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Duval County  
Transportation  
Disadvantaged Service  
Plan  
2011-2012

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Prepared By:  
Service Plan Committee of the  
Duval County Transportation Disadvantaged  
Coordinating Board

Adopted: June 2, 2011



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# I. DEVELOPMENT PLAN

## A. Introduction to the Service Area

### Background of the Transportation Disadvantaged Program

In 1988, Duval County was one of only seven counties in the State of Florida not in compliance with Chapter 427, Florida Statutes. The law required developing a Transportation Disadvantaged Plan for the county, and designating a service provider.

To encourage compliance the Coordinating Council for the Transportation Disadvantaged, an entity of the Florida Department of Transportation, awarded the Metropolitan Planning Organization for the Jacksonville Urbanized Area<sup>1</sup> (MPO) a \$25,000 grant to develop a transportation disadvantaged plan for Duval County. The MPO then circulated a Request for Proposal for consultant services to prepare the plan. In late 1988 this contract was awarded to the Center for Local Government Administration at the University of North Florida. A task force was then created to work with the consultant team and the MPO.

. Task force members included local transportation providers and potential users of the service.

The task force offered four alternative management/administrative schemes for the coordination of transportation services. These were:

A single service provider/operator acting as the designated provider of all services within the County.

A centralized agency, a new or specially created nonprofit entity, provide centralized dispatching, coordinator and management, and contracting with local transportation operators to provide this service.

A coalition retaining all existing service providers with a designated composite entity serving as coordinator.

A broker, a private for profit entity, providing executive management service, central dispatching, and driver training, but contracting with various transportation operators for the provision of service.

The task force ultimately recommended a brokered approach.

During the study the Florida Legislature reenacted Chapter 427, Florida Statutes, replacing the designated provider with the more powerful community transportation coordinator (CTC). As part of the revision to the act, the Transportation Disadvantaged Commission, now called the Commission for the Transportation Disadvantaged, was created as an autonomous agency, to replace the Coordinating Council for the Transportation Disadvantaged. The Transportation Disadvantaged Trust Fund was also created. The study was completed in late 1989, and shortly thereafter, the plan was adopted by the Metropolitan Planning Organization for the Jacksonville Urbanized Area.

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<sup>1</sup> The organization name was change in 2000 to the First Coast MPO and in 2008 to its current name, the North Florida Transportation Planning Organization (North Florida TPO).

## Community Transportation Coordinator Designation Date / History

As prescribed by the study, the MPO then prepared and circulated a Request for Proposal for a Community Transportation Coordinator—broker. Concurrent with this effort, the MPO created the Duval County Transportation Disadvantaged Coordinating Board (August 1990). The new established Board reviewed the responses to the RFP and participated in selecting the CTC. COMSIS Corporation (later ATC Paratransit) was selected as the CTC and in December 1990 circulated a request for transportation operators. Six local companies were subsequently selected and service was initiated February 18, 1991.

Within two years 25 local agencies were brought into the coordinated system including:

Jacksonville Transportation Authority Dial-A-Ride-Transportation now ADA Complementary Paratransit Service

Florida Department of Labor and Employment Security, Division Blind Services

Florida Department of Labor and Employment Security, Vocational Rehabilitation Program

Lutheran Social Services

City of Jacksonville, Office of Mental Health and Social Services

Opportunity Development, Inc., Center for Independent Living

Mental Health Center of Jacksonville

Florida Department of Labor and Employment Security, Project Independence

Northeast Florida AIDS Network, Inc.

Florida Department of Health and Rehabilitative Services (HRS), Office of Disability Certification Determination (now the Department of Children and Families/MEDICAID, then part of HRS, now part of the Florida Agency for Health Care Administration

Association for Retarded Citizens (ARC)—Duval County

City of Jacksonville, Veterans Services Division, and

Retina Association, P.A.

Florida Department of Health and Rehabilitative Services (HRS), Office of Developmental Services

On October 12, 2000 the First Coast Metropolitan Planning Organization (now the North Florida Transportation Planning Organization) recommended the designation of Jacksonville Transportation Authority (JTA)<sup>2</sup> as the Community Transportation Coordinator for Duval County. The new CTC was approved by the TD Commission and became effective March 1, 2001. Through the City of Jacksonville Department of Administration and Finance Department a Request for proposals (RFP) was issued for Paratransit Management Services. ATC/Inteltran the

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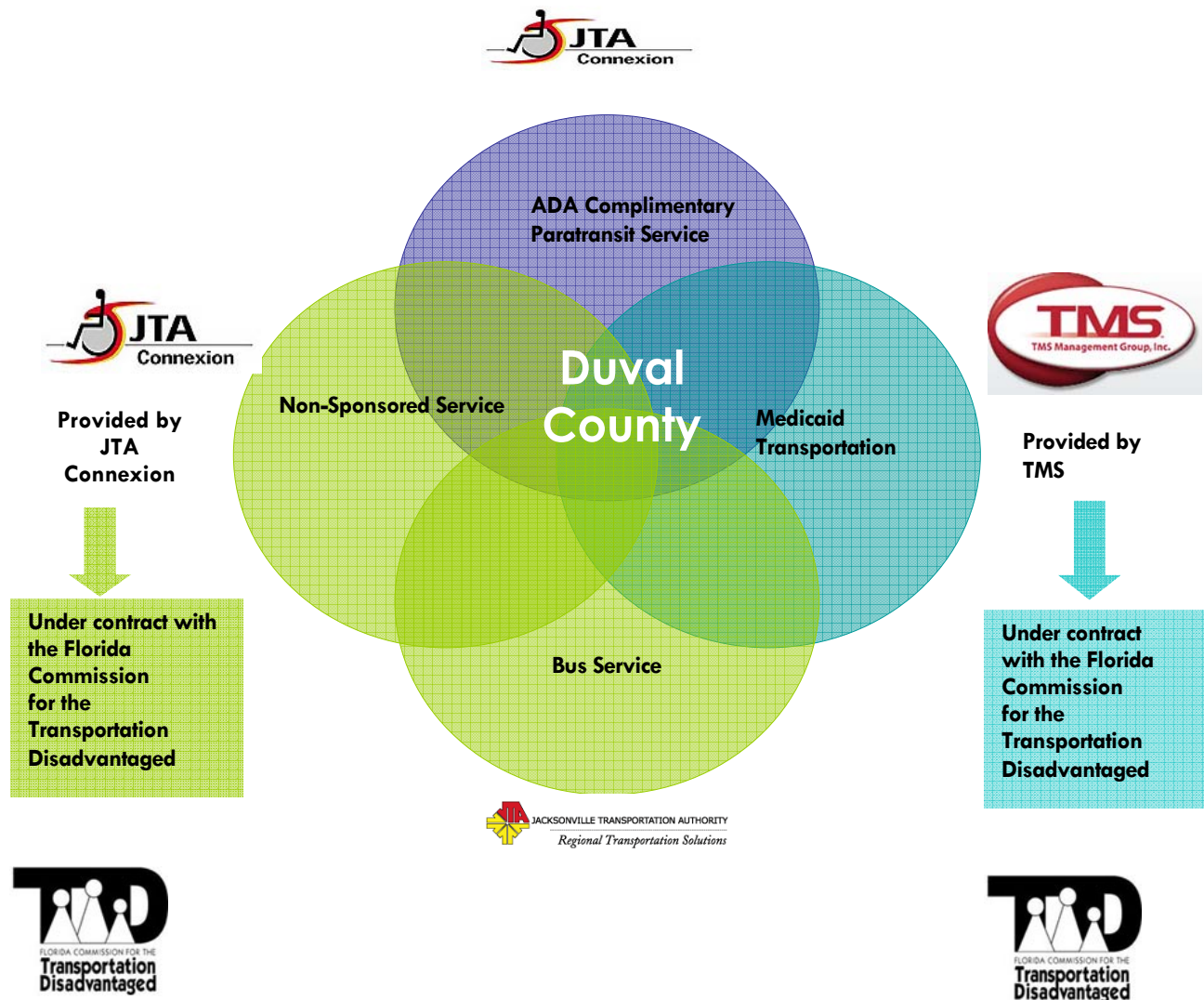
<sup>2</sup> JTA is the local provider of the fixed route bus service.

previous CTC, agreed to continue operations through a transition period that ended September 30, 2001. MV Transportation, Inc. was selected as the new management contractor. The new CTC started operation October 1, 2001, under new name: JTA Connexion.

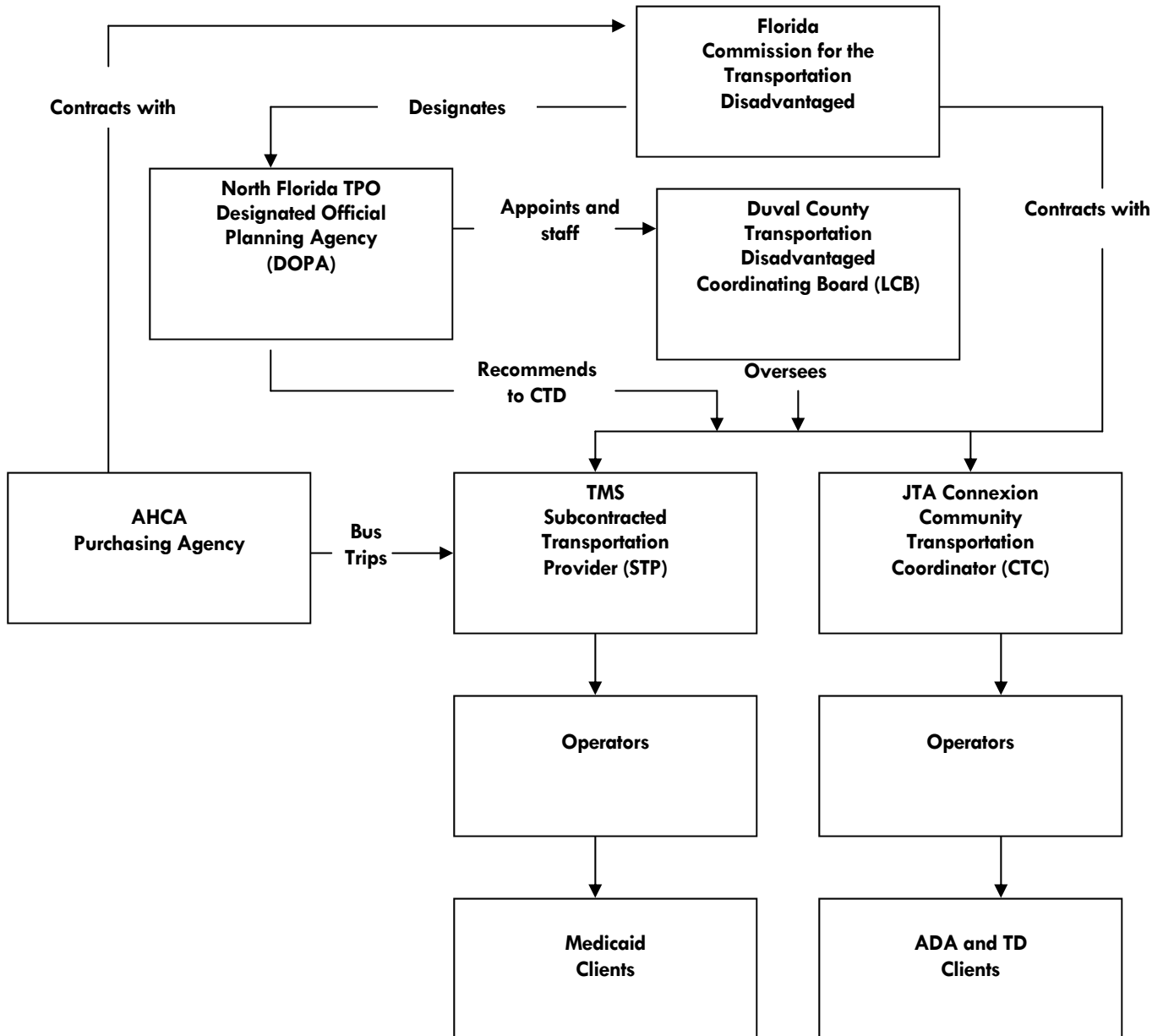
During the summer of 2006 the CTC decided to discontinue its Medicaid NET transportation service. The CTD conducted an RFP process to select the new Medicaid transportation provider. MV Transportation started operations August 1, 2006 as the Duval County Subcontracted Transportation Provider (STP) effectively becoming the primary provider of Medicaid trips for the county. On June 30, 2010 MV Transportation ceased providing services as Duval County Medicaid Subcontracted Transportation Provider (STP). In its place a new provider (TMS) began operations on July 1, 2010.

Currently, the Duval County system is divided into two separate operations as illustrated on Figure A. Figure B illustrates the more complex relationship between the Community Transportation Coordinator-JTA Connexion and TMS the Subcontracted Transportation Provider for Medicaid Transportation and their subcontractors. Currently, there is no coordination contract between the CTC and the STP.

**FIGURE A Duval County Available Services**



**FIGURE B**  
**Duval County's Coordinated Transportation Program**



JTA Connexion assumed the paratransit service management functions in April 2007 that have been contracted out to MV Transportation since October 1, 2001. Full in-house services include call intake/ reservations, trip scheduling, data entry, customer service, compliance monitoring and reporting, and complaints.

Like the pieces of a puzzle, Community Transportation is composed of many parts that come together to provide service for the transportation disadvantaged residents of our community. The CTC and STP bring these parts together. The parts are as follows:

## **Service Providers**

These local companies and agencies are under contract with the CTC and the STP to provide transportation services. Service providers (also referred to as transportation operators and as operators) currently under contract with the CTC and the STP are as follows:

First Transit, Inc.

Jacksonville Transportation Group

UNIMET Transportation, Inc.

Mental Health Resource Center, Inc.

Mental Health Center of Jacksonville

Community Rehab Center

Ambulance Service, Inc. (ASI)

## **Passengers**

Community Transportation provides service to those residents of Duval County who are transportation disadvantaged as defined by Chapter 427, F.S. These include persons who are ambulatory and persons who use wheelchairs. Non-emergency stretcher service can also be scheduled through the system; however, such service is billed directly to Medicaid.

## **Purchasers of Service**

Several state and local agencies purchase transportation for their clients. Most service is purchased or funded by Medicaid, followed by the Jacksonville Transportation Authority's (JTA) complementary paratransit service required by the Americans with Disabilities Act, and by the Transportation Disadvantaged Trust Fund. The latter subsidizes transportation for those persons not sponsored by an agency or not sponsored for that trip purpose. Medicaid, for example, funds only medical related trips, with the exception of those Medicaid clients who have been issued an unlimited monthly bus pass. A Medicaid client, requiring door-to-door service and making a social or recreational trip, would be eligible for non-sponsored assistance.

## **Types / Modes of Service**

Service is available for all trip purposes, including but not limited to medical, work, school, shopping, recreational and social. Due to funding limitations, the Duval County Transportation Disadvantaged Coordinating Board has established trip prioritization for service funded by the Transportation Disadvantaged Trust Fund. Highest priority is given to life-sustaining medical trips, followed by other medical, work and school trips. Lowest priority is given to social and recreational trips. Trips funded by the Jacksonville Transportation Authority and Medicaid are not prioritized.

Community Transportation provides transportation services to and from many social service and medical facilities in Duval County, including dialysis clinics, hospitals, nursing homes, congregate living facilities, mental health treatment centers, drug and alcohol treatment centers, and transportation to and from home, work and school.

Service is provided in sedans, vans, taxis, and lift-equipped vans and buses. Passengers are assigned to vehicles as their disability requires. Service is door-to-door with limited door-through-door and should be scheduled no later than 6 p.m. on the preceding day. It is important to note that the TD Board approved a new service policy to include curb-to-curb with limited door-to-door and door-through-door service. This new policy will be implemented as soon as possible after the eligibility program is reorganized. Standing orders are accepted for regularly scheduled trips, including medical, work and school related trips.

## **Designated Service Area**

Duval County, located in Northeast Florida, is bisected by the St. Johns River. With an area of 850 square miles, Duval County is not the largest county in the state. It is perhaps the most unique. In 1968, the numerous small communities in Duval County came together to form the Consolidated City of Jacksonville. Only four small communities elected not to consolidate and include the Cities of Atlantic Beach, Jacksonville Beach and Neptune Beach, and the Town of Baldwin, which have a combined area of less than 15 square miles and constitute the remainder of the County.

## **Organizational Chart - Community Transportation Coordinator**

The heart and nerve center of Community Transportation is the staff of the Community Transportation Coordinator (CTC). The CTC is organized in the following departments: CTC Manager, Operations, Control Center, Maintenance, Accounting and Eligibility. All services are provided by JTA Connexion. The complete organization chart for the CTC follows as does the organization chart for the Duval County Subcontracted Transportation Provider for Medicaid Transportation, TMS . See Figures C and D respectively.

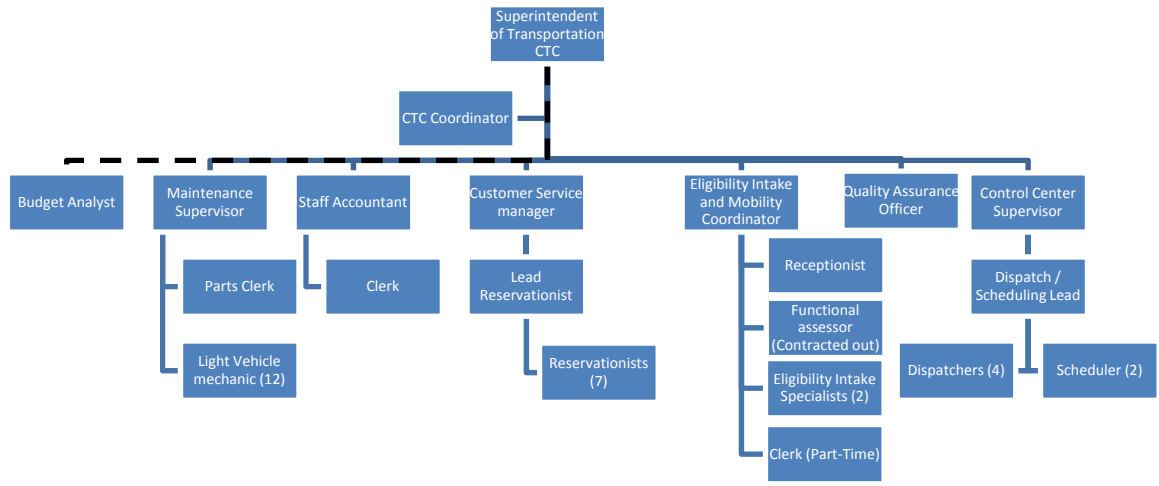
### **Superintendent of Transportation/CTC**

The Superintendent of Transportation/CTC has full responsibility for ensuring all elements required for an effective and efficient CTC are planned, budgeted and implemented. The Superintendent of Transportation/CTC directly supervises the Fiscal Supervisor Revenues/Grants, the Operations Quality Assurance Officer, the Eligibility Intake/Mobility Coordinator and the Control Center Supervisor. Maintains close coordination with the Service Planning Department. This position serves as a technical advisory to the Duval County Transportation Disadvantaged Coordinating Board and the Jacksonville Transportation Advisory Committee and is responsible to develop the request for proposals for contracted service. The Superintendent of Transportation/CTC reports to the Director of Mass Transit.

### **Maintenance**

Vehicle repairs – general mechanical repairs

Preventative maintenance – Oil changes, tire rotation, wiper replacement etc.



**Control Center**

Reservations – Trip booking / cancellations / ETA's

Customer Service – Customer concern intake / resolution

Scheduling – Scheduling of trips to manifests

Dispatching – Provide assistance / direction to drivers

Accounting

Manifest intake / verification – receive completed manifests from carriers, check for accuracy

Billing – Process carrier invoices for payment

Operations

Oversee carrier compliance of Drug and Alcohol requirements, driver training and vehicle maintenance records in accordance with FTA guidelines.

**Eligibility**

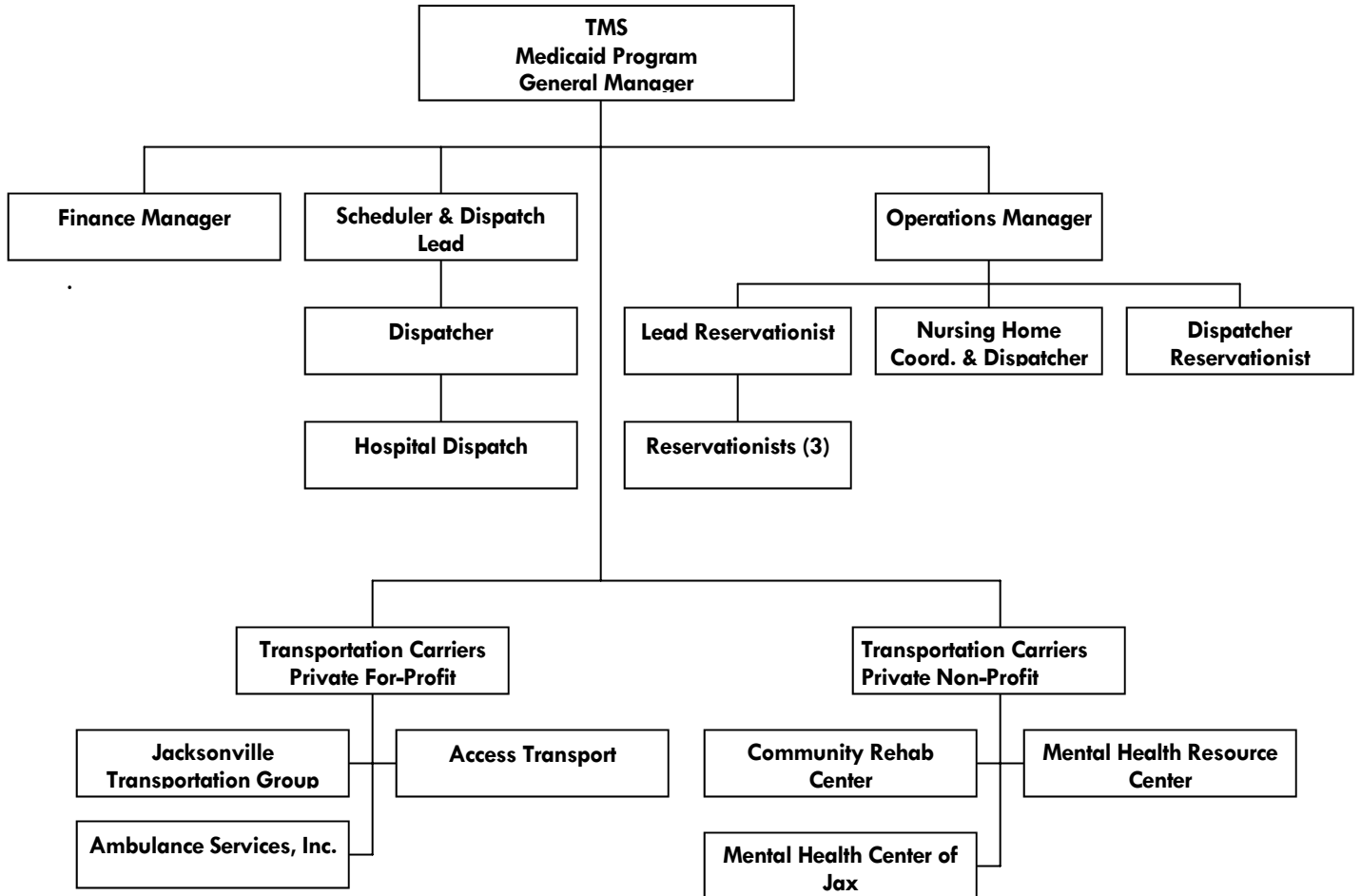
Client intake / recertification – Evaluate applicants to use demand response transportation ADA and TD. Re-evaluate existing ADA clients for continued use of demand response.

