



**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, November 16, 2023, at 1:00 p.m.  
\*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. LCB Membership
  - a. Current Membership Vacancies
5. Northeast Florida Regional Council Update – Ms. Jones
6. Grievance Procedure Review\*
7. Community Transportation Coordinator (CTC) System Update – Ms. Cherney
  - a. CTC Quarterly Update
  - b. Annual Operation Report\*
  - c. Grants Update\* (Approval if required)
8. NassauTRANSIT Update – Ms. Janice Ancrum, NCCOA CEO & President
9. Old Business
10. New Business
11. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
12. Member and Department Reports
13. Adjournment – Chair Gray

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

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@nassaucountyma.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





## Local Complaint and Grievance Procedure/Process

### Definition of a Complaint

For the purpose of this Section, a complaint is defined as: “An issue brought to the attention of the Community Transportation Coordinator (NassauTRANSIT) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of NassauTRANSIT or operators used by the NassauTRANSIT.

### Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to NassauTRANSIT. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. The complaint will be filed within 5 working days of the incident. If a system user/advocate, sponsoring agency, or community service provider has a complaint, NassauTRANSIT will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action for resolution. Complaints that cannot be mediated by NassauTRANSIT directly will be brought to the attention of the COA Executive Director for possible resolution. Issues not resolved by NassauTRANSIT or the COA Executive Director, can be brought before the County Transportation Disadvantaged Coordinating Board Grievance Committee.

### Recording of Complaints

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

### Appeal to the Grievance Subcommittee

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

### Responsibility of Coordinating Board to Grievances

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

### Definition of a Grievance

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

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

### Grievance Procedures

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

### Filing a Grievance

If a passenger, system user/advocate, sponsoring agency, and/or community service provider has a complaint as defined previously, the party should first discuss the matter with the staff involved for immediate resolution. If no resolution or satisfaction is reached, the individual should then proceed to the next grievance level.

If a system user/advocate, sponsoring agency or community service provider has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (NassauTRANSIT) within ten (10) working days of the incident. All grievances must be in writing and shall include the following:

- a. The name and address of the grievant;
- b. Transit route, date and approximate time of the incident(s);
- c. A statement of the grounds for the grievance and supporting documentation;
- d. An explanation of the relief desired by the grievant.

### Grievance Committee Hearing Procedures

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

- a. Call to order - Planning Staff;
- b. Election of Grievance Committee Chairman - Committee Members;
- c. Presentation of Grievance by Planning Staff;
- d. Presentation of Grievance by Complainant;
- e. Response of party(s) concerned;
- f. Discussion of grievance - Shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievances;
- g. Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance;
- h. Close Hearing.

Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the NassauTRANSIT staff and/or the

designated official planning agency. Within fifteen (15) working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (NassauTRANSIT) staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance. The Community Transportation Coordinator's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

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

#### Appeal to the Grievance Subcommittee

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

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

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

1. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position;
2. A statement that clearly defines the issues discussed;
3. An opinion and reasons for the decision based on the information provided;
4. A finding that the issue affects safety, provision of service, or efficiency; and;
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

#### Recommendation to the Local Coordinating Board

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

#### Appeal to the State Transportation Disadvantaged Commission

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

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

**From:** [Zeruto, Dan](#)  
**To:** [Jules Cherney; "mhays@nassaucountycoa.org"](#)  
**Cc:** [Summer Jones](#)  
**Subject:** RE: Nassau FY22/23 - All Sections Submitted for Review Approved  
**Date:** Wednesday, November 8, 2023 7:47:56 AM  
**Attachments:** [image001.png](#)  
**Importance:** High

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

Good Morning Jules,

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

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

Florida Department of Transportation  
Florida Commission for the



## Data Collection System

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### CTC Data & Status

County:

Nassau ▾

Fiscal Year:

