0.33)	(18.8)%	10
11	118	157	(39)	(24.8)%	EMPLOYMENT / COMMUTER TRANSIT	673	436	237	54.4%	11
12	148	81	67	82.7%	ISLAND HOPPER	504	276	228	82.6%	12
13	1,021	745	276	37.0%	YMCA	4,150	2,420	1,730	71.5%	13
14	365	366	(1)	(0.3)%	NASSAU EXPRESS SELECT	1,608	1,097	511	46.6%	14
15	1,652	1,349	303	22.5%	TOTAL PUBLIC TRANSIT TRIPS	6,935	4,229	2,706	64.0%	15
16	27.5	22.9	4.7	20.4%	TOTAL PUBLIC TRANSIT TRIPS PER DAY	27.9	17.0	10.9	64.0%	16
17	10,979	15,144	(4,165)	(27.5)%	TOTAL TRIPS	54,556	52,651	1,905	3.6%	17
18	7,687	7,274	413.1	5.7%	BUS OPERATOR HOURS WORKED	33,006	27,246	5,760	21.1%	18
19	1.4	2.1	(0.7)	(31.4)%	TOTAL TRIPS PER HOUR WORKED	1.7	1.9	(0.3)	(14.5)%	19
20	60	59	1.0	1.7%	OPERATING DAYS (excl. holidays, Sat & Sun)	249	249	0	0.0%	20
21	183.0	256.7	(73.7)	(28.7)%	TOTAL TRIPS PER OPERATING DAY	219.1	211.4	7.7	3.6%	21
22	128.1	123.3	4.8	3.9%	HOURS WORKED PER OPERATING DAY	132.6	109.4	(23)	(21.1)%	22
23	1.4	2.1	(0.7)	(31.4)%	TOTAL TRIPS PER HOUR WORKED	1.7	1.9	(0.3)	(14.5)%	23
24	110,493	89,748	20,745	23.1%	TOTAL VEHICLE MILES	463,905	391,363	72,542	18.5%	24
25	11.8	6.5	5.3	82.1%	TOTAL MILES / PARATRANSIT TRIP	9.7	8.1	1.7	20.5%	25
26	1,841.6	1,521.2	320.4	21.1%	TOTAL MILES / OPERATING DAY	1,863.1	1,571.7	291.3	18.5%	26
27	14.4	12.3	2.0	16.5%	AVERAGE TOTAL MILES / HOUR WORKED	14.1	14.4	(0.3)	(2.2)%	27
28	13,116	12,353	763	6.2%	TOTAL FUEL GALLONS	57,039	51,613	5,426	10.5%	28
28	8.4	7.3	1.2	16.0%	AVERAGE MILES / GALLON	8.1	7.6	0.55	7.3%	28
29	218.6	209.4	9.2	4.4%	AVERAGE GALLONS / OPERATING DAY	229.1	207.3	21.79	10.5%	29
30	1.7	1.7	0.0	0.5%	AVERAGE GALLONS / HOUR WORKED	1.7	1.9	(0.2)	(8.8)%	30
31	\$ 3.58	\$ 4.44	(\$0.86)	(19.4)%	AVG FUEL COST / GALLON	\$ 3.47	\$ 3.72	(\$0.25)	(6.6)%	31
32	\$ 0.42	\$ 0.61	(\$0.19)	(30.5)%	AVG FUEL COST / MILE	\$ 0.43	\$ 0.49	(\$0.06)	(12.9)%	32

FIGURE IS PRO-FORMA

FIGURE IS PRO-FORMA