**Subcontracted Transportation Provider**

The Duval County STP is the primary provider of Medicaid trips in the county. TMS began operation as Duval County's Subcontracted Transportation Provider July 1, 2010. All services are provided from TMS' headquarter offices in Clearwater, FL. The STP provides the following services: Call Intake / Reservations, Trip Scheduling, Ticket Sales, Customer Service, Compliance Monitoring and Reporting. Passenger complaints are reported to the Florida Commission for the Transportation Disadvantaged. The organization chart for the STP is illustrated on Figure D.

**FIGURE D**

**Duval County Subcontracted Transportation Provider**



# Consistency Review of Other Plans

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the following approved documents.

## **Jacksonville 2010 Comprehensive Plan**

This Service Plan is consistent with the goal, objectives and policies of the Transportation Element of the Jacksonville 2010 Comprehensive Plan (See Goal 1 on page 39)

## **Regional Policy Plans**

This Service Plan is consistent with the objectives and policies discussed in the following regional policy plans: The Northeast Florida's Strategic Regional Policy Plan prepared by the Northeast Florida Regional Council. Northeast Florida Coordinated Mobility Plan, a Public Transit & Human Services Transportation Plan for Northeast Florida, prepared by the Northeast Florida Mobility Coalition and sponsored by the Jacksonville Transportation Authority.

## **Transit Development Plan**

The Jacksonville Transportation Authority (JTA) became the community Transportation Coordinator for Duval County March 1, 2001. The JTA is responsible to provide paratransit service as required by the Americans with Disabilities Act. This plan is consistent with the Transit Development Plan.

## **Commission for the Transportation Disadvantaged Five Year/Twenty Year Plan**

The goals of the local coordinated transportation system are those of the Florida Commission for the Transportation Disadvantaged. Therefore, this Service Plan is consistent with the Commission's short and long-term objectives.

## **First Coast Long Range Transportation Plan 2030 Update**

Metropolitan planning organizations (MPO) are required in urbanized areas with a population of 50,000 or more, as a pre-requisite to receive Federal highway and transit funds. (See Title 23 United States Code Chapter 134.) The statute outlines the responsibilities of MPOs, which includes developing and updating a long range transportation plan for the urbanized area. MPOs in urbanized areas with a population of 200,000 or more are further designated as Transportation Management Areas and are required to update the long range transportation plan every five years.

The First Coast Long Range Transportation Plan 2030 is the long range transportation plan for the region. The boundaries include Duval, Clay, St. Johns and Nassau Counties. The most recent update of the plan was completed on December 2004 when it was formally adopted by the First Coast Metropolitan Planning Organization (now the North Florida Transportation Planning Organization). As required by Federal Statute this plan is both fiscally constrained and conforming.

At the outset of the 2030 Update the North Florida TPO adopted goals and objectives to be used in ranking projects in the Cost Feasible Phase of the Update. These goals are consistent with those of the local transportation disadvantaged program and this Service Plan. These goals are as follows:

- To provide a proactive public involvement process.

- To support the economic vitality of the urbanized area.

- To meet present and future transportation need through the more efficient use of existing facilities.

- To recognize the interrelationship of land use and transportation and consider the long and short-range impact of transportation policy decisions.

- To expand, enhance and increase the use of transit.

To improve the safety and security of the transportation system.

To support local, state and federal initiatives to protect and enhance environmental and historical resources.

To economically, efficiently and equitably maintain and expand the transportation system.

The intent of coordinated transportation is entirely consistent with this objective and with the intent and content of the First Coast Long Range Transportation Plan 2030 Update.

As part of the plan update process extensive data sets are developed for population, employment, auto-ownership, and school enrollment based on the most recent census of population and employment and is projected to the horizon year of the update. For the LRTP 2025 Update data sets were created for 2005, 2015, 2025 and 2030. These datasets will be discussed further in Section B.

### **Transportation Improvement Program**

The North Florida TPO is also required to develop and regularly update a short range/five year plan referred to as the Transportation Improvement Plan (TIP). The TIP must be consistent with the long range transportation plan. That is, it cannot include improvements that are not included in the Cost Feasible Plan of the long range transportation plan. This TIP is also consistent with this Service Plan and as required by Chapter 427, Florida Statutes includes a transportation disadvantaged element. Federal, state and local funds programmed for transportation service for the transportation disadvantaged are identified in this element.

## **Public Participation**

The Duval County Transportation Disadvantaged Coordinating Board advises the TPO on issues related to providing transportation services for the transportation disadvantaged of Duval County. The Committee structure serves as a forum for local transportation planning staff, citizens and special interest individuals or agencies to meet on a regular basis to resolve concerns and make recommendations to the TPO on transportation disadvantaged issues. All meetings are held at the North Florida TPO, 1022 Prudential Drive, Jacksonville, FL 32207, unless otherwise noted.

The Duval County Transportation Coordinating Board is mandated by Chapter 427, Florida Statutes (F.S.) to advise the TPO on any issue pertaining to providing transportation services to the “transportation disadvantaged”. The “transportation disadvantaged” include the elderly, persons with disabilities, children at-risk and those who economically cannot afford to transport themselves or purchase transportation. Chapter 427, F.S. specifies the Board duties and the required membership. The Duval County Transportation Disadvantaged Coordinating Board meets the first Thursday of February, April, June, August, October and December at 9 a.m. The membership includes:

Transportation Partners

Jacksonville Transportation Authority – The current CTC

TMS – The current STP

Jacksonville Transportation Group – private taxi operator

Passengers and Advocates

Persons with disabilities Advocate

Citizen advocate

Advocate for the blind

Veterans

Dialysis Patients  
Advocate for the elderly  
Human Services Partners  
AHCA  
Florida Department of Elder Affairs (Elder Source)  
Florida Department of Children and Families  
Florida Department of Vocational Rehabilitation  
Florida Department of Transportation  
NE Florida Community Action Agency  
Head Start  
Others  
Duval County council person and North Florida TPO member

All issues concerning the transportation disadvantaged, including but not limited to the Transportation Disadvantaged Service Plan, are discussed and approved by the above stakeholders through the following process.

**Regular TD Board Meeting** – Discussions through the year help the TD Board better understand and assess problems with the system and recommend changes to improve it. Before making any recommendations the TD Board Chairman appoints members to the TD Service Plan Sub Committee. Citizens are given ample opportunity to make comments during regular meetings.

**TD Service Plan Sub Committee meetings** – The TD Service Plan sub-committee include representatives from ACHA, DOT, Citizens advocates, JTA, and TMS as a minimum. The Committee discusses any possible changes to the system based on repetitive problems with performance or citizen concerns. The Monthly Board Report, Annual Operating Report and citizen complaints are all used to analyze the system's efficiency and effectiveness. The CTC evaluation is also used to identify problem areas and possible improvements. Input and recommendations from committee members are used to update the TD Service Plan. A draft document is then submitted for approval to the TD Board before the regular TD Board meeting. A presentation is made at the regular Board meeting detailing the recommendation of the TD Service Plan Sub-Committee and the changes made to the service plan. The TD Board provides input to the draft document and approves the final document.

**Annual Public Meeting**- the public meeting allows citizens to voice concerns regarding the coordinated system. All Public meetings are advertised in the largest general circulation newspaper in the TPO's service area at least seven days in advance of the meeting. Meeting notices are also posted at the TPO Public Notice Board and in the TPO's webpage [www.northfloridatpo.com](http://www.northfloridatpo.com). Persons needing special accommodations are advised to contact the TPO at least 48 hours prior to the meeting.

**Meeting agendas** – are available at least seven (7) days before the meeting and posted on the North Florida TPO webpage.

**Internet** – Meeting agendas are posted on the TPO webpage prior to the meeting. Also, the TD Service Plan is posted on the TPO webpage allowing citizens and agency staff easy access to the information. The document is in PDF format, which is easy to download.

## Local Coordinating Board Certification

As noted earlier, the Metropolitan Planning Organization for the Jacksonville Urbanized Area (now the North Florida TPO) established the Duval County Transportation Disadvantaged Coordinating Board in August of 1990. Board membership is outlined on the Certification Form on page 15 and is consistent with the requirements of Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code.

During the first year the Board met monthly to adopt bylaws, develop a grievance procedure (included in the Bylaws), and to closely monitor the transition to coordination. Coordination was initiated in February of 1991. In subsequent years, the Board elected to meet bi-monthly at 9 a.m. the first Thursday beginning in February.

**FIGURE E**  
**Duval County Transportation Disadvantaged Coordinating Board**  
**Membership Certification**

North Florida Transportation Planning Organization, 1022 Prudential Drive, Jacksonville, Florida 32207  
The North Florida Transportation Planning Organization hereby certifies to the following:  
The membership of the Duval County Transportation Disadvantaged Coordinating Board, established pursuant to Rule 41.1.012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and  
The membership represents, to the maximum extent feasible, a cross-section of the local community.

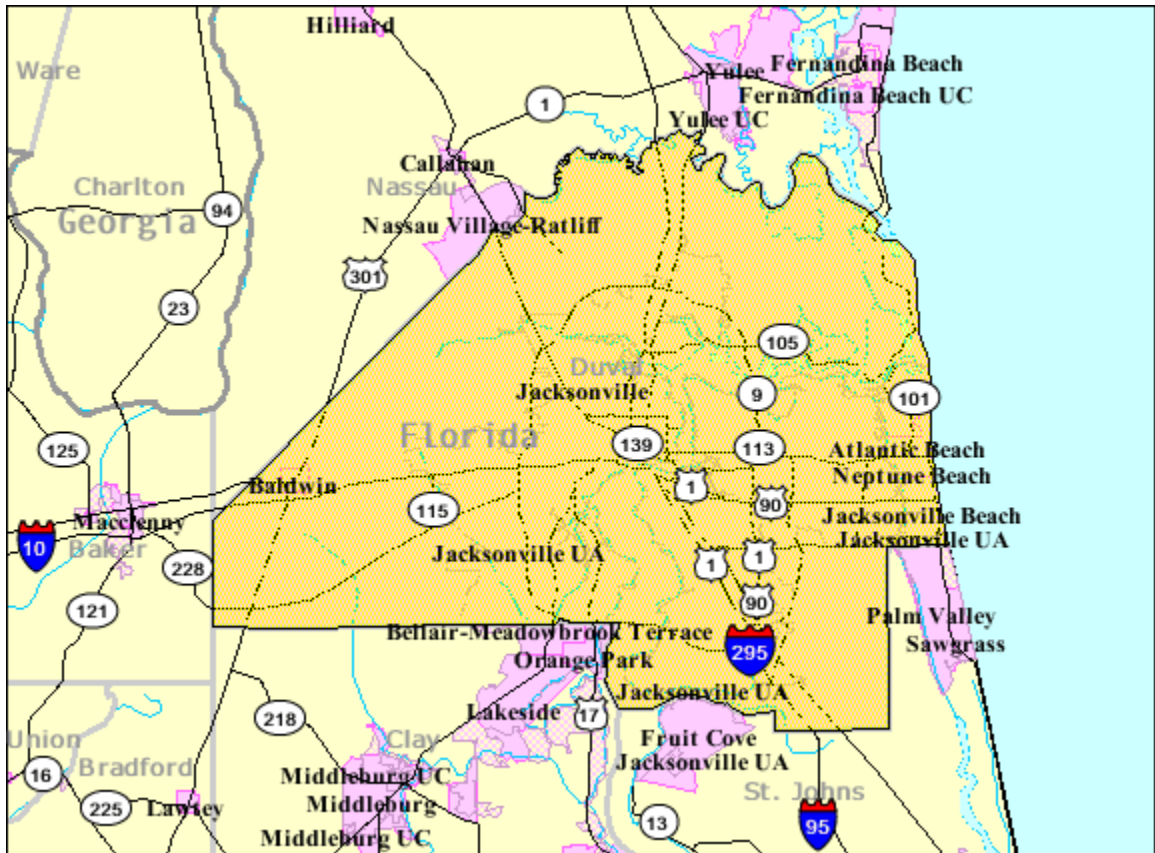
The Honorable Denise Lee, Chairman	Date	
Member	Representing	Alternate
The Honorable Denise Lee	Chairman (North Florida TPO)	
Vacant	Vice Chairperson, Persons with disabilities	Vacant
Mr. Charles Johnson	Florida Department of Children & Families	Alison Beaver
Mr. Robert A. Jones	Citizen Advocate (System User)	Gary Chambers
Mr. Daniel O'Connor	Citizen Advocate	Ms. Sherry Guthrie
Ms. Lisa Broward	Florida Agency for Health Care Administration	Ms. DeWeece Ogden
Mr. Herb Helsel	The Elderly- Council on Elder Affairs	Don Ingram
Vacant	Florida Department of Vocational Rehabilitation	Vacant
Ms. Gwen Pra	Florida Department of Transportation	Mr. Phil Worth and Ms. Sandra Collins
Mr. John Edwards	NE Florida Community Action Agency	Mr. Ronald Howell
Ms. Berenda Pavlakovich	Florida Department of Elder Affairs	Ms. Clare Cooper
Vacant	Children at risk	Vacant
Ms. Sally Kenaston	Local Medical Community	Linda Luksha
Mr. John E. Markiewicz	Veterans	Vacant
Vacant	Private Transportation Industry	Vacant
Vacant	Regional Workforce Development	Vacant

# B. Service Area Profile/Demographics

## Service Area Description

The City of Jacksonville is a predominately urban community located in the northeast section of the state adjacent to the Atlantic Ocean. It is one of a handful of consolidated city/counties in the United States, and with the exception of three beach communities and a small municipality in the southwest, makes up the vast majority of Duval County. At over 840 square miles, it is the largest city in land area in the contiguous United States. The St. Johns River, one of only a small number of rivers in the world that travel northward, flows through the city and empties into the Atlantic Ocean. Jacksonville is situated at the crossroads of two Interstate Highways; 1-95 that runs north and south along the US eastern seaboard and 1-10 that runs west from Jacksonville along the southern portion of the nation to California. Jacksonville is the most populous city in the region, surrounded by Nassau County to the north, Baker County to the west, Clay and St. Johns Counties to the south. The map in Figure F illustrates the service area.

**FIGURE F**  
**Service Area**



# Demographics

## Land Use

The City of Jacksonville's growth over the last century has been directly linked to developing transportation facilities. As facilities have been constructed, growth in connected areas has followed. In the early 1900's, almost the entire population of Jacksonville was consolidated in the Riverside, Springfield, and Downtown area. With the crossing of the St. Johns River with the original Acosta Bridge in the early 1920's, "sprawl" began with the development of San Marco and San Jose. During the 1950's, the construction of the Mathews Bridge and the beginning of the Interstate system led to the rapid development of Arlington, Southside, Northside and Westside. The opening of both the Buckman Bridge and J. Turner Butler in the 1970's led to the rapid growth of Mandarin, Orange Park and the Beaches. In each of these roughly 25-year increments, a new ring of development occurred in the City. By the end of the 20th century, however, the rings of development had followed construction of transportation facilities to the borders of Duval County and the newest growth rings are occurring in the adjacent counties. As growth continues to follow the developing transportation facilities in the traditional sense, it is now occurring not just within Duval County or Jacksonville but on a regional, inter-county basis.

Another recent phenomenon related to transportation growth in Duval County has been the reduction in identifying and developing new transportation corridors. With the Wonderwood Connector, State Road 9A and Branan Field-Chaffee Road completed, the number of future major corridors for highway construction is virtually nonexistent. Instead, most of the attention of future transportation plans and the available funding are focused on redeveloping or expand existing major corridors. In fact, most of Duval's major existing transportation corridors are currently either under reconstruction or scheduled for reconstruction.

The fact that the traditional transportation-led development has moved beyond Duval County does not, however, diminish the relationship between transportation facilities and land use. Instead, forging an even stronger bond between land use plans and transportation infrastructure is required.

## Population Composition

As discussed previously, in 1967 the numerous small communities in Duval County consolidated to form the Consolidated City of Jacksonville. Only four small communities elected not to consolidate and include the Cities of Atlantic Beach, Jacksonville Beach and Neptune Beach and the Town of Baldwin and constitute the balance of Duval County. The population of the County and its municipalities, as reported in the 1990, and 2000 U.S. Census, as illustrated on Table 1.

**Table 1  
Duval County Population**

Municipality	1990	2000	Percent Change 1990-2000	Est. 2006	Percent Change 2000-2006	Projected 2031	Percent Change 2006-2031
Atlantic Beach	11,636	13,368	15%	N/A	%	N/A	N/A
Baldwin	1,450	1,634	13%	N/A	%	N/A	N/A
Jacksonville Beach	17,839	20,990	18%	N/A	%	N/A	N/A
Neptune Beach	6,816	7,270	7%	N/A	%	N/A	N/A
<b>Other Municipalities TOTAL</b>	<b>37,741</b>	<b>43,262</b>	<b>15%</b>	<b>41,094</b>	<b>5%</b>	<b>24,514</b>	<b>40%</b>
<b>Jacksonville (By Planning District)</b>							
Urban Core	46,622	42,635	-9%	43,569	2%	35,183	-19%

<b>Greater Arlington</b>	<b>147,927</b>	<b>186,072</b>	<b>26%</b>	<b>209,557</b>	<b>13%</b>	<b>261,109</b>	<b>25%</b>
<b>Southeast</b>	<b>146,175</b>	<b>195,721</b>	<b>34%</b>	<b>229,088</b>	<b>17%</b>	<b>324,429</b>	<b>42%</b>
<b>Southwest</b>	<b>122,527</b>	<b>133,867</b>	<b>9%</b>	<b>161,790</b>	<b>20%</b>	<b>247,874</b>	<b>53%</b>
<b>Northwest</b>	<b>132,584</b>	<b>128,848</b>	<b>-3%</b>	<b>139,069</b>	<b>8%</b>	<b>151,419</b>	<b>9%</b>
<b>North</b>	<b>39,395</b>	<b>48,474</b>	<b>23%</b>	<b>67,025</b>	<b>38%</b>	<b>141,642</b>	<b>111%</b>
<b>Jacksonville TOTAL</b>	<b>635,230</b>	<b>735,617</b>	<b>16%</b>	<b>850,098</b>	<b>16%</b>	<b>1,161,655</b>	<b>37%</b>
<b>Duval County</b>							
<b>TOTAL</b>	<b>672,971</b>	<b>778,879</b>	<b>16%</b>	<b>891,192</b>	<b>14%</b>	<b>1,186,169</b>	<b>33%</b>

Source: 1990 and 2000 U.S. Census of Population and Housing (1990, and 2000 population) and Jacksonville Planning and Development Department (estimated 2006 and projected 2031 population.)

### Population Density

As the table that follows illustrates, Duval County is urban in character. The U.S. Bureau of the Census defines urbanized areas based on population density. Areas with 1,000 persons per square mile or more are considered urbanized. It should be noted that net land area minus inland water was used to calculate the population density.

**Table 2**  
**Duval County Population Density**

<b>Municipality</b>	<b>Land Area (Sq. Ft.)</b>	<b>1990 Population</b>	<b>1990 Persons/ Sq. Mi.</b>	<b>2000 Population</b>	<b>2000 Persons/ Sq. Mi.</b>	<b>2031 Population</b>	<b>2031 Persons/ Sq. Mi.</b>
<b>Atlantic Beach</b>	<b>2.39</b>	<b>11,636</b>	<b>4,869</b>	<b>13,368</b>	<b>5,593</b>		
<b>Jacksonville Beach</b>	<b>7.97</b>	<b>17,839</b>	<b>2,238</b>	<b>20,990</b>	<b>2,634</b>		
<b>Neptune Beach</b>	<b>2.37</b>	<b>6,816</b>	<b>2,876</b>	<b>7,270</b>	<b>3,068</b>		
<b>Combined Beaches</b>	<b>12.73</b>	<b>36,291</b>	<b>2,851</b>	<b>41,628</b>	<b>3,270</b>		
<b>Baldwin</b>	<b>1.5</b>	<b>1,450</b>	<b>967</b>	<b>1,634</b>	<b>1,089</b>		
<b>Other Municipalities TOTAL</b>	<b>14.23</b>	<b>37,741</b>	<b>2,652</b>	<b>43,262</b>	<b>3,040</b>	<b>24,514</b>	<b>1,723</b>
<b>Jacksonville</b>	<b>761.77</b>	<b>635,230</b>	<b>834</b>	<b>735,617</b>	<b>966</b>	<b>1,161,655</b>	<b>1,525</b>
<b>Duval County*</b>	<b>776</b>	<b>672,971</b>	<b>867</b>	<b>778,879</b>	<b>1004</b>	<b>1,186,169</b>	<b>1,529</b>

The source of this information is the 2000 United States Census of Population and Housing and the 2006 Statistical Package prepared by the Jacksonville Planning and Development Department.

### Population Characteristics

In 2006, Duval County had a total population of 838,000 - 430,000 (51 percent) females and 408,000 (49 percent) males. The median age was 36.1 years. Twenty-six percent of the population was under 18 years and 10 percent was 65 years and older (see table 3).

**Table 3**  
**2006 Duval County Population Breakdown by Age Groups**

<b>Ages</b>	<b>Estimate</b>
<b>Under 5</b>	<b>63,745</b>
<b>5-9</b>	<b>57,827</b>
<b>10-14</b>	<b>59,986</b>
<b>15-19</b>	<b>58,127</b>
<b>20-24</b>	<b>53,821</b>
<b>25-34</b>	<b>113,512</b>
<b>35-44</b>	<b>129,652</b>
<b>45-54</b>	<b>123,935</b>
<b>55-59</b>	<b>55,615</b>
<b>60-64</b>	<b>34,963</b>
<b>65-74</b>	<b>47,501</b>
<b>75-84</b>	<b>29,383</b>
<b>85+</b>	<b>9,897</b>
<b>Total</b>	<b>837,964</b>

Source: 2006 American Community Survey, U.S. Census Bureau

In 2007, veterans in Duval County had a population estimate of 94,679 – 12,348 (13 percent) females and 82,331 (87 percent) males. Twenty-three percent of the population was 65 and older (see table 4).