07/01/2022 - 06/30/2023 ▾

Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date	Submit
<a href="#">Organization</a>	Approved	11/08/2023	Approved	11/08/2023	
<a href="#">Coordinated System</a>	Approved	11/08/2023	Approved	11/08/2023	
<a href="#">Trips</a>	Approved	11/08/2023	Approved	11/08/2023	
<a href="#">Vehicles &amp; Drivers</a>	Approved	11/08/2023	Approved	11/08/2023	
<a href="#">Revenue Sources</a>	Approved	11/08/2023	Approved	11/08/2023	
<a href="#">Expense Sources</a>	Approved	11/08/2023	Approved	11/08/2023	

Thank you –

-Dan-

**Thank you,**

*Daniel Zeruto*

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



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

From: DoNotReply-FDOTApp@dot.state.fl.us <DoNotReply-FDOTApp@dot.state.fl.us>  
 Sent: Friday, September 8, 2023 3:09 PM  
 To: CTD AOR <CTD.AOR@dot.state.fl.us>

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

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



# CTC Organization

County: Nassau

CTC Status: Approved

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

CTD Status: Approved

Date Initiated: 9/7/2023

**CTC Organization Name:** Nassau County Council on Aging, Inc.

**Address:** 1901 Island Walk Way

**City:** Fernandina Beach

**State:** FL

**Zip Code:** 32034

**Organization Type:** Private Non Profit

**Network Type:** Partial Brokerage

**Operating Environment:** Rural

**Transportation Operators:** Yes

**Number of Transportation Operators:** 1

**Coordination Contractors:** No

**Number of Coordination Contractors:** 0

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Jeff Gray

**CTC Contact:** Jules Cherney

**CTC Contact Title:** Transportation Director

**CTC Contact Email:** jcherney@nassaucountycoa.org

**Phone:** (904) 261-0700

## CTC Certification

I, Jules Cherney, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

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

LCB Chairperson (signature): \_\_\_\_\_



# CTC Trips

County: Nassau

CTC Status: Approved

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	5,766	N/A	5,766	4,392	N/A	4,392
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	46,442	0	46,442	32,008	0	32,008
Non-Ambulatory	8,435	0	8,435	5,399	0	5,399
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>	<b>41,799</b>	<b>0</b>	<b>41,799</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	1,513	N/A	1,513	1,127	N/A	1,127
<b>Total - Contracted Transportation Operator Trips</b>	<b>1,513</b>	<b>0</b>	<b>1,513</b>	<b>1,127</b>	<b>0</b>	<b>1,127</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	54,588	N/A	54,588	37,407	N/A	37,407
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	6,055	0	6,055	3,969	0	3,969
Local Government	0	0	0	423	0	423
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>	<b>41,799</b>	<b>0</b>	<b>41,799</b>



## CTC Trips (cont'd)

County: Nassau

CTC Status: Approved

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	40,409	0	40,409	26,760	0	26,760
Children At Risk	62	0	62	47	0	47
Persons With Disabilities	8,435	0	8,435	5,399	0	5,399
Low Income	5,488	0	5,488	4,555	0	4,555
Other	6,249	0	6,249	5,038	0	5,038
<b>Total - Passenger Type</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>	<b>41,799</b>	<b>0</b>	<b>41,799</b>
<b>Trip Purpose - One Way</b>						
Medical	29,654	0	29,654	20,040	0	20,040
Employment	3,916	0	3,916	4,576	0	4,576
Education/Training/Daycare	6,526	0	6,526	3,199	0	3,199
Nutritional	11,130	0	11,130	6,266	0	6,266
Life-Sustaining/Other	9,417	0	9,417	7,718	0	7,718
<b>Total - Trip Purpose</b>	<b>60,643</b>	<b>0</b>	<b>60,643</b>	<b>41,799</b>	<b>0</b>	<b>41,799</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	1,118	0	1,118	831	0	831
<b>Total - UDPHC</b>	<b>1,118</b>	<b>0</b>	<b>1,118</b>	<b>831</b>	<b>0</b>	<b>831</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	277	N/A	277	344	N/A	344
No Shows	922	N/A	922	655	N/A	655
<b>Customer Feedback</b>						
Complaints	0	N/A	0	0	N/A	0
Commendations	0	N/A	0	0	N/A	0