**Table 4**  
**Duval County 2007 Estimate of Veteran Population**

<b>Age</b>	<b>Female</b>	<b>Male</b>	<b>Total</b>
<b>17-44</b>	<b>6,503</b>	<b>22,637</b>	<b>29,139</b>
<b>45-64</b>	<b>4,811</b>	<b>38,666</b>	<b>43,477</b>
<b>65-84</b>	<b>882</b>	<b>18,624</b>	<b>19,506</b>
<b>85+</b>	<b>152</b>	<b>2,404</b>	<b>2,557</b>
<b>Total</b>	<b>12,348</b>	<b>82,331</b>	<b>94,679</b>

Source: U.S. Department of Veterans Affairs

In Duval County, among people at least five years old in 2006, 15 percent reported a disability. The likelihood of having a disability varied by age - from 7 percent of people 5 to 15 years old, to 14 percent of people 16 to 64 years old, and to 40 percent of those 65 and older.

**Table 5**  
**Duval County**  
**Disability Status by Age and Employment Status for the Civilian**  
**Non-institutionalized Population 16 to 64 years**

	16-34 Years	35-64 Years
<b>Total Population with a Disability</b>	<b>14,816</b>	<b>58,452</b>
<b>Employed</b>	<b>6,945</b>	<b>22,452</b>
<b>Not Employed</b>	<b>7,871</b>	<b>36,000</b>

Source: 2006 American Community Survey, U.S. Bureau of the Census

**Income Information**

The median income of households in Duval County was \$45,756. Eighty-one percent of the households received earnings and 18 percent received retirement income other than Social Security. Twenty-four percent of the households received Social Security. The average income from Social Security was \$12,687. These income sources are not mutually exclusive; that is, some households received income from more than one source. (See Tables 6 and 7).

**Table 6**  
**2006 Duval County Household Income and Benefits**

Income Amount	Estimate
Less than \$10,000	32,315
\$10,000 to \$14,999	17,672
\$15,000 to \$24,999	37,889
\$25,000 to \$34,999	40,216
\$35,000 to \$49,999	51,337
\$50,000 to \$74,999	64,928
\$75,000 to \$99,999	41,047
\$100,000 to \$149,999	32,074
\$150,000 to \$199,999	8,072
\$200,000 or more	7,722
<b>Total Households</b>	<b>333,272</b>
<b>Median Household Income</b>	<b>\$45,756</b>

Source: 2006 American Community Survey, U.S. Census Bureau

**Table 7**  
**2006 Duval county Source of Income/Benefits**

<b>Source</b>	<b>Estimate</b>
<b>Earnings</b>	<b>270,099</b>
<b>Social Security</b>	<b>80,573</b>
<b>Retirement Income</b>	<b>61,171</b>
<b>Supplemental Security</b>	<b>10,682</b>
<b>Public Assistance</b>	<b>3,698</b>
<b>Food Stamps</b>	<b>19,495</b>
<b>Total Households</b>	<b>333,272</b>

Source: 2006 American Community Survey, U.S. Census Bureau

In 2006, 14 percent of people were in poverty. Nineteen percent of related children under 18 were below the poverty level, compared with 12 percent of people 65 years old and over. Ten percent of all families and 29 percent of families with a female householder and no husband present had incomes below the poverty level. (See table 8).

**Table 8**  
**2006 Duval County**  
**Percent of Families and Individual Living Below the Poverty Level**  
**for the Previous 12 Months**

<b>Source</b>	<b>Estimate</b>
<b>All families</b>	<b>10.0%</b>
<b>W / Children under 18 years</b>	<b>15.9%</b>
<b>W / children under 5 years only</b>	<b>14.0%</b>
<b>Married couple families</b>	<b>3.1%</b>
<b>W / Children under 18 years</b>	<b>4.7%</b>
<b>W / children under 5 years only</b>	<b>4.2%</b>
<b>Families with female householder, no husband present</b>	<b>28.9%</b>
<b>W / Children under 18 years</b>	<b>35.5%</b>
<b>W / children under 5 years only</b>	<b>25%</b>
<b>All people</b>	<b>13.9%</b>
<b>Under 18 years</b>	<b>18.8%</b>
<b>Related Children under 18 years</b>	<b>18.6%</b>
<b>Related children under 5 years</b>	<b>18.7%</b>
<b>Related children under 5 to 17 years</b>	<b>18.5%</b>
<b>18 years and over</b>	<b>12.1%</b>
<b>18 to 64 years</b>	<b>12.2%</b>
<b>65 years and over</b>	<b>12.0%</b>
<b>People in families</b>	<b>11.3%</b>
<b>Unrelated individuals 15 years and over</b>	<b>24.2%</b>

Source: 2006 American Community Survey, U.S. Census Bureau

The U.S. Census Bureau and the U.S. Department of Health and Human Services both record poverty statistics for the country but they each have their own calculations for the poverty income level. The Census Bureau numbers are used

to estimate the number of Americans living in poverty, while the Department of Health and Human Services numbers are used to determine financial eligibility for many federal programs. However, the two sets of numbers do not differ dramatically.

The Census Bureau determines poverty by looking at money income, plus family size and composition. "Money income" is income before taxes and doesn't include capital gains and non-cash benefits (like food stamps). The bureau does not take geography into account, but it does consider annual inflation levels.

Here are selections from the latest data online for the Census Bureau's poverty threshold for 2006<sup>3</sup>:

**One person, under 65 years -- \$10,488**  
**One person, 65 years and over -- \$9,669**  
**Two people, \$13,167**  
**Four people, \$20,614**

The Department of Health and Human Services does not make distinctions based on age, but it does separate Alaska and Hawaii because the cost of living in those two states is "traditionally believed to be significantly higher than in other states."

Here are some highlights of the Department of Health and Human Services' poverty guidelines for 2007<sup>4</sup>:

**One person in the 48 contiguous U.S. states and Washington, D.C. -- \$10,210**  
**Two people in the 48 contiguous U.S. states and Washington, D.C. -- \$13,690**  
**Four people in the 48 contiguous U.S. states and Washington, D.C. -- \$20,650**

The numbers from the Census Bureau and the Department of Health and Human Services are different but very close. Basically, if an individual makes less than \$10,500 per year and a family of four makes less than \$20,700 per year, they are earning below the poverty income level in the United States.

### **Employment**

As illustrated on Table 9, based on data provided from the 2006 American Community Survey, Duval County has a large civilian labor force. This labor force is augmented by a military labor force that varies in size depending on the number and type of vessels based at NS Mayport and aircraft based at NAS Jacksonville, but reported as approximately 10,000 when the survey was undertaken.

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<sup>3</sup> Institute for Research on Poverty

<sup>4</sup> Institute for Research on Poverty

**Table 9**  
**2006 Employment Data**

Employment Status	Estimate
In Labor Force	433,029
Civilian Labor Force	423,417
Employed	398,150
Unemployed	25,267
Armed Forces	9,612
Not in Labor Force	210,778
Total Population 16 years and over	643,807

Source: 2006 American Community Survey, U.S. Census Bureau

Jacksonville's unemployment rate was 3.9%. Eighty-two percent of the people employed were private wage and salary workers; 14 percent were federal, state or local government workers; and 5 percent were self-employed in own not incorporated business workers. (See table 10)

**Table 10**  
**2006 Duval County Class of Worker**

Employment Status	Estimate
Private wage and salary workers	325,611
Government Workers	53,987
Self-employed workers in own not incorporated business	18,061
Unpaid family workers	491

Source: 2006 American Community Survey, U.S. Census Bureau, for the employed population 16 years and older, the leading industries in Duval County were educational services, and health care, and social assistance, 18 percent, and Finance and insurance, and real estate and rental and leasing, 13 percent.

As discussed earlier, developing the First Coast Long-Range Transportation Plan 2030 Update required developing population and employment data for the base year 2000 and for the horizon year 2030. The LRTP 2030 employment data is summarized on Table 16.

**Table 11**  
**Duval County Employment**

Municipality	2000	2030	Difference (Number)	Difference (Percent)
<b>Other Municipalities</b>	<b>15,690</b>	<b>16,650</b>	<b>960</b>	<b>6%</b>
<b>Central Business District</b>	<b>77,374</b>	<b>79,238</b>	<b>1,864</b>	<b>2%</b>
<b>Arlington</b>	<b>59,406</b>	<b>64,898</b>	<b>5,492</b>	<b>9%</b>
<b>East</b>	<b>141,970</b>	<b>223,608</b>	<b>81,638</b>	<b>58%</b>
<b>West</b>	<b>44,631</b>	<b>70,126</b>	<b>25,495</b>	<b>57%</b>
<b>Northwest</b>	<b>65,621</b>	<b>84,975</b>	<b>19,354</b>	<b>29%</b>
<b>North</b>	<b>25,641</b>	<b>57,885</b>	<b>32,244</b>	<b>126%</b>
<b>Jacksonville TOTAL</b>	<b>430,000</b>	<b>597,380</b>	<b>167,380</b>	<b>39%</b>
<b>Duval County</b>	<b>414,310</b>	<b>580,730</b>	<b>166,420</b>	<b>40%</b>

Source: First Coast Metropolitan Planning Organization, First Coast Long-Range Transportation Plan 2030 Update, Data Projections.

Duval County/Jacksonville is the employment hub for metropolitan Jacksonville. Each morning residents of surrounding counties commute into the city to work and at the end of the day, between the hours of 4 and 6 p.m., they migrate home. This is particularly true of Clay County where 65% of the working population commutes to Jacksonville for employment.

**Housing**

In 2006, Duval County had a total of 380,000 housing units, 12 percent of which were vacant. Of the total housing units, 67 percent were in single-unit structures, 27 percent were in multi-unit structures, and 6 percent were mobile homes. Thirty-one percent of the housing units were built since 1990.

**Table 12**  
**2006 Duval County Housing Occupancy**

Housing Occupancy	Estimate
Total Housing Units	379,602
Occupied housing units	333,272
Vacant housing units	46,330

Source: 2006 American Community Survey, U.S. Census Bureau

In 2006, Duval County had 333,000 occupied housing units - 211,000 (63 percent) owner occupied and 122,000 (37 percent) renter occupied. Eleven percent of the households did not have telephone service. The median monthly housing costs for mortgaged owners was \$1,233, non-mortgaged owners \$344, and renters \$761. Thirty-two percent of owners with mortgages, 12 percent of owners without mortgages, and 50 percent of renters in Duval County spent 30 percent or more of household income on housing.

In 2006, 81 percent of the people at least one year old living in Duval County were living in the same residence one year earlier; 12 percent had moved during the past year from another residence in the same county, 2 percent from another county in the same state, 4 percent from another state, and 1 percent from abroad.

**Education**

In 2006, 87 percent of people 25 years and over had at least graduated from high school and 24 percent had a bachelor's degree or higher. Thirteen percent were dropouts; they were not enrolled in school and had not graduated from high school.

**Table 13**  
**2006 Duval County Educational Attainment**

<b>Highest level of Education</b>	<b>Estimate</b>
Population 25 years and over	544,458
Less than 9 <sup>th</sup> grade	20,349
9 <sup>th</sup> to 12 <sup>th</sup> grade, no diploma	50,314
High school graduate (includes equivalency)	180,289
Some College, no degree	116,315
Associate's degree	45,905
Bachelor's degree	89,945
Graduate or professional degree	41,341

Source: 2006 American Community Survey, U.S. Census Bureau

The total school enrollment in Duval County was 218,000 in 2006. Nursery school and kindergarten enrollment was 30,000 and elementary or high school enrollment was 140,000 children. College or graduate school enrollment was 48,000.

**Table 14**  
**2006 Duval County School Enrollment**

<b>Enrollment</b>	<b>Estimate</b>
Nursery school, preschool	17,871
Kindergarten	12,010
Elementary school (grades 1-8)	95,438
High school (grades 9-12)	44,747
College or graduate school	48, 247

Source: 2006 American Community Survey, U.S. Census Bureau

**Automobile and Commuting**

Eight percent of Duval County households did not have access to a car, truck or van for private use. Multi vehicle households were not rare. Thirty-eight percent had two vehicles and another 16 percent had three or more.

**Table 15**  
**2006 Duval County Vehicles Available**

<b>Number of vehicles</b>	<b>Estimate</b>
<b>No vehicles available</b>	<b>27,537</b>
<b>1 vehicle available</b>	<b>126,222</b>
<b>2 vehicles available</b>	<b>127,835</b>
<b>3 or more vehicles available</b>	<b>51,678</b>

Source: 2006 American Community Survey, U.S. Census Bureau

Seventy-eight percent of Duval County workers drove to work alone in 2006, 13 percent carpoled, 2 percent took public transportation, and 3 percent used other means. The remaining 4 percent worked at home. Among those who commuted to work, it took on average 23.1 minutes. (see table 15).

**Table 16**  
**2006 Duval County Commuting to Work**

Type of Commute	Estimate
<b>Workers 16 years and over</b>	<b>397,174</b>
<b>Car, truck or van – drove alone</b>	<b>310,203</b>
<b>Car, truck or van – carpooled</b>	<b>50,958</b>
<b>Public transportation (excluding taxicab)</b>	<b>6,988</b>
<b>Walked</b>	<b>7,163</b>
<b>Other means</b>	<b>6,509</b>
<b>Worked at home</b>	<b>15,353</b>

Source: 2006 American Community Survey, U.S. Census Bureau

**Employment**

The Florida Research and Economic Database (FRED) reports the May 2008 seasonally adjusted unemployment rate at 5.5 percent. In Duval County the unadjusted rate was slightly lower at 5.3%.

FRED estimates the average weekly wage for Duval County in 2007 was \$827. This would equate to \$20.68 per hour or \$43,004 per year, assuming a 40-hour week worked the year.

The total number of employees located in Duval County in 3rd Quarter 2007 was 461,943. The largest major industry sector was Health Care and Social Assistance, with 12 percent employment, followed by Finance and Insurance with 10 percent, and Administrative Support, Waste Management Remediation with 8 percent.

The total number of estimated employees located in Duval County in 2007 was 540,139.

**Major Trip Attractors**

Major employers in Duval County include the following medical facilities:

Baptist Hospital (Downtown)

Baptist Hospital (Beaches)

Brooks Pain and Rehabilitation Center

Mayo Clinic

Nemours Children’s Clinic

St. Lukes Hospital

St. Vincents Hospital

University of Florida/Shands

Wolfson Children’s Hospital, and

The following institutions of higher learning:

Jacksonville University

Jones College

Florida Community College at Jacksonville

University of Florida, and

The following military installations:

Naval Air Station Jacksonville

Naval Station Mayport; and

The following public buildings:

Atlantic Beach City Hall

Baldwin City Hall

Duval County Court House

Various locations of the Florida Department of Motor Vehicles, Vocational Rehabilitation and other state offices

Jacksonville City Hall

Jacksonville Main Library and 20+ branch libraries

Jacksonville Beach City Hall

Federal Court House

Neptune Beach City Hall

The following lists a few major employers:

Anheuser-Busch, Inc.

Atlantic Marine, Inc.

American Heritage Life Insurance

Citicard, Inc.

Coastal Marine Services, LLC

Comcast

Fidelity Financial and related companies

Gator Freightway, Inc.

Landstar Global Logistics

Miller Electric

North Florida Shipyards

Stein Mart, Inc.

Sysco Foods Services of Jacksonville

Swisher, Inc.

Vistakon

Wachovia Bank

Other major trip attractors include the city's 57,373 acres of parks, including state and federal lands. Jacksonville now ranks No. 1 among U.S. cities in gross acreage for parks and is in the top 10 in the percentage of acreage in the city devoted to park land.

The wide variety of parks ranges from small neighborhood playgrounds for toddlers to biking, hiking and horse trails to athletic fields to boat ramps. There also are vast areas of unspoiled natural wilderness, much of it newly acquired by the city. From the quiet dignity of an oak forest, to the vastness of the salt marsh, Jacksonville's nature parks have an abundance of flora and fauna to satisfy the tastes of the casual observer or the dedicated nature hound. Some of the larger and more unique of these parks, recreational facilities and preserves and major destinations include the following:

- Castaway Island Preserve
- Ed Austin Regional Park
- Ft. Caroline National Memorial
- Ft. George State Cultural Site
- Huguenot Park
- Jacksonville Baldwin Rail Trail
- Jacksonville Beach Golf Course
- Kathryn Abbey Hanna Park
- Kids Kampus
- Little and Big Talbot Island State Parks
- Metropolitan Park
- New Berlin Model Airplane Field
- Normandy Boulevard Sports Complex
- Ringhaver Park (designed for handicap accessibility)
- Timucuan Ecological Historic Preserve (Federal)
- Tree Nature Preserve Nature Center
- William Sheffield Regional Park

Local shopping centers and malls including the Regency Square Mall located in Arlington, the Avenues Mall on the Southside and the Orange Park Mall located in Clay County, just south of the Duval County line are also major trip attractors. New open air malls referred to as "town center" have been constructed on the Northside near the Jacksonville International Airport, on the Southside in the vicinity of J. Turner Butler Boulevard and Gate Parkway, near the University of North Florida, and a similar mall/town center is planned in the Argyle Forest/Oak Leaf area near the intersection of Argyle Forest Boulevard and Branan Field-Chaffee Road.

Jacksonville's airports, Herlong, Craig Field, Cecil Field, and particularly Jacksonville International Airport, also attract a number of trips, both local and regional. The Greyhound bus station located in the city's center attracts trips as well.

Major freight generators and attractors are the city's port and intermodal rail terminals located at Blount Island, Dame Point, Talleyrand, and on the West and South sides. With recent and anticipated port expansion, an increase in warehousing and regional distribution facilities is anticipated.

#### **Inventory of Available Transportation Services**

Transportation services in Duval County are provided by both the public and private sectors. The public sector provider is the Jacksonville Transportation Authority (JTA). JTA is the operator of the fixed route transit services discussed below and the community transportation coordinator. As the recipient of federal funds for the provision of

transit services JTA is required to provide complimentary paratransit services, and does through the community transportation system branded JTA Connexion. Later sections of this document outline those services in detail. JTA is not the provider of Medicaid transportation.

**Jacksonville Transportation Authority – Fixed Route Transit Service.** The fixed route bus system provides approximately 9,700,000 passenger trips annually with 10 million revenue miles. It operates seven days a week and on holidays with service from 4 a.m. to 2 a.m.

JTA also offers demand response service in limited areas, but it modifies the service to provide a scheduled shuttle service. This service is provided in the same type vehicle as the JTA Connexion service but is branded as **Ride Request**.

**Skyway**, an automated fixed-guideway system operating Downtown Jacksonville and spanning the St. Johns River provides roughly 737,000 passenger trips annually. The system operates weekdays from 6 a.m. to 11 p.m.

A great deal of the transportation services provided in the public sector is funded through human services agencies. Some is provided by Human Services Transportation Providers. These include private nonprofit agencies and for profit agencies for which transportation is not a primary mission, but essential to the program's success. Typically these services are restricted by eligibility requirements. Human Services transportation providers in Northeast Florida include:

**The Beaches Council on Aging – Dial A Ride** Provides demand response service for senior citizens, Medicaid recipients and persons with disabilities living east of the Intracoastal Waterway, including Mayport. Service is provided from 8 a.m. to 4 p.m. Service is provided to Mayo Clinic.

**The City of Jacksonville Recreation and Community Services, Adult Services**

**Division** provides transportation to and from many of the City's senior centers. To be eligible seniors must be 60+ and enrolled in one of the Senior Center Programs. The programs operate weekdays from 7 a.m. to 4 p.m. in Duval County

**Hart Felt Ministries** operates a demand response service for their clients. Their clients are 60+ with one or more chronic health conditions preventing them from performing daily living activities. The service is available from 8 a.m. to 4 p.m. in the beaches area of Duval County and Ponte Vedra beach exclusively.

**Independent Living for Adult Blind (ILAB)** operates a service for the visually impaired students registered with ILAB. The service operates from 8 a.m. to 11 am. and from 2 to 5 p.m.

**Jacksonville Transportation Group** – Yellow Cab, Gator City Taxi, Citi Cab, Metro Cars – Taxi Services provide taxi service under contract to JTA Connexion.

**Jewish Family and Community Services – Call 2 Go** Limited service is provided from members of the Jewish Community age 65+.

**TMS** –Under contract with the Commission for the Transportation Disadvantaged, TMS is the coordinator of demand response Medicaid transportation in Duval County. Service is available seven days a week including holidays from 5 a.m. to 10 p.m.

# C. Service Analysis

## Forecast of TD Population

In the Florida Statewide Transportation Disadvantaged Plan the Center for Urban Transportation Research (CUTR) at the University of South Florida estimates transportation disadvantaged population and demand for service for the Florida Commission for the Transportation Disadvantaged. Using a methodology developed by CUTR the following projections of potential TD population were made:

**Table 17**  
**Forecast of Potential Transportation Disadvantaged Population**

Segment	2008	2009	2010
Disabled Non-Elderly Low Income	6,841	6,879	6,917
Disabled Non-Elderly Non-Low Income	47,887	48,151	48,417
Disabled Elderly Low Income	8,425	8,694	8,972
Disabled Elderly Non-Low Income	49,281	50,856	52,481
Non-Disabled Elderly Low Income	12,691	13,096	13,515
Non-Disabled Elderly Non-Low Income	74,230	76,602	79,050
Non-Disabled Non-Elderly Low Income	78,672	79,106	79,543
Potential TD Population	278,027	283,384	288,895

Source: Center for Urban Transportation Research, University of South Florida/Florida Commission for the Transportation Disadvantaged, Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, July 1996.

The potential transportation disadvantaged population is determined by first forecasting the number of persons who are elderly, disabled or low income and then allocating each member of each of these groups to a particular market segment. These market segments are:

- Disabled, Non-Elderly, Low Income
- Disabled, Non-Elderly, Non-Low Income
- Disabled Elderly, Low Income
- Disabled, Elderly, Non-Low Income
- Non-Disabled, Elderly, Low Income
- Non-Disabled, Elderly, Non-Low Income
- Non-Disabled, Non-Elderly, Low Income

This is done to avoid double- and triple-counting. Finally, the market segments are added to together.

Elderly population is defined as persons age 60 and older identified by County by the Bureau of Economic and Business and Research (BEBR) at the University of Florida in Gainesville. BEBR provides estimates and forecasts for the years 1995, 2000, 2005, and 2010. Population forecast for intermediate years was developed assuming that the rate of growth would remain constant in the each year between the analysis years.

Disabled population is based on County-level data from the 1990 U.S. Census and national data from Current Estimates from the National Health Home Survey, 1990 (NHIS). Data from these sources was used to develop estimates of the percentage of the 1990 population who were disabled in the 0 to 59 and the 60 and older age groups. County-level 1990 Census data were adjusted using the national HNIS data as control total. It was then assumed that the percentage of persons who are disabled in each county each year would remain unchanged.

Low-income population is based on County-level data from the 1990 U.S. Census of Population estimate of persons who lived in families with an income below the federal poverty level, in the 0 to 59 and 60 and older age groups. To estimate the number of low-income persons in each year of the study period, it was assumed that the percentage of low-income persons in the County would remain unchanged.

It is important to note that these are forecasts of potential transportation disadvantaged population. Being elderly, disabled or poor does not render an individual transportation disadvantaged. Only those persons who are elderly, disabled and low income without access to another means of transportation are transportation disadvantaged. An elderly person with an automobile, a disabled person with a lift-equipped van or a person of low income with a friend or relative who has an automobile and can provide a ride to the doctor, market or school is not transportation disadvantaged. The same is true of a disabled person with an income sufficient to pay the full cost of paratransit service. A more realistic forecast of transportation disadvantaged population from the same report is presented in Table 8.

**Table 18**  
**Forecast of Transportation Disadvantaged Population**

Segment	2008	2009	2010
Transportation Disabled Non-Elderly Low Income	2,565	2,580	2,594
Transportation Disabled Non-Elderly Non-Low Income	17,958	18,056	18,156
Transportation Disabled Elderly Low Income	6,208	6,406	6,611
Transportation Disabled Elderly Non-Low Income	36,312	37,473	38,670
Non-Transportation Disabled Low Income No Auto, No Friends or Relatives	15,892	16,028	16,167
Total TD Population	78,935	80,543	82,198
Total Population (Duval County)	844,167		
Percent of Total Population	8.8%		

Source: Center for Urban Transportation Research, University of South Florida/Florida Commission for the Transportation Disadvantaged, Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, July 1996.

As noted earlier, the TD population includes persons who are unable to transport themselves or to purchase transportation, and children who are at “high-risk” or “at-risk.” This population includes persons who are unable to transport themselves because of a disability and those who are unable to do so because of income status. The TD population forecasts illustrated in Table 5 are based on estimates of the percentage of the 1990 population who were transportation disabled in the 0 to 59 and 60 and older age groups and estimates of TD low-income population. The estimate of percentage transportation disabled were derived from data reported in the 1980 U.S. Census and national data from The National Survey of Transportation Handicapped People (NSTHP). The Federal Transit Administration sponsor of the NSTHP study defines persons with a “transportation handicap” as persons who (1) had experienced one or more general problem in the past 12 months that affected their mobility (2) perceived that they had more difficulty in using public transportation than person without their general problem and (3) were not homebound.

The NSTHP data was used as control totals to adjust the county-level Census data. To estimate the number of persons who are transportation disabled in each year of the study period, it was assumed that the percentage of persons who are transportation disabled would remain constant.<sup>5</sup>

The methodology to estimate low-income population is the same used to estimate the potential TD low-income population. The low-income TD population consists of two groups of low-income persons. The first group is those low-income persons who are transportation disabled. The second group is other low-income persons who do not have an automobile available and lack access to public transit. The latter was determined by estimating the percentage of the 1990 low-income population with no automobile available. It was assumed that low-income persons who are also transportation disabled are less likely to have an automobile than other low-income persons.

## Needs Assessment

As discussed in the Development Plan, residents of Duval County have both public and private transportation services available. This section identifies unmet challenges and gaps in transportation services based on demographics, travel patterns, and transportation services, in addition to stakeholder feedback and public involvement. Identifying unmet transportation needs is a major step in understanding the strategies and activities needed to improve transportation services and increase coordination opportunities to make services more efficient. Challenges and gaps in existing transportation services are discussed below. The projects listed in Table 19 are representative of the capital projects received by JTA to benefit the general population and service area; Table 19 is not a complete list of all projects.

One gap identified is connecting under and unemployed persons to entry level jobs. Entry-level workers, especially those who are low-income, are most hampered in their search for employment and/or in maintaining employment by transit availability and schedule. Transit may not be available where the desired employment opportunities are available.

The Northeast Florida Mobility Coalition has been formed to fairly distribute FTA Job Access and Reverse Commute (JARC) funds and FTA New Freedom Initiatives Funds for the Jacksonville urbanized area. These funds assist residents of Duval County in making connections via JTA to commute to Clay or St. Johns Counties utilizing their community transportation systems. The JTA administers the funding programs on behalf of the Coalition. Prior year, JARC funds have been allocated to replace vehicles for the Nassau and St Johns Counties on Aging, and to provide operating assistance for inter-county routes operated by the Clay and St Johns County on Aging. JTA has identified several new services for future JARC funding with new funding becoming available in October 2010 as identified on Table 19 and future funding to become available in October 2011. New Freedom Initiative funds have been allocated to replace a van for the ARC of Jacksonville, and to provide operating assistance for inter-county routes operated by the Clay and Nassau County on Aging with new funding becoming available in October 2010 as identified on Table 19 and future funding to become available in October 2011..

Another gap in service exists for paratransit clients riding the JTA Connexion for complimentary service because they are not able to ride the fixed route transit system. The Americans with Disabilities Act requires transit operators receiving federal funds to provide this service within  $\frac{3}{4}$  miles of each bus route. Outside this service area these clients are not eligible for service. There is a gap in service for ADA client outside of the ADA service area. Some are transportation disadvantaged; however, the availability of “non-sponsored” funding is limited. The Board has

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<sup>5</sup> Center for Urban Transportation Research for the Florida Commission for the Transportation Disadvantaged, Florida Statewide Transportation Disadvantaged Plan, Population and Demand Forecasts 1996-2015, July 1996.

prioritized the expenditure of these funds to insure that “life-sustaining” medical trips such as dialysis are not sacrificed for recreational trips. A dedicated source of funding to sustain the Transportation Trust Fund is crucial.

As the Duval County Transportation Disadvantaged Coordinating Board supports JTA’s effort to transition able paratransit clients to the fixed route transit system, it becomes increasingly evident that there is an acute need for professional travel training. Fear of the transportation is pervasive among the local population. The fear is not of the “people on the bus”, but of how to read the schedule. That being the case, how can a parent or social worker comfortably put a loved one or client on a bus.

The CTC is Easter Seals certified to provide training and will be offering training to the staff of social service agencies. They may need to fund an additional staff position specifically for this purpose. In addition, the CTC was granted an FTA grant to provide regional travel training in partnership with Elder Source. Funds were made available on October 2009; additional funds were made available in 2010 to continue this program for a second year.

There is an ongoing need to replace CTC vehicles that have exceeded their useful life. Annually the CTC submits a 5310 grant application to FDOT and the JTA annually budgets for replacement CTC vehicles through the section 5307 program as seen in Table 19.

All new JTA buses are ADA accessible. All new JTA fixed route buses are low-floor vehicles and the JTA was awarded FTA Section 5308 Clean Fuel Cell funding in FY 2010 for the purchase of eight (8) Hybrid / Electric buses to replace older 40’ buses and this will improve bys efficiency and air quality as seen on Table 19. . There is a significant identified need around the service area to improve accessibility to many of the JTA’s 4,000 bus stops. Accessibility can be enhanced by providing sidewalks and curb ramps, bus stops pads and bus shelters. JTA annually installs 25 to 50 bus shelters, including replacements and additional shelters. JTA has sought funding to upgrade bus stops. As seen in Table 19, JTA has received FTA Section 5307 formula capital grants to improve passenger amenities at downtown stops, replace bus shelters around the service area, and add bus pull-off lanes and walkways at several bus stop locations.

JTA seeks capital funding and operating assistance from many sources to improve its services. As seen in Table 19, recent projects submitted to the Federal Transit Administration (FTA) would provide for enhanced stations and shelters for the Downtown BRT construction, the BRT North Corridor design; and also would provide for rehabilitation of Skyway facilities, as well as being able to obtain funding through Florida Department of Transportation (FDOT) Service Development Grants that would expand and enhance services, especially for under and unemployed individuals and persons with disabilities. Most have been funded through FY 2011.

Table 19

JACKSONVILLE TRANSPORTATION AUTHORITY  
 FY10 and FY11 GRANT-FUNDED PROJECTS

**FDOT SERVICE DEVELOPMENT GRANTS**

Enhanced Riverside Trolley Service	\$560,000
Regional Clay County Orange Line Service	\$62,000
Blanding Blvd. Bus Lane Corridor Enhancements	\$468,762

**FTA Section 5309 Bus and Bus Facilities Grant**

Downtown Bus Rapid Transit Enhancements	\$11,944,000
North Corridor Design Project	\$ 1,584,000

**FTA JOB ACCESS AND REVERSE COMMUTE (JARC) and New Freedom (NF)**

Operating (CCCOA JARC Routes)	\$111,352
Mobility Management (JTA NF)	\$124,588
Operating Assistance (JTA NF Admin Costs)	\$33,374
Operating Assistance ( The ARC Jax NF Routes)	\$268,940
Operating Assistance (JTA JARC Admin Costs)	\$50,701
Operating Assistance (SJCCOA JARC Routes)	\$464,052
Operating Assistance (Highlands JARC Route)	\$181,224
Operating Assistance (CCCOA JARC Routes)	\$267,354

**FTA SECTION 5307 CAPITAL**

Connexion Vehicles and associated equipment	\$712,555
Facility Improvements	\$75,000
Replacement Mass Transit Vehicles	\$606,400
Signal and Communications Equipment	\$240,000
Replacement Bus Shelters	\$168,964
Intelligent Voice Recognition Software for Enhanced Bus Communication	\$275,000
Renovation / Rehab Bus Shelters	\$127,305

**FTA SECTION 5309 STATE OF GOOD REPAIRS**

Skyway Rehabilitation Project	\$2,980,305
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**FTA SECTION 5308 CLEAN FUEL CELLS CAPITAL**

40' hybrid / Electric buses	\$5,000,000
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**TPO SU FUNDS CAPITAL**

REPLACEMENT BUS FY10	\$1,000,000
REPLACEMENT BUS FY`11	\$1,000,000

# Barriers to Coordination

The Florida Legislature enacted Chapter 427, Florida Statutes to ensure the accessibility and efficiency of transportation services for the transportation disadvantaged. Chapter 427, F.S., defines the "transportation disadvantaged" as "those persons who because of physical or mental disability, income status or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping or social activities, or other life sustaining activities, or children who are disabled or at high risk as defined in Section 411.202, Florida Statutes."

The legislation also outlines the role and responsibilities of the various state and local agencies and government entities involved in providing transportation services for the transportation disadvantaged.

With Chapter 427, F.S., the Legislature is attempting to coordinate transportation services for the transportation disadvantaged by establishing local coordinating boards to oversee local coordination effort. These Boards are staffed by the local Metropolitan Planning Organization (MPO) or by some other designated official planning agency (DOPA), often a regional planning council (RPC). The local coordinating boards serve as an advisory body and review and approve the CTC's Memorandum of Agreement prior to its transmittal to the Florida Commission for the Transportation Disadvantaged. Contracts with individual transportation operators or carriers and local coordination agreements are also reviewed and approved by the Board.

As outlined in Chapter 427, F.S., the community transportation coordinator (CTC) is at the center of the local coordination effort. Local and state agencies are required to participate in the coordinated transportation system if they receive local, state or federal funds to transport transportation disadvantaged persons. A recent revision of the Statute allows agencies that provide their own transportation to circumvent coordination by executing a coordination agreement with the CTC.

A coordination agreement is defined as:

***"a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation service to and from community transportation coordinator."***

If an agency fails to develop a coordination agreement with the CTC, the Commission for the Transportation Disadvantaged may pressure agencies funding local programs to withhold funding. Though the local coordinating board has requested Commission assistance to do so, the Commission has deferred such action.

The coordination concept and establishing a local management agency or CTC is not new and is not unique to Florida. States in the north and west have been moving in the same direction for the last decade. Experience indicates that coordination efforts have succeeded at the local level when the following conditions have been met:

There are incentives for local social service agencies to participate in the coordination effort and/or penalties for failure to do so. These incentives can take many forms, both positive and negative. In Florida, penalties for failure to coordinate have been introduced to encourage coordination. Agencies not entering into a coordination agreement risk losing funding. Though this approach may succeed in forcing agency participation, it does not create a positive environment for coordination at the local level. As noted earlier, efforts by the Duval County Transportation Disadvantaged Coordinating to put pressure on state funding agencies to require coordination of local programs have met little success.

The Florida Department of Transportation (FDOT) has created an incentive for coordination by requiring recipients of Section 16 funds for vehicle acquisition to make these vehicles available to the coordinated transportation system. Generally, incentives such as improved accessibility have greater success and greater potential for coordination than penalties or caveats.

Support and commitment from the state funding agencies and strong support from elected officials. In the absence of a strong commitment by state agencies funding local social service programs local programs are reluctant to participate in coordination efforts. State level agencies funding local programs include:

Florida Department of Health and Rehabilitative Services (HRSF)

Florida Agency for Health Care Administration (FAHCA)

Florida Department of Labor and Employment Security (FDL&ES)

Florida Department of Transportation (FDOT)

Florida Department of Elder Affairs (FDEA)

The support of local elected officials is also important and can be catalysts for agency participation and cooperation. This support at the local level can also ensure that the coordination effort meets the needs of the local community and the agencies served.

Developing and managing an effective and viable coordinated transportation systems is no small task. Unlike fixed route bus systems with set bus and driver schedules and routes, vehicles and drivers in coordinated shared ride transportation systems operate on a different schedule every day, and do not have a fixed route. Scheduling a high volume of trips is difficult and in large urban areas may require state-of-the-art computer and communication technology. Experienced technical staff is needed to utilize this technology. Additional professional assistance may be required to modify or update computerized scheduling systems as they grow.

In Duval County, the primary barrier to coordination is funding. The demand for service exceeds available funding. The Duval County Transportation Disadvantaged Coordinating Board is working with the CTC to stretch those available funds to provide as much service as possible. Unfortunately, efforts of this nature are often hindered most by those people who would benefit most. Many system users resist sharing transportation and one-person, one-vehicle trips is extremely expensive. Further, the failure of state/local funding agencies to require their clients to utilize the fixed route system, when they are able to do so, results in less service for those persons needing door-to-door service. The cost of paratransit service is often needlessly inflated by the rider's selection of a physician or medical facility located a considerable distance from their home, when comparable service is available nearby. Over the past several years the CTC and the TD Board worked tirelessly to create a more seamless, cohesive and strict eligibility process. In the past this was noted as a barrier to coordination. The Duval County CTC re-certified all ADA and Non-Sponsored passengers. This helps preserve the integrity of the ADA paratransit services for those with no alternative and identify people capable of using the fixed-route bus system.

ADA and TD clients have been re-certified, using a simulated bus and functional and cognitive testing. Those determined capable of using the fixed route bus system are required to do so.

# **D. Goals, Objectives and Strategies**

When the Duval County Coordinated Transportation System was established in 1991, the Duval County Transportation Disadvantaged Coordinating Board established goals and policies for the program. The Board recently revised these goals to include measures of their accomplishment. These goals are intended to encourage the continuous improvement of the transportation services provided for the transportation disadvantaged of Duval County. The Duval County Transportation Disadvantaged Coordinating Board adopted these goals, objectives and policies October 5, 1995 (updated November 2, 2000). Goal 1 is general in nature and reflects the goal and objectives of the Jacksonville 2010 Comprehensive Plan, and will be achieved outside the purview of the Duval County Transportation Disadvantaged Coordinating Board. This goal is also consistent with the comprehensive plans of Atlantic Beach, Jacksonville Beach, Neptune Beach and Baldwin. Goals 2 through 6 are more specific in nature, and measures have been identified for their accomplishment to be monitored by the Board.

## **GOAL 1**

**ECONOMIC VIABILITY OF TRANSIT. THE ECONOMIC EFFICIENCY OF THE TRANSIT SYSTEM SHALL BE MAXIMIZED WHILE PROVIDING FOR THE BASIC TRANSPORTATION NEEDS OF THE TRANSIT-DEPENDENT. TO PROMOTE THE ECONOMIC HEALTH OF JACKSONVILLE, THE TRANSIT SYSTEM SHOULD OPERATE AT A HIGH LEVEL OF EFFICIENCY AND EFFECTIVENESS, PROVIDE A REASONABLE LEVEL OF SERVICE TO ITS PATRONS, MAXIMIZE OPPORTUNITIES FOR PRIVATE SECTOR INVESTMENTS IN THE DEVELOPMENT OF TRANSIT FACILITIES, AND UTILIZE ALL AVAILABLE MEANS OF FUNDING.**

### **Objective 1.1**

**The Jacksonville Transportation Authority (JTA) shall evaluate 25% of its routes annually. Evaluation shall be based on service demand and cost effectiveness to for purposes of determining whether routes should be expanded or retained. <sup>6</sup>**

### **Policies**

- 1.1.1 The JTA shall conduct a study to determine the service standards and evaluation procedures to be used in assessing which fixed transit routes and operating hours are to be maintained by JTA. JTA shall include representatives of low and lower-income persons and disabled and handicapped persons in the study groups concerning accessibility of transit.
- 1.1.2 The JTA shall continue to assess all fixed transit routes at a regular interval to determine necessary revisions to improve the fixed route system's efficiency.

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<sup>6</sup> Objective 6.1 of the Transportation Element of the City of Jacksonville 2010 Comprehensive Plan, adopted April 1991, (up-dated May 2007)

- 1.1.3 The City's Land Development Regulations shall continue to provide for coordination with developers of industrial parks, developments of regional impact and other large developments to ensure, where warranted, the provision of transit access and passenger facilities in the development.

**Objective 1.2**

**The City shall maintain levels of service standards for public transportation, both for service areas and vehicle occupancy.** <sup>7</sup>

**Policies**

- 1.2.1 The level of service for passenger comfort shall be "LOS D" as defined in Highway Capacity Manual: Special Report 209 (Transportation Research Board, 1985). This stipulates that the occupancy shall not exceed 1.25 persons/seat, except for the Automated Skyway Express (ASE) which provides seating only for the elderly and the handicapped.
- 1.2.2 The frequency level of service standard on JTA fixed-route, fixed-schedule bus routes shall be thirty minutes during the peak period.
- 1.2.3 For the purpose of issuing a development order or a permit, a proposed development which is deemed to have a de minimis impact, meeting the requirements of Rule 9J-5.0055(3)(c) 6a-c, F.A.C., shall not be subject to the concurrency requirements of Rule 9J-5.0055(3)(c)1-4, F.A.C. In this regard, the City shall implement a de minimis exemption provision as a component of its Concurrency Management System.

**Objective 1.3**

**The Jacksonville Transportation Authority shall establish mass transit corridors.**<sup>8</sup>

**Policies**

- 1.3.1 The Jacksonville Transportation Authority shall designate mass transit corridors through which frequent mass transportation service will be provided. In addition, the JTA shall implement Mass Transit Express, Flyer and/or Commuter Mass Transit Service in heavily traveled corridors.
- 1.3.2 The Jacksonville Transportation Authority shall continue to establish park-and-ride facilities at appropriate intervals along the mass transit corridors, as funds become available.
- 1.3.3 The City shall require through Land Development Regulations, higher density and intensity development in existing and future mass transit corridors, with employment-generating land uses concentrated in the vicinity of the park-and-ride facilities consistent with the Future Land Use Element and Map series.
- 1.3.4 The Jacksonville Transportation Authority shall continue to operate fixed-guideway transit systems and coordinate this system with other, existing modes of mass transit.

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<sup>7</sup> Objective 6.2 of the Transportation Element of the City of Jacksonville 2010 Comprehensive Plan, adopted April 1991, (up-dated May 2007)

<sup>8</sup> Objective 6.3 of the Transportation Element of the City of Jacksonville 2010 Comprehensive Plan, adopted April 1991, (up-dated May 2007)

#### **Objective 1.4**

**The Jacksonville Transportation Authority shall utilize, to the extent allowed by law, existing and future federal, state and local funding mechanisms established to support transit systems in the City.<sup>9</sup>**

#### **Policies**

- 1.4.1 The Jacksonville Transportation Authority shall complete an internal study of alternative methods of financial support for mass transit and an efficient non-polluting transit system.

#### **Objective 1.5**

**The Jacksonville Transportation Authority, in conjunction with the First Coast Metropolitan Planning Organization (now the North Florida TPO), shall ensure the timely and efficient provision of mass transit service to the City's transportation disadvantaged.<sup>10</sup>**

#### **Policies**

- 1.5.1 The Jacksonville Transportation Authority, in conjunction with the First Coast Metropolitan Planning Organization (now the North Florida TPO), shall establish mass transit routes which will assist in the implementation of the Duval County Transportation Disadvantaged Plan.
- 1.5.2 Persons who, for reasons of physical or mental handicap, cannot use the standard mass transit services shall be provided with demand responsive service (e.g. DART) The level of service standard to be used in establishing such service shall be an average of one round trip per handicapped person per day consistent with federal regulations.
- 1.5.3 The JTA shall implement the plan developed by the City, the JTA, the First Coast Metropolitan Planning Organization (now the North Florida TPO), and the Mayor's Disability Council which identifies the technical and financial methods of best providing for the transit needs of the disabled.

#### **Objective 1.6**

**By the Year 2010, the City shall provide public transportation that is a viable work, and school trip alternative for workers and students, including the handicapped, residing within the City.<sup>11</sup>**

#### **Policies**

- 1.6.1 New development shall be permitted to mitigate adverse transportation impacts by funding improvements to the mass transit system in lieu of constructing roadway improvements.
- 1.6.2 Owners and developers of non-residential properties shall consider the needs of the transit rider, including the disabled and handicapped, in the provision of transportation facilities at, to and around the work place by providing access to contiguous bus stops.

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<sup>9</sup> Objective 6.4 of the Transportation Element of the City of Jacksonville 2010 Comprehensive Plan, adopted April 1991 (Up-date May 2007).

<sup>10</sup> Objective 6.5 of the Transportation Element of the City of Jacksonville 2010 Comprehensive Plan, adopted April 1991 (Up-date May 2007).

<sup>11</sup> Objective 6.6 of the Transportation Element of the City of Jacksonville 2010 Comprehensive Plan, adopted April 1991, (up-dated May 2007)

- 1.6.3 All new or refurbished buildings which offer service to the general public or where more than ten people are employed shall meet handicapped accessibility standards. The City shall coordinate with the Duval County School Board to provide transit alternatives to the use of school buses.
- 1.6.4 The City shall develop design standards to make transit pedestrian facilities uniformly attractive, safe, and comfortable.