# CTC Vehicles & Drivers

County: Nassau

CTC Status: Approved

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	35,150	N/A	35,150	39,131	N/A	39,131
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	414,098	0	414,098	322,717	0	322,717
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>449,248</b>	<b>0</b>	<b>449,248</b>	<b>361,848</b>	<b>0</b>	<b>361,848</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	17	0	17	6	0	6
Chargeable Accidents	0	0	0	0	0	0
<b>Vehicle Inventory</b>						
Total Number of Vehicles	23	0	23	23	0	23
Number of Wheelchair Accessible Vehicles	23	0	23	23	0	23
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	20	0	20	16	0	16
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Nassau

CTC Status: Approved

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Approved

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 455,965	N/A	\$ 455,965	\$ 338,512	N/A	\$ 338,512
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 145,909	\$ 0	\$ 145,909	\$ 104,737	\$ 0	\$ 104,737
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 3,333	\$ 0	\$ 3,333
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 13,982	\$ 0	\$ 13,982	\$ 15,366	\$ 0	\$ 15,366
Donations/Contributions	\$ 59,843	\$ 0	\$ 59,843	\$ 1,250	\$ 0	\$ 1,250
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 600	\$ 0	\$ 600
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 1,046,411	\$ 0	\$ 1,046,411	\$ 854,559	\$ 0	\$ 854,559
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 1,722,110</b>	<b>\$ 0</b>	<b>\$ 1,722,110</b>	<b>\$ 1,318,357</b>	<b>\$ 0</b>	<b>\$ 1,318,357</b>



# CTC Expense Sources

County: Nassau

CTC Status: Approved

CTC Organization: Nassau County Council on Aging, Inc.

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

CTD Status: Approved

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 765,088	\$ 0	\$ 765,088	\$ 609,898	\$ 0	\$ 609,898
Fringe Benefits	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Services	\$ 310,686	\$ 0	\$ 310,686	\$ 56,173	\$ 0	\$ 56,173
Materials & Supplies Consumed	\$ 194,116	\$ 0	\$ 194,116	\$ 326,894	\$ 0	\$ 326,894
Utilities	\$ 3,864	\$ 0	\$ 3,864	\$ 2,986	\$ 0	\$ 2,986
Casualty & Liability	\$ 120,174	\$ 0	\$ 120,174	\$ 78,320	\$ 0	\$ 78,320
Taxes	\$ 651	\$ 0	\$ 651	\$ 1,425	\$ 0	\$ 1,425
Miscellaneous	\$ 1,011	\$ 0	\$ 1,011	\$ 145	\$ 0	\$ 145
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 230,611	\$ 0	\$ 230,611	\$ 137,779	\$ 0	\$ 137,779
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 145,909	N/A	\$ 145,909	\$ 104,737	N/A	\$ 104,737
<b>Total - Expense Sources</b>	<b>\$ 1,772,110</b>	<b>\$ 0</b>	<b>\$ 1,772,110</b>	<b>\$ 1,318,357</b>	<b>\$ 0</b>	<b>\$ 1,318,357</b>

County: Nassau  
 CTC: Nassau County Council on Aging, Inc.  
 Contact: Jules Cherney  
 1901 Island Walk Way  
 Fernandina Beach, FL 32034  
 904-261-0700  
 Email: jcherney@nassaucountycoa.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,118



Trips By Type of Service	2021	2022	2023
Fixed Route (FR)	0	0	0
Deviated FR	7,283	4,392	5,766
Complementary ADA	0	0	0
Paratransit	23,332	37,407	54,877
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>30,615</b>	<b>41,799</b>	<b>60,643</b>