**Objective 1.7**

**By the Year 2010, the scheduling of mass transit service within the City shall be such that persons having traditional work hours (8:00 a.m. to 5:00 p.m.) residing and working within the City will be able to use Jacksonville Transportation Authority (JTA) service for the purpose of home-work/work-home trips.** <sup>12</sup>

**Policies**

- 1.7.1 The JTA shall continue to adjust its hours of service to encourage the use of public transportation for home-work/work-home trips.
- 1.7.2 The JTA and the City shall continue to ensure that an efficient non-polluting transit system is available in the Central Business District (CBD) and will extend the system as federal funds matched with state, local, and private monies become available.
- 1.7.3 The city shall encourage and support the operation of a public transit service which operates as a viable alternative to the personal automobile for the purpose of work trips. This will be achieved by utilizing such measures as encouraging new developments through the development review process, to be designed for service by a standard transit coach or by favorable consideration of off-street parking variances for development served by public transit and by providing financial assistance to the JTA.
- 1.7.4 The JTA and the City shall provide for an efficient, non-polluting rapid transit system as an integrated transit mode outside the CBD and continue to formulate a long-range corridor plan for this efficient non-polluting transit system and park and ride facilities along the right-of-way. Construction shall begin contingent upon the receipt of federal, state and local funds.

## GOAL 2

**PROMOTE COST AND SERVICE EFFICIENCY BY DESIGNING SERVICES THAT ARE BASED DIRECTLY ON THE DEMAND, WITH CONSIDERATION GIVEN TO THE EFFICIENT ROUTING, SCHEDULING AND OPERATION PROCEDURES.**

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<sup>12</sup> Objective 6.7 of the Transportation Element of the City of Jacksonville 2010 Comprehensive Plan, adopted April 1991, (up-dated May 2007)

**TRANSPORTATION RESOURCES MUST BE FULLY COORDINATED TO PROVIDE APPROPRIATE SERVICE TO THE CONSUMER, AND EFFORT SHOULD BE MADE TO INFLUENCE TRANSIT USAGE, SUCH AS MEDICAL APPOINTMENTS, EMPLOYMENT SCHEDULES, AND OTHER MEANS.**

**Objective 2.1**

**To provide the greatest number of trips in the most cost effective methods possible using the most cost-effective procedures.**

**Policies**

2.1.1	To improve the effectiveness and efficiency of computer scheduling of trips
<b>Measure</b>	<b>On time performance.</b>
2.1.2	To encourage local physicians, clinics and hospital outpatient facilities to see clients in advance of their scheduled return trip. Contact facilities/physicians about clients being ready on time for the scheduled return trip.
<b>Measure</b>	<b>On time performance.</b>
<b>Measure</b>	<b>Reduce client will-calls.</b>
2.1.3	Evaluate and test the feasibility of service routes to and from appropriate clinics and facilities.
<b>Measure</b>	<b>Number of hour of treatment missed, on time performance and cost per trip.</b>
2.1.4	Implement trip negotiation to improve productivity & efficiency of scheduling and use of resources.
<b>Measure</b>	<b>Improved Productivity</b>

**Objective 2.2**

**Development of a database**

**Policies**

2.2.1	All re-certified and new clients will be assigned paratransit eligibility according to paratransit eligibility standards.
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**Objective 2.3**

**To discourage one passenger taxi trips utilizing TD funds.**

**Policies**

*Completed!*

2.3.1	No more than seven percent of TD funding trips will be provided by taxi.
<b>Measure</b>	<b>The number of taxi trips provided monthly as a percent of total trips.</b>

**Objective 2.4**

**To require the use of fixed-route bus service when such service is offered and the consumer is capable of utilizing this service.**

**Policies**

2.4.1	Functional re -certification every three years for ADA clients and as frequently as
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needed for TD clients.

<b>Measure</b>	<b>Full fare pass or reduce fare pass</b>
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2.4.2 To provide full fare passes or reduce fare passes for Transportation Disadvantaged and Medicaid clients and others programs.

<b>Measure</b>	<b>Full fare pass or reduced fare pass to TD and Medicaid clients</b>
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2.4.3 To move 100% of all TD eligible riders who are able to ride the bus to the fixed route bus system.

<b>Measure</b>	<b>The number of bus trips provided monthly as a percent of total trips.</b>
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2.4.4 **Accurate TD ridership information in the fixed route system will be achieved by installing a better fare collection system.**

### Objective 2.5

**To use a brokered approach to providing transportation services.**

#### Policies

2.5.1 To provide the types of services required by the transportation disadvantaged

<b>Measure</b>	<b>Trip purpose as a percent of total trips and number of trips denied (for non-sponsor only).</b>
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2.5.2 To subcontract for service with the providers of different types of transportation service.

<b>Measure</b>	<b>Number of transportation providers under contract to the Community Transportation Coordinator.</b>
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## GOAL 3

**TO INCREASE PARTICIPATION IN THE COORDINATED TRANSPORTATION SYSTEM BY THE TRANSPORTATION DISADVANTAGED.**

**THE BENEFITS OF INCREASED PARTICIPATION IN THE COORDINATED SYSTEM WILL BE TWOFOLD. FIRST, INCREASED RIDERSHIP WILL ALLOW GREATER EFFICIENCY OF SERVICE. SECOND, GREATER PARTICIPATION WILL FURTHER THE MISSION OF THE TRANSPORTATION DISADVANTAGED PROGRAM.**

### Objective 3.1

**To increase public awareness and utilization of the fixed route and paratransit service.**

#### Policies

3.1.1 The rider's guide or quick reference guide will be updated annually as necessary based on significant changes to the coordinated system.

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Completed!

<b>Measure</b>	<b>Update and distribute the rider's guide as necessary.</b>
3.1.2	A presentation about the services available will be developed for use to agencies, clubs, associations and schools.
<b>Measure</b>	<b>Number of annual presentations</b>
3.1.3	To encourage the JTAC to participate in educating users of the system
<b>Measure</b>	<b>Number of persons participating in Jacksonville Transportation Advisory Committee meetings.</b>

## GOAL 4

**TO INSURE THE PROVISION OF SAFE TRANSPORTATION SERVICES.**

**THE SAFETY AND WELL BEING OF THE RIDERS OF THE COORDINATED TRANSPORTATION SYSTEM IS OF UTMOST CONCERN. INSPECTION AND MAINTENANCE OF VEHICLES AND DRIVER TRAINING WILL REDUCE THE LIKELIHOOD OF ACCIDENT AND/OR INJURY.**

### Objective 4.1

**To insure the safety and well being of passengers through inspection and maintenance of all vehicles.**

#### Policies

4.1.1	The System Safety Program Plan (SSPP) will meet all established requirements and adhere to 341.06, Florida Statutes and Rules 41-55 and 14-90, Florida Administrative Code.
<b>Measure</b>	<b>Existence of a System Safety Program Plan that meets the requirements of the Florida Statutes, and documentation that it is being enforced.</b>
4.1.2	At minimum, all vehicles are required to be inspected every 6,000 miles in accordance with the SSPP.
<b>Measure</b>	<b>Certification of vehicles is maintained through the respective carrier and JTA maintenance groups and with the Transportation Manager.</b>
4.1.3	Taxis will be inspected as required by local regulation.
<b>Measure</b>	<b>Vehicle inspection stickers are displayed on all vehicles and/or documentation of said inspection must be available on all vehicles.</b>
4.1.4	All drivers will receive emergency vehicle evacuation, passenger assistance and sensitivity training annually. In addition, drivers will receive defensive driving bi-annually. Every vehicle will be equipped with a First Aid /Spill Kit and fire extinguisher.
<b>Measure</b>	<b>Document all training.</b>

4.1.5	Drivers who have not received the required training will be suspended until training is completed. The company by which they are employed will be assessed penalties.
<b>Measure</b>	<b>Include documentation of all training in drivers' files.</b>

4.1.6	The Community Transportation Provider will develop and distribute a Drivers' Manual outlining driver responsibilities and to ensure that all drivers are familiar with its contents.
<b>Measure</b>	<b>Drivers Manual. Document distribution.</b>

## GOAL 5

**TO PROVIDE CONSUMER ORIENTED TRANSPORTATION PROGRAMS THAT OFFER COMFORTABLE, CONVENIENT AND RELIABLE TRANSPORTATION SERVICES.**

**PASSENGERS USING COMMUNITY TRANSPORTATION HAVE A RIGHT TO EXPECT COURTEOUS, RELIABLE SERVICE ON CLEAN AND SAFE VEHICLES.**

### Objective 5.1

**To ensure courteous and professional service.**

#### Policies

5.1.1	All reservationists and other office staff, including dispatchers, schedulers and customer service personnel, will receive sensitivity and courtesy training annually, and within 30 days of employment.
<b>Measure</b>	<b>Number of customer service complaints.</b>

5.1.2	All customer service personnel will be apprised of all the services provided and the restrictions and requirements of the various funding programs.
<b>Measure</b>	<b>Number of customer service complaints regarding service and funding problems.</b>

### Objective 5.2

**To insure convenient service.**

#### Policies

5.2.1	Call in-take will be monitored to ensure that average hold time for the month will not exceed 2 minutes.
<b>Measure</b>	<b>Report number of calls placed on cue for more than an average of two minutes.</b>

5.2.2	Minimize the amount of time consumers spend in transit.
<b>Measure</b>	<b>For trips in Duval County, no passenger shall be on a vehicle more than 90 minutes.</b>

**Objective 5.3**  
**To ensure on-time performance.**

**Policies**

5.3.1	To educate clients on how to schedule rides correctly to avoid late arrivals
<b>Measure</b>	<b>CTC Monitoring</b>
<b>Measure</b>	<b>Transportation providers will be assessed penalties for arrival 30 or more minutes after the scheduled pick-up time unless extenuating circumstances can be documented.</b>
<b>Measure</b>	<b>The amount of penalties assessed.</b>

## GOAL 6

**TO IMPROVE COMMUNICATION WITHIN THE COORDINATED TRANSPORTATION SYSTEM.**  
**CLEAR AND CONCISE COMMUNICATION IS A VITAL COMPONENT OF ALL “SYSTEMS.”**

**Objective 6.1**  
**To improve efficiency between scheduling, dispatching and driver activities.**

**Policies**

6.1.1	Service efficiency will be improved via the installation and operation of Trapeze scheduling system.
<b>Measure</b>	<b>Improved on-time performance and fewer complaints about late pick-ups.</b>

**Objective 6.2**  
**To improve communication / efficiencies between dispatcher and driver activities**

**Policies**

- 6.2.1 Communication / service efficiencies will be improved via the installation and operation of AVL / text messaging.
- 6.2.2 Communication/ service efficiencies will be improved via the installation and operation of Mobile Data Terminals (MDT's).

**Objective 6.3**  
**To improve communication between the CTC staff and consumers.**

**Policies**

- 6.3.1 Allow consumers direct access to information about trips and vehicle schedules.
- 6.3.2 Update and distribute the rider's guide.
- 6.3.3 Distribute rider's guides to agency/facility personnel scheduling service.
- 6.3.4 Create a Webpage to give consumers access to scheduling information, the rider's guide, Service Plan and similar documents.

## **Objective 6.4**

**To improve communication between the CTC, the local coordinating board and its members.**

### **Policies**

Completed

- 6.4.1 To link the CTC webpage to the Planning Agency webpage to provide access to documents such as the Service Plan, System Safety Program Plan and Annual Operating Report.

To further accomplish these goals and to better measure their success, the Duval County Transportation Disadvantaged Coordinating Board has revised the format and content of the Monthly Statistical Analysis provided by the Community Transportation Coordinator.

## **GOAL 7**

### **ENSURE TD PROGRAM ACCOUNTABILITY.**

## **Objective 7.1**

**Collect, compile report and maintain required data to ensure program accountability and stability.**

### **Policies**

- 7.1.1 The CTC shall collect data sufficient to complete the various elements of the Transportation Disadvantaged Service Plan, CTC evaluation and operating reports.
- 7.1.2 The CTC shall make available the Monthly Board Report by the middle of the next month.

## **GOAL 8**

### **TO INSURE APPROPRIATE FUNDING TO MEET THE NEEDS OF THE PROGRAM.**

## **Objective 8.1**

**Identify funding opportunities/ seek funding to provide transportation to jobs and job training.**

### **Policies**

- 8.1.1 To work with JTA, FDOT and other agencies to identify funding opportunities to provide trips to low income citizens and persons with disabilities to jobs and job training.

## **Objective 8.2**

**Identify funding opportunities/ seek funding to provide transportation service options to persons with disabilities beyond the ADA requirements.**

### **Policies**

- 8.2.1 To work with JTA, FDOT and other agencies to identify funding opportunities to provide transportation service options to persons with disabilities in areas not currently covered by ADA funding.

## **Objective 8.3**

**Identify funding opportunities/ seek funding to provide commuter service options to help close the public transportation gap in rural communities.**

### **Policies**

- 8.3.1 To work with JTA, FDOT and other agencies to identify funding opportunities to

provide transportation options to Duval County rural communities.

**Objective 8.4**

**The CTC should identify capital funding opportunities/ seek funding to replace/acquire equipment and vehicles.**

## GOAL 9

**TO IMPROVE REGIONAL COOPERATION AND COORDINATION WITH TRANSPORTATION PARTNERS IN NEIGHBORING COUNTIES SO THAT SERVICE CAN BE MORE CONVENIENT FOR CLIENTS AND MORE COST-EFFICIENT FOR ALL PROVIDERS.**

**TRANSPORTATION RESOURCES MUST BE FULLY COORDINATED THROUGHOUT THE REGION TO PROVIDE APPROPRIATE SERVICE TO CLIENTS, ESPECIALLY FOR INTER-COUNTY TRIPS. IMPROVED COORDINATION WILL ALSO INCREASE PRODUCTIVITY AND REDUCE COSTS.**

**Objective 9.1**

**To participate in regional initiatives which improve communications between regional partners.**

**Policies**

**9.1.1 To participate in regional meetings which discuss mutual transportation issues.**

<b>Measure</b>	Attendance at regional transportation meetings.
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**9.1.2 To encourage regional meetings which discuss mutual transportation issues.**

<b>Measure</b>	Number of meetings in which the LCB and/or the CTC are sponsors or partners.
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**9.1.3 To encourage new policies and procedures by all partners that allow for better coordination and scheduling of inter-county trips.**

<b>Measure</b>	Number of new operational policies and procedures adopted by all regional transportation partners.
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**Objective 9.2**

**To promote the use of new technologies that will aid in establishing a coordinated regional transportation service.**

**Policies**

**9.1.1 To promote establishment of a common virtual platform that allows all transportation partners in the region to coordinate trips.**

<b>Measure</b>	Establishment of a regional internet-based scheduling program that can be used by all transportation partners.
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# E. Implementation Schedule

## Three Year Transportation Disadvantaged Plan

Safe, reliable service that meets the many and varied needs of the “transportation disadvantaged” is the primary goal of this Service Plan. The Implementation Plan outlines how this goal is to be achieved.

### **Current Status**

In Fiscal Year 2005/06 Duval County was providing 642,361 one-way passenger trips. The number of one-way passenger trips was reduced significantly during Fiscal Year 2006/2007 to a total of 398,100. On July 31, 2006 the CTC discontinued providing Medicaid NET transportation service. Fiscal Year 2006-07 was the first full year to see the impact of that reduction. Also, the CTC discontinued providing Medwaiver in June 2007 further reducing the number of passenger trips. Functional assessment of all riders, including recertification of existing riders, has also contributed to the downward trend in ridership. Finally, the CTC’s implementation of the no-show policy brought additional trip reduction. In recent years the increase in demand has outpaced modest increases in resources.

### **Target**

Many changes and greater efficiencies are expected in FY 2009-2010. The LCB is confident that the CTC will address their concerns and continue making improvements that are long overdue. The list that follows addresses the concerns/targets for 2010-2011:

Continue to monitor and enforce the no-show policy to sustain lower percentage of no-shows – Since FY 2006/2007 the average no/show rate has steadily declined from a high annual rate of 7.7% to a record low monthly rate of 3.2 reported in June 2010 .

The rate continues to be 3.6 % or less. The declining rates result from JTA’s firm enforcement of the no-show and late cancellation policy. JTA’s diligence has paid dividends. Overall, JTA has achieved an 85 percent reduction in the number of no-shows since 2004.

Implementing cost saving measures - The CTC is looking at ways to implement cost saving measures but at the same time continue delivering the minimum service standard established by the ADA. The following are some of the cost saving measures that the CTC will continue implementing over the following months. The CTC will keep the TD Board informed on the process.

Coordinate TD Service with JTA Ride Request/Community Shuttle services – Limit or discontinue TD service going into JTA Ride Request areas, with exceptions based on trip purpose. Offer JTA Ride Request service as a viable transportation within that area, and connections to regular bus (city bus) services or to Connexion ADA paratransit service for travel outside the Ride Request/community shuttle area.

Limit TD trips with destinations outside of JTA’s ADA service areas – Limit or discontinue TD service going to destinations that are outside our ADA service area (3/4 mile from regular fixed route bus line), with exceptions based on trip purpose (life sustaining, medical and medical trips that cannot be provided within the ADA area) and destination when other services are not available.

If the above cost measures are not successful in reducing the Non-Sponsored funding deficit, the CTC will implement trip prioritization.

Client Education- The CTC has been working to better educate clients and community. Users of the service need to understand the rules and the consequences of non compliance.

Travel Training- The CTC received a grant in October 2009 to partner with Elder Source to provide regional travel training. JTA received a second year grant to continue the Project in 2010. JTA will continue to provide training until funding runs out.

Seek funding to connect low income citizens and persons with disabilities to jobs and job training The Jacksonville

Transportation Authority will apply for annual FTA Job Access and Reverse Commute (JARC) and New Freedom Initiative grants to expand services, provide better options and education of riders on how to best utilize the services. The JTA will keep the TD Board informed.

Expand Community Shuttle Services – JTA will expand its route deviation “Community Shuttle” services to other communities around its service area to improve options, provide better service and reduce operating expenses. Currently community shuttles are offered in the following communities: Arlington, Beaches, Cecil, Dinsmore-River City, Edgewood, Golfbrook, Mandarin, Northside, Ortega-NAS and Talleyrand.

Bus stop accessibility – Accessibility of fixed route bus stops needs improving especially sidewalks, shoulders and other bus stop amenities. This will help to achieve full implementation of ADA eligibility. JTA has received FTA 5307 formula capital grants to improve passenger amenities at downtown stops, replace bus shelters around the service area, and add pull-off lanes and walkways at several bus stop locations. The CTC will continue identifying new funding sources to further improve bus stop accessibility.

## Long Term Goals

Increased fixed route utilization- This will be achieved with the functional assessment of all passengers. Implementing functional assessment and cognitive testing was implemented on Spring 2007.

Improved Efficiencies - Merge Customer Service staff from fixed route and paratransit.

Educating clients – The CTC started a campaign to better educate clients, stakeholders and the community about the rules and consequences of non-compliance. The education campaign began in December 2004 and is ongoing.

Appeal Process- The CTC and TD Board will continue working together during 2011 regarding the appeal process.

Implement origin to destination policy following FTA rule - Initiate client education to introduce new origin to destination policy.

Integration of services – Provide seamless transportation with all the transit components; shuttles, fixed route, paratransit, Skyway, path of travel, etc. to provide the most efficient, effective and cost saving transportation.

## CTC Accomplishments

The JTA has expanded its Community Shuttle services to cover ten neighborhood areas, as of September 2010, providing route deviation service for up to seven days a week for the general public. Routes are now in operation in: Arlington; Mandarin; Northside; Cecil; Edgewood; Golfbrook, Dinsmore-River City, Beaches and Talleyrand.. JTA continues to operate Ride Request general public demand response services in Highlands, Oceanway and Baldwin.

Eligibility Update- JTA began an in person eligibility process in January 2007. This process is based on the Easter Seals model. The process consists on an in-person interview and possible functional assessment either mobility or cognitive. All clients both new and recertifying must complete this process to receive or continue to receive service. JTA Connexion contracted with an occupational therapist to conduct functional assessment tests. Clients come to the JTA's Eligibility Center for an interview and, if necessary, a functional assessment test. This applies to ADA and Transportation Disadvantaged clients. The Center has a mock bus, path of travel simulation and cognitive testing.

Implementation of no-show and late cancellation policy- The CTC has achieved an 85 percent reduction in the number of no-shows since 2004. .

Non-Sponsored Recertification and Eligibility Process Implementation Completed in 2006

Fully operational in-house functional eligibility assessment center Completed in 2007 - JTA Connexion

contracted with an occupational therapist to conduct functional assessment tests. Clients come to the JTA's Eligibility Center for an interview and, if necessary, a functional assessment test. This applies to ADA, and Transportation Disadvantaged clients. The Center has a mock bus, path of travel simulation and cognitive testing.

In-house paratransit service management functions - JTA took over the paratransit service management functions that were contracted out to MV Transportation since October 1, 2001. The services that are currently managed in-house are: Call Intake / Reservations, Trip Scheduling, Data Entry, Customer Service, Compliance Monitoring and Reporting, and complaints. This goal was completed on April 2007.

Changes in ADA Appeal Process- During 2005 the CTC started recertification for Medicaid and Non-Sponsored clients. ADA certification started on March 2007. The TD Board streamlined its appeal process and met monthly since January 2005 to hear eligibility appeals for Medicaid, Non-Sponsored and ADA clients. Effective July 1, 2008, the CTC adopted a separate appeal process for ADA clients which include an independent board to review ADA appeals. The Grievance Committee will continue hearing TD and Medicaid grievances.

Travel Training - JTA received a grant in 2009 to provide travel training.

Reservation Hours Reduced- (This project was completed in 2009) Reservation hours were reduced as a cost saving measure. The old hours were 7 a.m. - 6 p.m. The current reservation hours are 8 a.m. - 5 p.m. The CTC informed clients about changes in reservation hours by distributing flyers in paratransit vehicles, and posting information in JTA's webpage. In addition, the CTC informed clients through recording message in the reservation system

## STP Goals for Medicaid NET

Recertified Medicaid clients yearly for system use

Applications will be individually evaluated per Medicaid criteria. Eligibility for transportation services will be based on functional ability to use the fixed route or access to other means of transportation.

Discourage out of county trips if the service is offered in Duval

## Jacksonville Transportation Authority

The Jacksonville Transportation Authority, the local operator of the fixed-route transportation system for Duval County, is a recipient of funding from the Federal Transit Administration (FTA). There are two major funding categories for Public transit outline as follows:

### Major Capital Investments

Formerly known as Section 3, major capital investments are authorized in 49 USC 5309. These are discretionary funds for capital assistance for three categories of transit projects:

construction of a bus rapid transit system;

modernization of existing fixed-guideway systems called "Rail Modernization"; and

major bus related construction projects or equipment acquisition called "Bus Capital."

## Urbanized Area Formula (UAF)

These funds, formerly referred to as Section 9 funds, are authorized by 49 USC 5309, 5307 and 3037 and apportioned to urbanized areas with population exceeding 200,000 using a formula. These funds are available for operating and capital assistance. Local areas can establish a cap limiting what percentage of these funds can be used for operating assistance. When a cap is imposed that balance of the funds must be used for capital assistance.

The table below illustrates the appropriation of these funds for Fiscal Years 2003/2004 through 2006/2007.

**Table 20**  
**Federal Transit Administration Funding**  
**Dollars in Millions**

Funding Category	FY 2003/04	FY 2004/05	FY 2005/06	FY 2006/07	Total
Major Capital Investments 49 U.S.C. 5309	\$2.13	–	–	–	\$2.13
Urbanized Area Formula 49 U.S.C. 5307	\$12.27	\$12.61	\$12.61	\$12.61	\$50.9
<b>Job Access &amp; Reverse Commute</b> 49 U.S.C. 3037	\$2.97	–	–	–	\$2.97+
<b>TOTA:</b>	<b>\$17.38</b>	<b>\$12.61</b>	<b>\$12.61</b>	<b>\$12.61</b>	<b>\$55.20</b>

**The Jacksonville Transportation Authority operates 36 fixed routes of which 4 are trolley routes and 14 are ride request / community shuttle routes.**

In addition to operating the fixed route bus system the JTA operates a fixed guideway transit system in Downtown Jacksonville. The **Skyway** as it is known is a 3 mile system. The section on the Southbank linking Riverplace and Kings Ave. Station was recently completed. The JTA has received discretionary funding for construction of the Skyway and may receive more in the future.

# II. SERVICE PLAN

## A. Operations

The Duval County Coordinated Transportation System offers service to both ambulatory passengers and wheelchair users. Non-emergency stretcher service is also available through ASI. In addition, the Subcontracted Transportation Provider (STP), TMS provides post authorization for basic life support and advanced life support ambulance transportation for the Florida Medicaid Program. Bus passes are available for Medicaid clients who make at least ten medical trips per month. These passes entitle them to unlimited use of the fixed-route bus system operated by the Jacksonville Transportation Authority

Service is provided by TMS to social service and medical facilities throughout the County and as approved by Medicaid. These include dialysis clinics, hospitals, nursing homes, congregate living facilities, mental health treatment centers, and drug and alcohol treatment centers.

Several local agencies purchase transportation for their clients. The Medicaid Program administered by the Florida Agency for Health Care Administration is the largest purchaser of service, followed by the Jacksonville Transportation Authority's (JTA) complementary paratransit service required by the Americans with Disabilities Act, and by the Transportation Disadvantaged Trust Fund. The latter, subsidizes transportation for those persons not sponsored by an agency, or not sponsored for a particular trip purpose. Medicaid, for example, funds only medical related trips. A Medicaid client, making a social or recreational trip, may be eligible for non-sponsored assistance. The CTC and the STP has two separate application processes.

Service is available for all trip purposes, including but not limited to medical, work, school, shopping, recreational, and social. Due to funding limitations, the Duval County Transportation Disadvantaged Coordinating Board has established **trip prioritization** for service funded by the Transportation Disadvantaged Trust Fund. Highest priority is given to life-sustaining medical trips, followed by other medical, work, and school trips. Lowest priority is given to social and recreational trips. Trips funded by the Jacksonville Transportation Authority and Medicaid, are not prioritized.

Service is provided in sedans, vans taxis, lift-equipped vans and buses, and stretcher vans. Passengers are assigned to vehicles their disability requires. Service is door-to-door and should be scheduled no later than the day prior to the day of service for ADA and TD clients and 3 days in advance for Medicaid clients. Same day reservations are not accepted. Standing orders are accepted for regularly scheduled trips, including medical, work, and school related trips.

A complete inventory of Community Transportation Vehicles is included in APPENDIX A of this document.

## Types, Hours and Days of Service

The Community Transportation Coordinator (CTC), JTA Connexion, offers ADA accessible fixed route, paratransit, Skyway, Community Shuttles and Ride Request service to both ambulatory passengers and wheelchair users. Service is provided Monday through Friday 5 am to 10:30 pm, Sundays 6 am to 8:30 pm and Holidays 6 am to 8:30 pm. Passengers can make reservations up to 3 days in advance. Next day reservations are accepted until 5:00 pm. Office hours are 8:00 a.m. to 5:00 p.m., daily including weekends and Holidays. Transportation services are provided by JTA Connexion to a variety of social service and medical facilities throughout the County. These include dialysis clinics, hospitals, nursing homes, congregate living facilities, mental health treatment centers, and drug and alcohol treatment centers.

The Jacksonville Transportation Authority's (JTA) administer both the complementary paratransit service required by the Americans with Disabilities Act, and the Transportation Disadvantaged Trust Fund. The latter, subsidizes transportation for those persons not sponsored by an agency, or not sponsored for a particular trip purpose. The CTC has one application processes for both funding sources. Passengers can obtain a paratransit application by calling the JTA Eligibility Center at 265-6001.

Service is available for all trip purposes, including but not limited to medical, work, school, shopping, recreational, and social. Due to funding limitations, the Duval County Transportation Disadvantaged Coordinating Board has established **trip prioritization** for service funded by the Transportation Disadvantaged Trust Fund. Highest priority is given to life-sustaining medical trips, followed by other medical, work, and school trips. Lowest priority is given to social and recreational trips. Trips funded by the Jacksonville Transportation Authority and Medicaid, are not prioritized.

Service is provided in lift-equipped vans and buses. Passengers are assigned to vehicles their disability requires. Service is door-to-door but the CTC offers a variety of services that accommodates individual needs and abilities (see next section). Service must be scheduled no later than the day prior to the day of service for ADA and TD clients. Same day reservations are not accepted. Standing orders are accepted for regularly scheduled trips, including medical, work, and school related trips.

## Types of Service Offered

Service is door-to-door but the CTC offers a variety of services that accommodates individual needs and abilities. Some clients may be determine to be physically able to received curb-to-curb service unless they have a documentable and/or demonstrable need to received door-to-door or door-through door service.

### Origin-to-Destination Service

The Department of Transportation's ADA regulation, 49 CFR §37.129(a), provides that, with the exception of certain situations in which on-call bus service or feeder paratransit service is appropriate, "complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service." This term was deliberately chosen to avoid using either the term "curb-to-curb" service or the term "door-to-door" service and to emphasize the obligation of transit providers to ensure that eligible passengers are actually able to use paratransit service to get from their point of origin to their point of destination

#### Door-to-Door Service

Single-residence - Drivers are required to assist passengers from the door of the origin address to the door of the destination address. Drivers must take reasonable steps to make their presence known to the client including ringing the doorbell and knocking on the door. Drivers will provide walking guidance or stability assistance to an individual, if necessary or requested. If the passenger is not ready or nobody responds, the driver will call the dispatcher and leave a notice indicating transportation was there.

Multi-residential buildings- upon arrival drivers will go to the lobby, reception area or communal area of a residential building to announce their presence. Drivers will assist passengers to exit the building including opening and closing the door. If the passenger is not in the reception area the driver will call the dispatcher, leave a notice in

the lobby, reception area or communal area and call the dispatcher.

### **Curb-to-Curb Service**

Curb-to-curb service operates from the curb of a customer pick up location to the curb of his/her destination. In providing curb-to-curb service the driver is required to assist the passenger into and out of the vehicle if needed. Drivers will not assist the passenger along walks or steps to the door of the home or other destination. Client responsibility is to be at the curb at the indicated pick up window or to make reasonable effort to indicate to the driver that is approaching the curb or pick up location. If the client is not at the curb or pick up location the driver will call the dispatcher for authorization to leave.

### **Door-through-Door Service**

This type of service is provided at non-residential buildings for which JTA Connexion has determined there is no reasonable waiting area at the primary or designated entrance to the building. Examples of designated door-through-door buildings are medical facilities, nursing homes, etc. Passengers will be delivered and/or picked-up at the designated pick-up or drop-off location. Drivers will take reasonable steps to make their presence known to the client, a staff member, nurse, or receptionist. When a client is not present at the primary or designated pick-up location or common reception area, drivers will notify a staff member, nurse, or receptionist before leaving the building. In the absence of a staff member, nurse or receptionist, drivers will leave a courtesy notice at the front desk if possible.

## **Accessing Services**

### **a) How to request services.**

Service may be scheduled by telephone at (904) **265-6999**, or by tele-communications device for the deaf at (904) **636-7404**. Passengers can make reservations up to 3 days in advance. Next day reservations are accepted until 5:00 pm. Office hours are 8:00 a.m. to 5:00 p.m., daily including weekends and Holidays. To cancel trips passengers can use the cancellation line **265-8927**, 24 hours a day, 7 days a week

Standing orders are encouraged for regularly scheduled medical, work, and school trips. Return trips must also be scheduled in advance. Passengers will be given a 30 minute pick up window when they call to make a reservation. Passengers should be ready and in the pick up area 15 minutes before the assigned pick up time. Drivers will wait no more than five minutes.

Since the complementary paratransit service required by the American with Disabilities Act of 1990, must be provided to persons with disabilities during the hours service is available via the fixed route bus system, the CTC has adopted the fixed route schedule for its paratransit service operations. In order to better match actual hours of operation with the fixed route service, the hours of operation will be adjusted to the service span of each individual bus line. Trips can only be scheduled on the paratransit system within these times.

Service is door-to-door but the CTC offers a variety of services that accommodates individual needs and abilities. Some clients may be determine to be physically able to received curb-to-curb service unless they have a documentable and/or demonstrable need to received door-to-door or door-through door service.

While being transported all passengers must be secured with seat belts and/or wheelchair tie-downs.

Passengers may travel with personal bags, or the equivalent of two grocery bags, books etceteras, provided they can be safely stored on the vehicle. Drivers shall not load, unload, and/or carry any individual's personal property (i.e. handbags, shopping bags, gift boxes, etc.) except to assist in boarding and disembarking the vehicle. Simple instructions for requesting service through the coordinated transportation system are outlined below.

Return trips are scheduled in advance. When scheduling medical appointments, the client should verify the appropriate pick up time with the doctor's office before calling to schedule a trip.



All passengers must be ready for transport, from the start of the thirty (30) minute window, and when the driver arrives must board the vehicle immediately.

A trip must be canceled no later than one and a half hours before the scheduled pickup time.

Trips can only be canceled by calling JTA Connexion. The cancellation number is 265-8927

### **Failure to cancel a trip is a no-show.**

When scheduling service be specific about the type of service required (i.e. wheelchair,

ambulatory, etc.) Also provide specific and accurate information about the destination (i.e. correct address.), including the city if outside the local area.

Additional information about the service is available in the rider's guide a copy of which can be requested from JTA Connexion.

**b) How to cancel a trip**

A Late Cancellation is charged against a client when a client chooses not to take the trip but does not call to cancel the trip at least 1 ½ hours (90 minutes) prior to the schedule time of the pick-up. The client will be reported as a late cancellation. Late Cancellations are considered as No-Shows. The number for the client to call to cancel their ride is 265-8927, 24 hours, 7 days a week.

**c) No show, late cancellation and cancellation at the door procedures and policy**

The Jacksonville Transportation Authority, as the Community Transportation Coordinator for Duval County, has established the following policy and procedures for JTA Connexion regarding no-show and cancellations.

The Federal Transit Agency has established a rule for No Shows that must include a pattern of abuse and trip percentage versus no-shows and/or late cancellations to determine if a client meets the criteria for suspension from the paratransit system. Under these guidelines no show suspensions may be imposed only when the rider's record involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. Ex: If a rider travels to and from work five (5) days a week and misses several trips a month, this is a less repeated or regular action than if the rider misses the same number of trips out of a total travel record of once every week or two. So, frequency of use or percentage of trips missed should be considered when determining pattern or practice. The JTA has established the criteria below to meet the requirements of the FTA.

A No-Show occurs when a vehicle arrives on time (within the client's 30 minute pick-up window) and the client cannot be reached or located at their pick-up location. A driver must take all reasonable steps to make contact with the client, this includes the driver ringing the doorbell and knocking on the door.

A Cancellation at the Door occurs when the vehicle arrives on time (within the client's 30 minute pick-up window) and the client declines their scheduled transportation.

A Late Cancellation occurs when a client decides not to take a scheduled trip and does not call to cancel their trip at least 1 ½ hours (90 minutes) prior to the schedule time of the pick-up. The client will be reported as a late cancellation. Late Cancellations are considered No-Shows. The number for the client to call to cancel their ride is 265-8927.

10 % and Pattern of Abuse Rule: The penalties for suspension will be determined by utilizing the 10% and Pattern of Abuse Rule. A clients' number of trips and their pattern of trips along with their total number of violations will be taken into consideration when determining if the client is considered for suspension.

Important Note: If a driver arrives to pick up a client before the start of the clients' pick-up window and the client is not ready to be transported, the client is not required to board vehicle. The client may board if they are ready and does not oppose departing early. The client will not be charged a no-show should they decide not to board the vehicle early.

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## PENALTIES FOR VIOLATION OF NO-SHOW & LATE CANCELLATION POLICY

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<b>2<sup>nd</sup> No-Show</b>		<b>1<sup>st</sup> no-show notification letter is mailed.</b>
<b>Subsequent No-Shows until the 10% rule is reached</b>	<b>Within 30 days</b>	<b>2<sup>nd</sup> no-show notification letter is mailed.</b>
<b>Violation of the 10% rule and pattern of abuse. 1<sup>st</sup> offense</b>	<b>Within 30 days</b>	<b>Seven (7) Days Suspension after written notification and opportunity for the client to appeal.</b>
<b>Violation of the 10% rule and pattern of abuse. 2<sup>nd</sup> offense</b>	<b>Within 30 days</b>	<b>Fourteen (14) Days Suspension after written notification and opportunity for the client to appeal.</b>
<b>Violation of the 10% rule and pattern of abuse. 3<sup>rd</sup> offense</b>	<b>Within 30 days</b>	<b>30 Days Suspension after written notification and opportunity for the client to appeal.</b>

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**Suspension Process** - The CTC has endorsed the process of working with a client to reduce a client's no-show or late cancellations prior to suspending a clients' service. After the first suspension the client will be reinstated with full privileges. The client's clock will start from a zero point. If the 10% rule and pattern of abuse is again violated the client will again be suspended. After three suspensions in a twelve (12) month period consideration will be given to termination of service for the client. If the client appeals within the seven day period their transportation will not be interrupted until the final appeals decision is to do so.

**Appeals** - If a client is sent a suspension letter and they would like to appeal; the client may file an appeal by calling the JTA Connexion at 904-265-6001 or sending a letter to 5711 Richard Street, Suite 3 Jacksonville Florida. They may state why they feel the no-shows or late cancellations are in error. The appeal will be reviewed and the client will be given the opportunity to meet with a JTA representative to discuss the no-shows. A decision will be rendered within fifteen (15) working days. The client will be notified by telephone or in writing of the final decision. If the decision still stands to suspend, the client will follow the JTA Appeals and Grievance Procedure. A copy of this process will be offered to each client that indicates they plan to oppose the no-show decision. Client's transportation continues while appealing.

**d) Procedures for dispatching back-up service or after-hour service.**

The CTC has a "No strand Rule" during operating hours. There are currently no provisions for after hour service. The CTC will be working to establish procedures in case a client slip through the cracks and is left stranded after operating hours.

**e) Eligibility**

Eligibility to ride the JTA Connexion is determined through an application process. To request an application, people may call 265-6001. The eligibility process will include the application, possible medical form to be filled out by a physician or other medical professional, and a potential in-person interview and functional assessment performed at

the JTA Connexion Eligibility and Training Center. Please note that the in-person interviews and functional assessments are expected to start in the spring of 2006. The Eligibility Center staff will determine a person's eligibility for ADA and / or TD funding.

The following section detail eligibility for ADA administered by the Jacksonville Transportation Authority; and the Transportation Disadvantaged Trust Fund administered by the Florida Commission for the Transportation Disadvantaged. Every funding agency has established a set of eligibility rules and criteria in order for passengers to be eligible for sponsored and non- sponsored trips.

## **Americans with Disabilities (ADA) Act**

### **ADA Eligibility**

On July 26, 1990 the Americans with Disabilities Act (ADA) (P. L. 101-336; 42 U.S.C. Section 13101) became law. This far reaching, civil rights legislation for persons with disabilities includes specific requirements for public and private transportation providers.

The ADA recognizes that some people by the nature of their disability will not be able to utilize the fixed route system. For these individuals the transit provider must offer paratransit service that is both comparable and complementary to the fixed route service. To be eligible for this complementary paratransit service the individual must fall into one of three eligibility categories. The following individuals are ADA paratransit eligible:

### **Eligibility Category 1**

Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

Eligibility in this category is based on ability to board, ride and disembark independently. This category includes, among others, persons with a mental or visual impairment who, as a result, cannot navigate the system. This category also includes people who cannot board, ride or disembark from an accessible vehicle without the assistance of another individual. This means that if an individual needs an attendant to board, ride or disembark from fixed route vehicle the individual is eligible for paratransit.

The ADA recognizes that some individual may be eligible for some trips and not for others. With mobility training for example, a blind person may be able to utilize the bus system for the trip to and from work, but not be able to travel to a destination with which they are not familiar.

### **Eligibility Category 2**

Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

This category applies to persons, who could use accessible fixed route transportation, but accessible transportation is not being provided at the time, and on the route the person would travel. A bus line is truly accessible when the bus can be boarded by all customers, including the mobility impaired, by accessible entry and exit on board the bus, and by unobstructed bus stops. A wheelchair passenger would be eligible for paratransit service if a bus operating on a bus line is not accessible, a stop is not accessible, or if there is not an unobstructed path to the bus within a 3/4 mile radius, for both the boarding and alighting location.

An individual in a wheelchair would also be eligible for paratransit service if the bus and the route are accessible but the lift cannot be deployed at a stop at which they embark or disembark.

### **Eligibility Category 3**

Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

This criteria concerns individuals who have a specific impairment-related condition which prevents them from getting to and from a stop or station.

Examples of impairment-related conditions include chronic fatigue, blindness, a lack of cognitive ability to remember and follow directions, or extreme sensitivity to temperature. Impairment mobility, severe communication disabilities

such as serious vision and hearing impairments, cardiopulmonary conditions, or various other serious health problems may have similar effects.

“What the rule uses as an eligibility criterion is not just the existence of a specific impairment-related condition. To be a basis for eligibility, the condition must prevent the individual from traveling to a boarding location or from a disembarking location. The word “prevent” is very important. For anyone, going to a bus stop and waiting for a bus is more difficult and less comfortable than waiting for a vehicle at one’s home. This is likely to be all the more true for an individual with a disability. But for many persons with disabilities, in many circumstances, getting to a bus stop is possible. If an impairment related condition only makes the job accessing transit more difficult than it might otherwise be, but does not prevent the travel, then the person is not eligible.”<sup>13</sup>

### **ADA Paratransit Eligibility Standards**

***Unconditional eligibility*** – Applies when an individual is eligible for all trips

***Conditional Eligibility*** – This individual will be eligible for some trips but not others

***Permanent Disability*** – Applies when an individual has a permanent disability

***Temporary Disability*** – This standard will apply when an individual has a temporary disability and the bus route that would normally take him to work is not accessible. Eligibility granted to such a person should establish an expiration date.

### **ADA Eligibility Process**<sup>14</sup>

The ADA requires an eligibility process to be established by each operator of complementary paratransit. The process may not involve “user fees” or application fees to the applicants. The process may include functional criteria and, where appropriate, functional evaluation or testing of applicants. The substantive eligibility process is not aimed at making a medical or diagnostic determination. While evaluation by a physician (or professionals in rehabilitation or other relevant fields) may be used as part of the process, a diagnosis of a disability is not dispositive. What is needed is a determination of whether, as a practical matter, the individual can use fixed route transit in his or her own circumstances. That is primarily transportation decision, not a medical decision.

The goal of the process is to ensure that only people who meet the regulatory criteria, strictly applied, are regarded as ADA paratransit eligible. Both people with mobility and visual impairment may be paratransit eligible. To accommodate persons with visual impairments, all documents concerning eligibility must be made available in one or more accessible formats, on request.

When a person applies for eligibility, the entity will provide all the needed forms and instructions. These forms and instructions may include a declaration of whether the individual travels with a personal care attendant. The entity may make further inquiries concerning such a declaration (e.g., with respect to the individual’s actual need for a personal care attendant).

When the application process is complete—all necessary actions by the applicant taken—the entity should process the application in 21 days. If it is unable to do so, it must begin to provide service to the applicant on the 22<sup>nd</sup> day, as if the application had been granted. Service may be terminated only if and when the entity denies the application. All determinations shall be in writing; in the case of a denial, reasons must be specified. The reasons must specifically relate the evidence in the matter to the eligibility criteria of this rule and of the entity’s process. A mere recital that the applicant can use fixed route transit is not sufficient.

For people granted eligibility, the documentation of eligibility shall include at least the following information:

The individual’s name

The name of the transit provider

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<sup>13</sup> **Federal Register Notice**, Title 49, Volume 1, Parts 1 to 99, Revised as of October 1, 1996, Page 511.

<sup>14</sup> **Federal Register Notice**, Title 49, Volume 1, Parts 1 to 99, Appendix D to Part 37, Revised as of October 1, 1996, Pages 513-514.

The telephone number of the entity's paratransit coordinator

An expiration date for eligibility – the re-certification process at reasonable intervals will assure that changed circumstances have not invalidated or changed the individual's eligibility.

Any conditions or limitation on the individual's eligibility – this point refers to the situation in which a person is eligible for some trips but not others. It also includes the use of a personal care attendant and if the attendant will ride free of charge.

### **ADA Appeal Process**

The administrative appeals process is intended to give applicants who have been denied eligibility the opportunity to have their cases heard by some official other than the one who turned them down in the first place. There must be an opportunity to be heard in person as well as the chance to present written evidence and arguments. The entity may require that an appeal be filed within 60 days of the denial of an individual's application. After the appeals process has been completed, the entity should make a decision within 30 days. If it does not, the individual must be provided service beginning the 31<sup>st</sup> day, until and unless an adverse decision is rendered on his or her appeal.

The entity may establish an administrative process to suspend for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips. 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.

Before suspending service, the entity shall take the following steps:

Notify the individuals in writing that the entity proposes to suspend service, citing with specificity the basis of the proposed suspension and setting forth the proposed sanction.

Provide the individual an opportunity to be heard and to present information and arguments;

Provide the individual with written notification of the decision and the reasons for it.

The appeal process above describe shall be available to an individual on whom sanctions have been imposed. The sanction is stayed pending the outcome of the appeal.

### **Service Criteria for Complementary Paratransit<sup>15</sup>**

**Service Area** – the entity shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area within a three-fourths of a mile radius at the end of each fixed route. Complementary paratransit service does not apply to commuter bus service.