Vehicle Data	2021	2022	2023
Vehicle Miles	380,731	361,848	449,248
Roadcalls	0	6	17
Accidents	0	0	0
Vehicles	25	23	23
Drivers	16	16	20

Passenger Trips By Trip Purpose	2021	2022	2023
Medical	15,395	20,040	29,654
Employment	5,838	4,576	3,916
Ed/Train/DayCare	2,443	3,199	6,526
Nutritional	1,708	6,266	11,130
Life-Sustaining/Other	5,231	7,718	9,417
<b>TOTAL TRIPS</b>	<b>30,615</b>	<b>41,799</b>	<b>60,643</b>

Financial and General Data	2021	2022	2023
Expenses	\$1,351,624	\$1,318,357	\$1,772,110
Revenues	\$1,351,624	\$1,318,357	\$1,722,110
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	450	655	922
Unmet Trip Requests	217	344	277

Passenger Trips By Revenue Source	2021	2022	2023
CTD	22,104	37,407	54,588
AHCA	0	0	0
APD	0	0	0
DOEA	1,228	0	0
DOE	0	0	0
Other	7,283	4,392	6,055
<b>TOTAL TRIPS</b>	<b>30,615</b>	<b>41,799</b>	<b>60,643</b>

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	0	60,308	26,426
Avg. Trips per Passenger	39.20	50.30	54.24
Cost per Trip	\$44.15	\$31.54	\$29.22
Cost per Paratransit Trip	\$44.15	\$31.54	\$29.22
Cost per Total Mile	\$3.55	\$3.64	\$3.94
Cost per Paratransit Mile	\$3.55	\$3.64	\$3.94

Trips by Provider Type	2021	2022	2023
CTC	29,996	40,672	59,130
Transportation Operator	619	1,127	1,513
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>30,615</b>	<b>41,799</b>	<b>60,643</b>

# YOUR FEEDBACK IS NEEDED!

## 2023 Nassau County Transit Study Update



### Purpose

Nassau County and the Jacksonville Transportation Authority (JTA) are seeking your input to identify public bus service improvements as a part of a Nassau County Transit Study. The Study will provide the short-term and long-term recommendation to improve the quality, accessibility, efficiency, and sustainability of public transportation in the community.

### Current Public Transportation Services

The public transportation system in Nassau County, NassauTRANSIT, is operated by Nassau County Council on Aging which provides both public bus service and registered paratransit service.

- Paratransit – door-to-door, on-demand service for qualified seniors, persons with disabilities, and individuals who are economically disadvantaged or have no other means of transportation. Qualified and registered paratransit riders may reserve up to three days in advance. Other riders are accommodated day-of as schedules allow.
- Island Hopper – on-demand service for residents, tourists, and anyone who wants to “Get Around!” Amelia Island safely, comfortably and affordably.
- Nassau Express Select – an executive-style commuter service between Nassau County and downtown Jacksonville. Vehicles are equipped with complimentary Wi-Fi and USB charging ports at each seat.

### Opportunities to Participate

Public participation is an important part of developing Study updates and various public outreach activities will support the plan. Planned activities include at least two open house public workshops, seeking feedback at local events, an online transit opinion survey, social media interaction, and email outreach. Your input plays a crucial role in shaping the future of transit services and enhancing the overall mobility options available to a community.

**Please submit comments and take the survey by January 13, 2024!**

### For more information contact:

**Jeremy Norsworthy**  
*Project Manager*

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TAKE OUR SURVEY BY  
JANUARY 13, 2024!



<https://www.research.net/r/NassauCountyTransitUpdate>

Simply scan the QR code with your phone's camera to be directed to the online survey.

STAY CONNECTED  
AND UPDATED.

Follow JTA  
and Nassau  
County on  
social media.



SIGN UP FOR UPDATES!



Scan the QR code above to sign up for more information and updates on the NassauTRANSIT study.