**Response Time** – The entity shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservations agents or by mechanical means. The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

**Fares** – The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed route system.

**Trip purpose restrictions** – The entity shall not impose restrictions or priorities based on trip purpose.

**Hours and days of service** – The complementary paratransit service shall be available throughout the same

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<sup>15</sup> ADA, Title 49, Section 37.131, Revised as of October 1, 1996.

hours and days as the entity's fixed route service.

**Capacity constraints** – The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following: restrictions on the number of trips an individual will be provided; waiting lists for access to the service; or any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

**Additional service** – Public entities may provide complementary paratransit service to ADA paratransit eligible individuals exceeding that provided for in this section.

### **Transportation Disadvantaged Trust Fund**

With the passage of Chapter 427, F.S. the Florida Legislature established in the State Treasury a Transportation Disadvantaged Trust Fund into which all funds collected for the Transportation Disadvantaged Program are deposited. These funds are to be used to carry out the responsibilities of the Commission and to fund the administrative expenses of the Commission.

Rule 41-2, F.A.C., empowers the Commission to annually evaluate and determine each year's distribution of the Transportation Disadvantaged Trust Fund. These funds are distributed on the basis of formula developed by the Commission, in the form of two grants, an annual Trip/Equipment Grant and an Annual Planning Grant.

### **Annual Trip/Equipment Grant**

These funds may be used for the purchased of capital equipment, provided that no more than 25% of the grant and the local match is utilized for this purpose.

These funds are distributed by County based on the following:

The total county area in square miles as a percentage of the total square miles of all other eligible counties,

Total system passenger trips provided as a percentage of all eligible applicant trips reported.

Total system vehicle miles traveled as a percentage of all vehicle miles traveled in all other eligible counties.

Total county population as a percentage of the total population of all eligible counties.

Each of these categories represents one fourth of the trip related grant funds. The statistics upon which this distribution formula is based is reported by each coordinated system/county in the CTC's Annual Operating Report. These reports are assembled by the Commission and published as the Commission's Annual Performance Report.

A ten percent local match is required for this grant. In addition to this grant the amount of funds available to provide service for the non-sponsored also includes local dollars voluntarily collected from motorist renewing their motor vehicle registration.

### **Eligibility Criteria for TD Funded Trips**

The Duval County Transportation Disadvantaged Coordinating Board has established an eligibility determination process for the provision of non-sponsored service to Duval County residents. Applications for non-sponsored service must be requested from JTA Connexion. The non-sponsored eligibility determination process requires a two-step enrollment process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F. S.

**The first step is the determination that the applicant:**

1. **Does not qualify for service sponsored by another program or agency. An applicant or customer who is Medicaid eligible and is making a medical trip would not be eligible for non-sponsored funding. The same individual may be eligible for non-sponsored funding for a work, school or shopping trip.**

**Has no other means of transportation available.** If a family member living in the household or nearby has a valid U.S. driver's license and registered automobile the client is not eligible for this service with two exceptions:

The applicant is traveling to and from dialysis and oncology treatments.

The applicant is in wheelchair and not able to transfer out of the wheelchair due to a health condition, and the family member or friend does not own a lift-equipped vehicle.

**If fixed route bus service is available and the applicant/customer is not able to use it, the customer must demonstrate why it cannot be used.**

Applicants meeting all of the above criteria must also satisfy at least one of the three following conditions to be eligible for non-sponsored service:

Be physically or mentally disabled as outlined in the Americans with Disabilities Act of 1990, or

Be 60 years of age or older, or have a household income that is 125% of the national poverty level or less. Poverty guidelines based on family size are provided below.

Have a household income that is 125% of the national poverty level or less. Poverty guidelines based on family size are provided below.

**Table 21  
2008 Poverty Guidelines**

Size of Family Unit	Poverty Guideline base amount	125% of the poverty level
1	\$10,400	\$13,000
2	\$14,000	\$17,500
3	\$17,600	\$22,000
4	\$21,200	\$26,500
5	\$24,800	\$31,000
6	\$28,400	\$35,500
7	\$32,000	\$40,000
8	\$35,600	\$44,500
<b>For each additional person add</b>	<b>\$3,600</b>	<b>\$4,500</b>

Source: U.S. Department of Health and Human Services, the 2008 HHS Poverty Guidelines

**Trip Prioritization**

The CTC with the approval of the LCB can prioritize trips for non-sponsored transportation disadvantaged services purchased with Transportation Disadvantaged Trust Funds. Prioritization must be based on the following criteria:

Cost Effectiveness and efficiency

Purpose of the Trip

Unmet Needs

Available Resources

The Duval County Transportation Coordinating Board has endorsed the prioritization of trips funded with the Transportation Disadvantaged Trust Funds as follows:

Life –sustaining medical trips

Medical Trips

Work and school trips

Social/shopping/recreational trips

**Temporary Eligibility Process**

Temporary eligibility will be granted to applicants who need transportation to medical services only. This temporary status will be effective for 30-days. During this period applicants must submit a complete application. At the end of the 30-day period service will be discontinued. It is the responsibility of the applicant to return the application and

supporting documentation during the 30-day period. Incomplete applications will delay the eligibility process.

### **Transportation Disadvantaged Out-of-County Trips**

The Duval County Transportation Disadvantaged Coordinating Board has established that limited out-of-county trips are eligible under the Transportation Disadvantaged (TD) program. Primarily, the TD program serves a limited area which consists of the ADA service area and all of Duval County. Out-of-area trips will be considered on a case by case basis and for medical purposes only. No trips will exceed 15 miles radius from the Duval County line. The CTC reserves the right to ask a person to travel to the closest medical provider or to one that is within the TD service area.

### **Escort and attendants**

Escorts and attendants are defined in different ways depending upon the funding source. The definitions and information below are provided by funding source.

All escorts and attendants under all funding sources must travel from the same origin to the same destination as the eligible individual with whom they are traveling.

**An escort is an individual traveling with an ADA paratransit eligible individual as a companion and is not specifically designated to assist with the eligible individual's needs. The terms escort and companion are interchangeable when used in the ADA context.**

One escort may travel with an eligible individual at any time the eligible individual travels provided the eligible individual reserved a space for the escort when reserving his or her own trip. Additional escorts may travel on a space available basis only. An escort may travel in addition to any attendant also traveling with the eligible individual. Escorts pay the same fare as the eligible individual.

**A personal care attendant (attendant) is an individual specifically designated by an eligible individual to assist with the eligible individual's needs, whether transportation related or not.**

ADA paratransit eligible individuals must be certified to have an attendant. An attendant may travel with an eligible individual at any time the eligible individual travels provided the eligible individual reserved space for the attendant when reserving his or her own trip. An attendant may travel in addition to any escort also traveling with the eligible individual.

The JTA Connexion shall determine an individual needs an attendant if, while traveling without an attendant, he or she cannot provide for his or her needs, constituting seriously disruptive conduct. Seriously disruptive conduct is sufficient reason to deny service or to require the presence of an attendant. An eligible individual determined to need an attendant under the conditions stated above shall not be transported without an attendant.

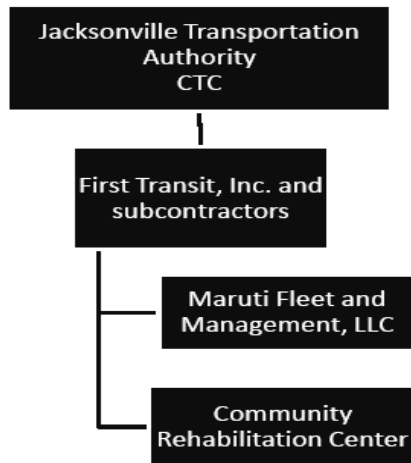
An escort is an individual traveling with a Non-Sponsored eligible individual as a companion or as a specifically designated to assist with the eligible individual's needs. **Attendants are not recognized under the Non-Sponsored program. One escort may travel with an eligible individual at any time the eligible individual travels provided the eligible individual reserved a space for the escort when reserving his or her own trip.**

The JTA Connexion shall determine an individual needs an escort if, while traveling without an escort, he or she cannot provide for his or her needs, constituting seriously disruptive conduct. Seriously disruptive conduct is sufficient reason to deny service or to require the presence of an escort. An eligible individual determined to need an escort under the conditions stated above shall not be transported without an escort.

# Transportation Providers & Coordination Contractors

As illustrated on the organization charts below, as of May 2010 the CTC has a contract for the provision of transportation services with one privately owned transportation provider. The private transportation providers has subcontract with other agencies as illustrated below. These companies and the types of service they provide are identified in Figure G and Table 22.

Figure G CTC Transportation Providers



**Table 22**  
**CTC Transportation Providers and Services**

Transportation Provider	Contact Person	Type of Service	Clients Served	Hours of Operation
First Transit	Herold Humphrey	W/C Accessible vans	Non-Sponsored, ADA	5 AM – 10:30 PM M-F 6 AM – 8:30 PM Sunday 6 AM – 8:30 PM Holiday
Community Rehabilitation Center	Stanley Twiggs	W/C Accessible vans	Non-Sponsored, ADA	5 AM – 10:30 PM M-F 6 AM – 8:30 PM Sunday 6 AM – 8:30 PM Holiday
Maruti Fleet and Management, LLC	Anup Parikh	W/C Accessible vans	Non-Sponsored, ADA	5 AM – 10:30 PM M-F 6 AM – 8:30 PM Sunday 6 AM – 8:30 PM Holiday

Contracts with transportation operators allow renegotiating for up to three additional years, if adequate service has been provided. The CTC, however, is not bound to renewal and may re-bid services at the end of any contract year. Transportation providers are compensated for the services they provide at varying rates. Some are paid by the vehicle hour for dedicated vehicles or on a per grid or per trip basis for non-dedicated vehicles. The rate per vehicle hour varies by vehicle type and/or capacity. Generally, vans and minivans are more expensive to operate and

consequently are paid at a higher rate than smaller vehicles. To improve cost effectiveness, some providers operate vehicles on a split-shift. That is, they operate only during peak service hours. Split-shift vehicles are also paid at a higher rate.

The CTC follows the Request for Proposal (RFP) process established by the Jacksonville Transportation Authority to contract with transportation operators. A Sample copy of a Request for Proposal from JTA is included in Appendix D. Following is the criteria used by the CTC to rank and select potential operators.

### **CTC'S SELECTION CRITERIA FOR POTENTIAL OPERATORS**

This section is an excerpt of the criteria use by the CTC to select potential operators through RFP process. A sample RFP is included in Appendix D.

It is the sole responsibility of each proposer to address in its proposal each of the selection criteria described herein. Provide with your proposal any other information which would be relevant to the application of the selection criteria to your proposal.

#### Requirements for Respondents

- A. Proposers shall submit one (1) original and six (6) copies of their response to this Request for Proposals. The Authority may request additional copies of those proposals, which are selected for the short-list of qualified proposers.
- B. Proposals shall contain no more than Thirty (30) pages (excluding staff resumes), exclusive of the covers, required attachments, and tab sheets. Text and figures shall be printed on one side of the paper only. Proposals shall be on 8 ½ x 11 paper bound on one side. Proposals should be prepared in the order of the evaluation criteria detailed below, and tabs should be used to separate and label the sections according to criteria. Information included in a letter of transmittal may not be taken into consideration while reviewing proposals. Resumes should not be included for staff who are not material to the project work.  
The final page of the vendor's proposal shall contain the following:
  - a. Legal name of the vendor.
  - b. Primary location. (Physical address)
  - c. Local address if any.
  - d. Telephone number, FAX number and e-mail address.
  - e. Name of contact person.
  - f. Authorized signature of contact person.
- C. Proposals must contain an organizational chart and brief resumes of all initial key staff as well as key staff of sub-proposers.
- D. Clear statements of experience related to the attached scope of work of management, staff and of the firm along with a list of references should be included. The list of references must include a contact person and telephone number.
- E. A list of all sub-proposers that are an integral part of the proposal from a technical aspect must be included with detailed information as required in "C" and "D" above.
- F. The proposer must submit an overall schedule of availability of personnel as such exists at that time. Any significant commitment of listed personnel which could conflict with their availability for this project should be clearly shown, including all personnel who are not locally based.

#### MINIMUM REQUIREMENTS

- A. Three years experience for Contractor work being proposed.
- B. The attainment of the DBE goal or documentation of good faith effort submitted with proposal.

#### Proposers Responsible for Addressing Criteria

Proposers should be aware that the proposal will be evaluated in accordance with the criteria prescribed herein and accordingly would be advised to structure their proposal in a manner to properly address each of the evaluation

criteria.

### Evaluation Criteria

The evaluation criteria are set forth below.

The Evaluation Committee shall determine qualifications and make recommendations to the Procurement Review Committee as to, interest and availability by reviewing the written responses received, and, when deemed necessary, by conducting formal interviews of selected proposers that are determined to be best qualified based upon the evaluation of written responses. The determinations shall be based upon the following evaluation criteria, the relative importance of which shall be indicated in the RFP:

Any cost used in evaluating any criteria shall be based on a three year cost.

Each of the following criteria will be scored accordingly:

1. Rates/Fee (35 points):

The proposer will define those classifications (in exhibit D) which fit under the following categories and indicate rates for each category. The rates and fees, along with unit price quotations, including, without limitation, hourly rates, fee or other charges that will ultimately be used during contract negotiations to calculate or determine total compensation.

- a. Fixed Cost per Hour
- b. Variable Cost per Hour
- c. Start up Expense (start up expenses to be invoiced separately during the initial contract year)

2. Qualification and Financial Stability related to this proposal (10 points):

Includes technical education and training in the kind of project to be undertaken. Qualities and indicators that will receive consideration include the quality, quantity and continuity of experience of the proposer with the coverage of service being proposed or with similar services. Special emphasis should be given to paratransit operations.

a. Service Management

- 1) Describe your staffing plans for regular service days and holiday service.  
Describe your approach to vehicle and route assignments, how you will maintain flexible driver schedules, and the methods you will use to achieve the appropriate mix of full-time and part-time driver shifts. Describe how you will ensure equivalent performance standards on weekends and holidays.
- 2) Describe how you will establish and maintain organizational and programmatic relationships with agencies providing other services to the riders of ACCESS Transportation. Provide examples of how your firm has established such relationships in other contracts, and how your firm was able to improve its service to riders as a result.
- 3) Describe the quality improvement programs you have implemented under other contracts and the program you propose for this contract.

b. Administrative Data

- 1) List the names, titles, address, telephone and fax numbers of persons authorized to conduct contract negotiations with JT A.
- 2) If the Proposer is a certified Disadvantaged Business Enterprise, please attach a copy of your letter of certification from the state of Florida.
- 3) JT A reserves the right to request other business and administrative information necessary to the conduct of this procurement.

c. Proposer Financial Statement

Provide evidence of adequate financial stability. The Proposer must submit the following financial reports in a separate envelope:

- 1) A copy of the most recent three years of audited financial reports and financial statements with the name, address and telephone number of a responsible person in the company's principle financial or banking organization and its auditor.
- 2) All such financial reports shall be detailed, not condensed or summarized version(s) of the report.

- 3) JTA reserves the right to request such other information or reports necessary to establish evidence of adequate financial stability. JTA recognizes that these reports contain proprietary material and will treat them as confidential. Please submit proof of insurability to the prescribed limits listed in the proposal. Insurance Requirements and disclose deductibles and self-insured retainers. Please identify your insurance agent(s) and underwriting company(s).

3. Approach to Plan, Schedule, Service Provision & Operations (30 points):

Qualities and indicators that will receive consideration, include the company's performance in converting the Scope of Services in to a work plan, the detail and clarity as to the respondent's approach to undertaking the project, company's ability to identify any special problems or concerns associated with the project and ideas how these obstacles should be addressed, including any approach which are designed to save time and money.

a. Start-up Plan

1. Describe your start-up plan. Identify all tasks to be completed between the date of contract award and the service start date. In your plan identify your assumptions, projections, estimations and key dates to accomplish the following:
2. Hiring timelines, specific functions of staff hired and the estimated cost (unit rate, benefits, and total estimated hours of staff hired prior to service operation beginning).
3. Estimated amount of time spent on each task and estimated completion dates for each task.
4. Identification and cost of materials and equipment including identification of all equipment to be purchased to accomplish the identified tasks and prepare for service operation.
5. Specify the rationale for each task. Clearly identify what you intend to accomplish and how you will accomplish each task within the time lines.
6. Describe your plan for a smooth transition from the prior Contractor to your firm that ensures the least amount of disruption to the rider. How will you coordinate and facilitate vehicle transfers?

b. JTA-wide Service Area

1. Describe how you will ensure that all drivers and other operations staff will gain familiarity with the entire JTA and its traffic patterns.
2. Describe your experience in operating a transportation service that requires the transfer of riders to other Service Operators.
3. Describe your plan for responding to increases and decreases in the allocation of Vehicle Service Hours (VSH). Indicate how such increases or decreases will impact staffing and other aspects of your operation and the reasons for such impacts.

c. Facilities and Equipment

1. Describe your anticipated facility and equipment requirements including building and parking lot footage, that will be used in the performance of this contract, including preferred locations(s). If your company has available sites please describe. Indicate your control (own, lease, etc.) of each facility. Include in your description all administrative, operating, maintenance and fueling facilities owned and or leased that could be available for this contract.
2. Describe how you will handle used vehicle inspections for start-up? Is that cost included in Start-up Costs, Hourly rate or other?
3. Describe your storage and security plan for vehicles during non-service hours.
4. Describe your proposed telephone system and equipment. Describe how your system will ensure that two lines are dedicated and are able to be used in case of power failures, and how the system will ensure there is a dedicated line for the fax machine. Include a description of the system capacity and any special features.
5. Describe your experience with Mobile Data Terminals, two-way mobile radio service or similar radio communication system.
6. Describe your plan for maintenance and replacement of communications equipment. Describe your back-up service communication plan. Include the quantity and type of equipment to be purchased and describe how the equipment will meet the criteria of being able to interface with the existing mobile radio system.
7. Describe your experience with the computerized dispatch and scheduling system TRAPEZE or similar system. Please identify the system(s) you have operated.
8. Describe your experience with receiving manifests at a remote site from centralized

- scheduling and dispatching location.
9. Describe how you will ensure the reliability of your computer hardware, software and local area network.
  10. Describe your proposed computer preventative maintenance and repair plans.
  11. In the event of a power outage or other circumstances that prevent the transmission of manifests from the Call Center describe your plan for obtaining manifests.
  12. Describe your experience with Digital Recording devices (such as Drive Cam or equivalent) and how you will use that technology to improve transportation services.
- d. Vehicles and Maintenance
1. Describe your plan to ensure that the vehicle preventive maintenance inspections, as outlined in the Lease Agreement will be completed in a timely manner.
  2. Describe the qualifications, training and experience of your vehicle maintenance manager and mechanics.
  3. Describe your plans for inspecting, monitoring and replacing equipment that was originally supplied with the vehicles. Describe your plan for ensuring that vehicles are kept clean according to the standards in this RFP.
  4. Describe your plan to ensure the driver's pre-shift vehicle inspection and other maintenance inspections occur according to the standards in this RFP.
  5. Describe how you will ensure that a driver will not operate a vehicle that is not in safe and good operating condition.
  6. Describe your experience with vehicle maintenance software and how you will implement and use it.
  7. Describe how you will prepare a vehicle(s) for transfer to another Service Provider.
- e. Recruitment and Retention of Drivers
1. Describe your plan for recruitment and retention of drivers. Include in this plan the use of existing drivers
  2. Describe how you will coordinate with the prior Contractor for recruiting and training to ensure the least disruption to service delivery.
  3. Provide your proposed wage scale(s) for drivers. Describe in detail your benefit plan for drivers, including the degree of employee financial participation. List each proposed benefit. If you plan to hire drivers at different steps or pay grades, please identify the criteria you will use to determine at which step or level a driver will be started at. As this is a multi year contract, how will you update your wage and benefit plan?
  4. Describe your plan for tracking information on drivers, such as traffic violations, when their license, certificates and training dates need to be renewed.
  5. If you presently use a computer-assisted system to track driver information, describe the hardware and software, and how you will meet all requirements of this RFP to maintain and track records and data.
  6. Describe your hiring practices and procedures (include procedures for determining English proficiency and sensitivity in working with persons with disabilities), training, safety and emergency operation procedures for drivers. Describe how you will determine if a driver is physically fit to perform the job. If your program exceeds the guidelines as stated in this RFP, please describe where your program exceeds the standards stated in this RFP. Describe how your training program will prepare drivers for their first day of service. Describe the training plan to ensure drivers are able to provide transportation services during periods of snow and ice. Include the names and describe the qualifications of other organizations to be used in the driver training and any services that will be subcontracted.
  7. Describe your plan for monitoring initial and ongoing driver performance, and performing regular driver performance reviews.
  8. Describe your procedures for conducting criminal history checks, drug testing and driver license checks and your processes and procedures for actions resulting from such checks and tests. If you are presently conducting drug testing screening, describe your process for complying with Federal drug testing policies including time-frames, and at what point checks are accomplished in the hiring process.

9. Describe your driver corrective action plan and procedures/criteria for determining preventive and non-preventive accidents.
  10. Describe how you will ensure that drivers report back after being charged with a felony offense or serious traffic violations.
- f. Other Operator Staff
1. Identify and describe the job duties, hiring standards and proposed qualifications of staff, other than drivers and the project manager that will be assigned duties under this contract, such as dispatchers, trainer, maintenance manager, road supervisors, clerical etc.
  2. Describe the procedure that you will use to notify the Control Center of vehicle unavailability prior to the day that the vehicle would be scheduled. Describe procedures for notification of the Control Center, when a vehicle, due to accident or other unforeseen event, is not available for scheduling of service.
  3. Describe your backup plan for ensuring that service will be provided, if you are unable to schedule a driver(s) for an assigned route(s) on the day of service.
  4. Describe your plan to ensure compliance with the standards for maintaining communications with the Control Center throughout the service day.
  5. What is your procedure for responding to a vehicle breakdown/roadcall?
  6. What is your procedure for responding to vehicle accidents or other incidents that may delay the delivery of service? Describe your proposed accident/incident investigation procedures. State your proposed policy and procedures for handling emergencies and comply with response and notification requirements in this RFP.
  7. Describe your plan for fueling vehicles.
  8. Describe your procedure to ensure that all rides are delivered on-time.
  9. Describe your inclement weather plan. How will you ensure that resources including communication systems are available?
  10. Describe your transportation safety record.
- g. Customer Contacts and Complaints
1. Describe your proposed customer contact and complaint handling and complaint resolution procedures. Include copies of policies that will be used. Describe how you will ensure timely response and resolution?
  2. Describe how you will incorporate customer comments into improved service.
  3. Describe how your personnel policies integrate responses to employee concerns in areas such as customer service, on time performance and safety.

4. Ability and capacity to monitor, measure and advise whether plans and specifications are being complied with, where applicable (20 points):

Qualities and indicators that will receive consideration, include the number of projects, similar to the project contained in this scope of services, described, level of experience in areas of coordinating, reporting and monitoring.

- a. Record Keeping and Data Collection
  1. Describe how your procedure to collect operations data will check for completeness and accuracy.
- b. Transportation Policies
  1. Describe your proposed policies and procedures to ensure that non-English speaking persons, persons with disabilities, people; of all sexual orientations and people of color receive equal treatment from your firm while utilizing services.
  2. Describe your proposed policies and procedures to ensure client confidentiality.
  3. Include training policies and procedures related to a driver's response to a rider's action(s) that may lead to the endangerment of staff or other riders. State how the policy and procedures comply with the ADA, and how will you communicate to the Control Center issues and problems with riders that may require service denial.
  4. Describe your emergency response and notification procedures for handling vehicle or other types of emergencies. (i.e. 911 emergencies, medical emergencies, fire, accident and accident reporting, freeway emergencies, assaults, earthquake, inclement weather, nauseous or unsightly messes on the van, animal collisions etc.)

- c. Fare Accountability
    - 1. Describe in detail your procedures for fare collection, accounting and auditing of the fare collected. Include policies related to missing fares. Describe steps that will be taken to insure that fares are kept in a secured location and procedures for handling fares.
  - d. General Information
    - 1. Name, address and telephone number of legal entity with which contracts are to be written. Name, address and telephone numbers of principle officers. (President, Vice President, Treasurer, Chairperson of the Board of Directors and other executive officers.)
    - 2. Legal status of the Proposer.
    - 3. Federal Tax ID number and Florida or other state business license number.
    - 4. *Is your firm a licensed auto transportation carrier, a certified passenger charter carrier or a certified private non-profit transportation provider? Provide evidence of your status or a copy of your application for certification.*
  - e. Insurance/Claim Handling
    - 1. Describe your procedures for handling complaints, accidents or incidents including your notification procedures to ensure the insurance company is notified of each and every potential claim. Detail the roles and responsibilities of personnel responsible for same.
    - 2. Describe your litigation management procedures in response to litigation, depositions and other court related matters.
    - 3. Describe your file handling procedures for any and all claims.
    - 4. Safety
    - 5. Describe your standard operating guidelines and/or procedures to facilitate compliance with the SSPP.
  - f. Organization
    - 1. Provide an organizational chart of your firm as it will be involved in this Contract, including parent company, all related operating company (ies) and or subsidiaries. Indicate the lines of authority for personnel directly involved in performance of this contract and relationships of these staff to other programs or functions of the firm. Provide an organizational chart.
    - 2. Indicate positions of staff who will be involved with the performance of this contract. This will include administrative, management and direct line staff who are responsible for providing transportation services under contract to JTA. For each staff (if known at this time) assigned to this contract, describe their familiarity with the requirements of the Americans with Disabilities Act and its requirements on providers of public transportation.
    - 3. For any personnel who will be shared with another Contract or corporate function, identify the percent of FTE assigned to this Contract.
    - 4. Identify the individual who will serve as the on-site Project Manager, as well as key staff who will provide management or consulting support on-site or at a home office. For each person, describe their qualifications and experience, their role in providing the required service and the number of hours per month they will work on this service on average. Describe their experience with operational startups. Include a resume for each person identified.
    - 5. Describe your plan for ensuring that a responsible decision making individual shall be available during all hours that service is provided.
    - 6. If applicable, attach company name, contact, address, phone and anticipated role of any proposed management subcontractor and/or consultant. Describe how you will use any subcontractor(s) and/or consultant(s) in the provision of this service.
5. Experience & References (5 points):  
Please submit references from three (3) clients currently under contract with your company. Additional references will be accepted from either existing clients or past clients whereby your company provided services within the past three (3) years.
- a. Experience
    - 1) For each experience with operating and managing the provision of transportation services indicate, specifically those Contracts you have held with JTA or other entities doing business in Florida and other contracts within the United States. Include Contract and/or project title, dates of performance.

- 2) Scope and complexity of contract, including the average daily one-way trip numbers and the total dollar amount over the period of the contract.
- 3) Contract or project manager reference(s), including current telephone numbers, for each contract or project.
- 4) Indicate whether your firm has had any contract (transportation or other terminated for default within the last five years. Termination for default is defined as: notice to stop performance, delivered to the Proposer due to the Proposer's non-performance or poor performance. The issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and determined that the Proposer was in default.  
(NOTE: If the Proposer has had a contract terminated for default in this period, then the Proposer shall submit full details including the other party's name, address and telephone number. JTA will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the Proposer's past experience.)

b. References

Proposers must submit references of current transportation customers. There should be at least three (3) references. In the place of current users, use of past references may be allowed, instead. The format of each reference shall be:

- 1) References
- 2) Customer's Company name
- 3) Business address of customer
- 4) Name and title of customer contact
- 5) Current telephone number of customer contact
- 6) Initial Contract cost. Total additional cost of changes
- 7) Description of work performed by the Proposer
- 8) Period of performance of the contract
- 9) Date of federal certification and certification identification number, if application.

JTA reserves the right to use any current or prior contractor and or client evaluation in its evaluation of references. Failure to provide complete and accurate information will result in lower score on evaluation.

## Public Transit Utilization

### Fixed Route Bus Service

In addition to paratransit service, the coordinated transportation system also issues single use tickets and monthly passes for fixed route bus service provided by the Jacksonville Transportation Authority (JTA). Passengers who live within 3/4 of a mile of a JTA fixed route bus line are required to use the fixed route if they are physically capable of boarding and exiting the vehicle. In a study conducted in 1995, the CTC estimated that as many as 30% of Medicaid passengers riding on paratransit at that time may have been capable of using the JTA fixed routes. The entire JTA fleet is fully wheelchair accessible.



The base fare for the fixed route bus system is \$1 dollar. Persons 60 or more can ride for free with an identification card. The alternatives to door-to-door service are significantly lower in cost and allow the CTC to reserve door-to-door service for those who cannot ride the bus.

### Skyway

In addition to the fixed route bus system the Jacksonville Transportation Authority also operates a fixed guideway monorail system in Downtown Jacksonville. All vehicles and stations are fully accessible. The skyway fare is .50 cents. Persons with disabilities and seniors pay .10 cents.



### General Public Ride Request and Community Shuttle

In addition to the fixed route bus system, the Jacksonville Transportation Authority also operates Ride Request service. Ride Request a community-based curb-to-curb service within a specific area of the County. Reservations can be made two-hours in advance. The small buses go anywhere within the Ride Request service area, and make regular connections with fixed routes at pre-determined transfer locations. The fare is \$2 a ride (or \$1 with your Senior ID, Connexion ID card or JTA Reduced fare ID). Ride Request services are available in: Highlands/Airport (North Jacksonville, west of I-95, around Jacksonville International Airport)

Oceanway (North Jacksonville, east of I-95, around River City Marketplace shopping center)

In 2008, JTA introduced its first route deviation service, the Arlington Community Shuttle. The small buses follow established routes and have published timetables. By advance request, the community shuttle bus can deviate within 3/4 mile of the route to pick or drop off a passenger. The fare is the same as for fixed routes; however, each deviation request is an additional \$0.50 fare for all riders. Currently community shuttles are offered in the following communities: Arlington, Beaches, Cecil, Dinsmore-River City, Edgewood, Golfbrook, Mandarin, Northside, Ortega-NAS and Talleyrand.

### School Bus Utilization

Unlike school boards in other counties, the Duval County School Board does not own or operate school buses. Instead, service is provided by private contractors. These vehicles are not available for use in the coordinated system.

### Vehicle Inventory

As noted earlier, the fleet of vehicles used by the coordinated transportation system includes sedans, taxis, regular and lift-equipped vans, minivans with wheelchair ramps, and school buses. A complete inventory of vehicles in the system, with the exception of taxis is included in APPENDIX A of this document. Information provided includes vehicle type and make, year, the number of seats and tie-down positions for wheelchairs, and expected retirement date.



# System Safety Program Plan Certification

The System Safety Program Plan (SSPP) describes the Duval County Community Transportation Coordinator's policy regarding system safety. It has been developed specifically to:

- establish the System Safety Program system-wide;
- identify the relationship and responsibilities of the Coordinator and contracted service providers;
- provide formal documentation of the Coordinator's commitment to system safety;
- satisfy federal and state laws and local codes, ordinances and regulations.

This SSPP is a description of the methods to be used to implement the requirements of State Statute 341.061, "Transit Safety Standards; Inspections and System Safety Reviews", and by Rule Chapter 14-90, Florida Administrative Code, "Equipment and Operational Safety Standards Governing Public Sector Bus Transit Systems". These requirements constitute the minimum standards of the system safety program.

The SSPP describes what each service provider is to do to implement and comply with the SSPP, how and when it will be done and the lines of authority and responsibilities. In the performance of an audit, it will be easier to verify that the approved SSPP is being implemented.

The methods to be used by the Coordinator will include both direct and indirect observation of:

- training classes and materials;
- driver performance;
- Maintenance and repair work.

The Coordinator will conduct periodic announced and unannounced inspections and audits of records regarding training; maintenance and repairs; and inspections of vehicle fleets. A copy of the SSPP and the Florida Department of Transportation Safety Program Plan Certification are included in APPENDIX B.

## Inter-County Services

Under the Jacksonville Transportation Authority's direction, a cooperative partnership named the Northeast Florida Mobility Coalition was formed to improve the effectiveness of the regional service delivery system and enhance access to transportation through improved coordination between the public and private providers. Members of the Northeast Florida Mobility Coalition include the Jacksonville Transportation Authority, North Florida Transportation Planning Organization, Clay County Council on Aging, Sunshine Bus Company/St. Johns County Council on Aging, Ride Solution, WorkSource, Northeast Florida Regional Council, and representatives of area agencies that support senior citizens and persons with disabilities.

The Northeast Florida Mobility Coalition established broad goals for regional coordination and documented them in the Northeast Florida Coordinated Mobility Plan. These recommendations include:

- Coordinate Seamless Transportation across Jurisdictional Boundaries and/or between services
- Invest in Coordinated and Integrated Technological Regional Planning Tools
- Implement a Seamless Fare System
- Utilize Collective Purchasing Power and Shared Resources to Reduce the Cost of Providing Mobility Management
- Maximize Use and Operating Efficiency of Existing Vehicles
- Coordinate Support Services
- Expand Financial Relationships

Enhance Transportation Service Availability and Accessibility

Develop and sustain innovative methods to transport people

Improve bus stop accessibility

Develop a marketing plan to educate and inform the community of all available and evolving mobility options in the region

Increase education, awareness and promote mobility options

Coordinate bus stop signage and enhance the overall look of the systems

Provide travel training programs

As designated recipient of Section 5316 and 5317 funds, the JTA intends to continue the successes of the regional transportation system and the Job Access and Reverse Commute (JARC) funded Choice Ride Program. The Choice Ride program established inter-county flexible routes between:

Middleburg (Clay County) and JTA's fixed route system at the Orange Park Mall;

Green Cove Springs (Clay County) and the Naval Air Station at Jacksonville;

Palatka (Putnam County) and JTA's fixed route system to the Orange Park Mall; and

St. Augustine (St. Johns County) and JTA's fixed route system at the Avenues Mall.

Each of these Choice Ride routes is a deviated fixed route with fixed schedules and allowable deviations for persons who cannot access the bus stops. As a whole, Choice Ride Inter-County Program provides over 26,000 passenger trips traveling approximately 300,000 vehicle miles each year. Based on applications received for the Section 5316 and 5317 funds, the Coalition expects to be able to provide enhanced transportation services throughout the region during the next fiscal years.

## Emergency Preparedness and Response

As specified in the System Safety Program Plan (SSPP) and by contractual agreement with the transportation operators in the coordinated system, the CTC has established policies for the handling of emergencies, accidents and delays.

Under the terms of these policies, transportation operators are required to notify the CTC and appropriate emergency personnel (911) immediately should an accident or incident occur. The CTC must also be notified of resulting delays so that trips may be reassigned to other vehicles or, if necessary, to another transportation operator. If an extended delay is anticipated, passengers will be notified. A written accident report must be submitted to the CTC, with an appropriate management analysis of the accident or incident, within 24 hours. After an accident, the driver is required to undergo drug and alcohol testing as specified in Federal regulations.

To avoid extended delays in such situations, all transportation operators are required to have one back-up vehicle for every ten vehicles in service.

The CTC is currently working with the City of Jacksonville Emergency Preparedness Division in establishing formal protocols for the utilization of its resources for use during a natural and/or man-made disaster. The CTC's role is in assisting in necessary evacuations with emphasis being placed on those citizens needing specialized transportation vehicles. A copy of the Transportation Management Inter-agency Coordinating Procedure (ICP) is included in Appendix C. This plan is designed to ensure timely evacuation and orderly movement of vulnerable groups during and after a crisis situation.



## Educational Efforts / Marketing

To date, the local coordinating board has discouraged marketing of the services available through the coordinated transportation system due to funding limitations. Encouraging use of the system when funding is not available to meet current demand would serve little purpose and discourage many.

Efforts have been made to inform the staff of nursing homes, and other social service agencies, of the services available to their clients and the procedures for requesting service. The aforementioned subcommittee exploring ways to encourage use of the fixed-route service is also looking at ways to better educate the public about the advantages of the fixed-route bus system.

## Acceptable Alternatives

Provision is made in Chapter 427, Florida Statutes for alternatives to coordinated transportation when it can be demonstrated that the required service can be provided more cost effectively outside of the coordinated transportation system. An example of an acceptable alternative is transportation to nutrition sites provided to the elderly by the Senior Services Program of the Jacksonville Community Services Department. This service is funded by the Older Americans Act and can be provided more cost effectively outside of the coordinated system because fuel and maintenance for vehicles is provided at no charge by the City of Jacksonville. The Senior Services Program does not have a current agreement with the CTC.

The Headstart Program administered by the Jacksonville Urban League transports children to Headstart Facilities outside of the coordinated transportation system. Previous CTC's had attempted to negotiate a coordination contract with Headstart. Such a contract is a requirement of Chapter 427, Florida Statutes. Headstart, like the Senior Service Program is directly funded through the Federal government. The CTC and the local transportation disadvantaged program do not have the leverage to enforce this requirement. The CTC is aware of this situation and is trying to contact Headstart.

Other local programs that receive funding from the State of Florida also provide transportation to their clients outside of the coordinated transportation system, without the benefit of a coordination contract. Some claim not to know of the coordinated transportation. The State agencies that fund these programs are well aware of the mandate of Chapter 427, F.S. These agencies are participants in coordinated transportation at the highest level; all are represented on the Commission for the Transportation Disadvantaged. It is incumbent upon these agencies to enforce this provision of the state law.

## Service Standards and Policies

The following are the local service standards that have been jointly developed by the Duval County Transportation Disadvantaged Coordinating Board, the North Florida TPO and the Community Transportation Coordinator (JTA Connexion) consistent with those of the Florida Commission for the Transportation Disadvantaged.

<b>Service Standards and Policies</b>	
a. Accidents	The CTC will have no more than 3 preventable vehicle accidents per 100,000 miles
b. Adequate Seating	Adequate seating for paratransit services shall be provided to each rider and escort, child and personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provide by transit vehicles, adequate seating or standing space will be provide to each rider and escort, child, or personal care attendant, and no more passengers than the registered seating or standing capacity shall be scheduled or transported in vehicle at any time.
c. Advance Reservation Requirements	Clients must call a minimum of 1 calendar day in advance to schedule trips.
d. Billing Requirements to Contracted Operators	In accordance with Section 287.0585, Florida Statutes, JTA Connexion will pay all subcontractors within seven (7) days of receiving payment
e. Call-hold time	Call in-take will be monitored to ensure that callers are not on hold for more than

**Service Standards and Policies**

- f. **Cardiopulmonary Resuscitation**      an average of 2 minutes at any time of day.  
 The CTC has elected to not require its staff to be trained in First Aid or CPR. Should the need arise for a client to require First Aid or CPR; it is the policy of the CTC that the driver notify Dispatch immediately. Dispatch will call (911) and request that emergency personnel be dispatched to the correct location for professional emergency care.
- g. **Child Restraint**      All passengers under age 5 and/or under 45 pounds are required to use a child restraint device. It is the responsibility of the adult accompanying the child to provide the device.
- h. **Communication Equipment**      All vehicles must have two-way radios to permit direct communication with the dispatcher and/or supervisory staff.
- i. **Complaints**      Valid service and/or safety related complaints shall not exceed three (3%) percent of the total paratransit trips per year
- j. **Driver Identification**      Drivers will be identified with identification badges. Drivers will identify themselves to visually and hearing impaired passengers
- k. **Drug and Alcohol Policy**      Pre-employment drug tests verifying a negative result is required for all drivers as per USDOT regulations 49 CFR Part 655. The CTC and his/her 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.  
 A driver must not have had any conviction with the last twenty (20) years for DWI or DUI, reckless driving or operating any kind of motorized vehicle under the influence of alcohol or any illegal drug of controlled substance. Must not have had any conviction (at any time) for vehicular manslaughter.  
 If the driver is found at fault for an accident he/she should submit to a drug and alcohol test.
- l. **Escort/Attendants and Children**      Escorts and attendants are defined in different ways depending on the funding source as explained in pages 62-63. All escort and attendants under all funding sources must travel from the same origin to the same destination as the eligible individual with whom they are traveling. Escorts under ADA and TD funding pay the same fare as the eligible individual. Only one escort is allowed under the TD funding. A personal Care Attendant (PCA or attendant) rides for free under ADA. Under ADA an attendant (PCA) may travel in addition to any escort also traveling with the eligible individual. Attendants (PCA's) are not recognized under the TD Program/funding.
- m. **First Aid Policy**      The CTC has elected to not require its staff to be trained in First Aid or CPR. Should the need arise for a client to require First Aid or CPR; it is the policy of the CTC that the driver notify Dispatch immediately. Dispatch will call (911) and request that emergency personnel be dispatched to the correct location for professional emergency care.
- n. **Local Toll Free Telephone Number For Consumer Comment**      The CTC shall maintain a telephone system allowing toll-free access for all users and Telecommunications Device for the Deaf (TDD) to allow access by hearing impaired users. Clients may call JTA Connexion at 905.265.8528 or TDD 636.7404 for comments or complaints.
- o. **No-Show, Late Cancellation and Cancellation at the Door Policy**      The CTC has adopted a rule for No Shows that include a pattern of abuse and trip percentage versus no-shows and/or late cancellations to determine if a client meets the criteria for suspension from the paratransit system. Under these guidelines no show suspensions may be imposed only when the rider's record involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. Ex: If a rider travels to and from work five (5) days a week and misses several trips a month, this is a less repeated or regular action than if the rider misses the same number of trips out of a total travel record of once every week or two. Frequency of use or percentage of trips missed should be considered

<b>Service Standards and Policies</b>
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|----|--------------------------|--|
|    |                          | when determining pattern or practice. The no-show standard for the CTC and its contract operators is four (4) percent.   |
| p. | On-time Performance      | The standard for on-time performance is 90%. All transportation service providers are expected to perform a minimum of 90% of their trips on time. The goal of the JTA is that at least 95% of all trips will be performed on time. Scheduling initiatives and carrier eligibility for performance incentives will be used to work toward this goal.   |
| q. | Out of Service Area      | The Duval County Transportation Disadvantaged Coordinating Board has established that limited out-of-County trips are eligible under the Transportation Disadvantaged (TD) program (non-sponsored). Out-of-county trips will be considered on a case by case basis and for medical purposes only. No trips will exceed 15 mile from the Duval County line. The CTC reserves the right to ask a person to travel to the closest medical provider or to one that it within the TD service area (Duval County).   |
| r. | Passenger Assistance     | The driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, and based on the clients eligibility, the driver shall 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. Assisted access must be in a dignified manner. Drivers shall not assist wheelchair up or down more than one step.<br>Drivers shall not load and/or carry any individual's personal property (i.e. handbags, shopping bags, gift boxes, etc.) except to assist in boarding or disembarking the vehicle. |
| s. | Pick-up Window           | Passengers will be given a 30 minutes pick-up window when they call to make a reservation. This means that the vehicle will arrive within fifteen (15) minutes before or fifteen (15) minutes after the pick up time given at the time of the reservation. Passengers must be ready within the pick-up window. When the driver arrives passengers must board the vehicle immediately.  |
| t. | Public Transit Ridership | The Community Transportation Coordinator goal is to move 100% of all Transportation Disadvantaged eligible riders who are able to ride the bus to the fixed route bus system. Currently, all clients excluding Life Sustaining are required to complete an in person process to include an interview with a JTA staff member and possible functional assessment with an Occupational Therapist. This process is based on the Easter Seals Project Action, <u>Determining ADA Paratransit Eligibility</u> . This allows JTA to only provide Paratransit trips to those persons who cannot use fixed route due to their capabilities and persons who may not live on a bus line and fall under the criteria of low income or Senior.   |
| u. | Rider Property           | Passengers may travel with personal bags, books and ups to two grocery bags provided they can be safely stored on the vehicle. Drivers will only assist in boarding or disembarking the vehicle.   |
| v. | Rider/Trip Data          | When scheduling, the customer service representative shall, at minimum, record the following information on the Trapeze reservation screen:<br>client name<br><br>funding source<br><br>client identification number   |

<b>Service Standards and Policies</b>
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mobility aid

pick-up location or drop off-location

telephone number where client can be reached and number of persons traveling (PCA and/or Companion)

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|-----|----------------------------------|--|
| w.  | Roadcalls                        | The CTC will have no less than 10,000 vehicle miles between each roadcall based on an annual average   |
| x.  | Smoking and Eating in Vehicles   | Smoking is not permitted in vehicles. Eating and drinking are not permitted in vehicles unless is medically necessary.   |
| y.  | Vehicle Cleanliness              | All vehicles will be clean, free of dirt, trash and sand.  |
| z.  | Vehicle Transfer Points          | Drivers will ensure that transfer points are safe and secure.  |
| aa. | Vehicle AC and Heating Equipment | All vehicles will be equipped with heat and air conditioning systems that are in good working order  |
| bb. | Driver Criminal Background       | Employment records for all drivers shall include: required pre-employment criminal record check; results of the required pre-employment, post accident, reasonable suspicion, return to duty and random tests as required by 449 CFRR Part 655; documentation of required physical examinations; moving violation reports and documentation of driver work hours including days/hours worked and off duty hours. |

**Additional Standards and service policies**

There are many standards and policies that govern the quality of the service provided by Community Transportation. These standards and policies are established in the Service Plan, the CTC’s Medicaid Plan, the System Safety Program Plan and several other documents. These standards and policies have been assembled in this Service Plan. The CTC adhere to the standards and guidelines set forth on Chapter 427 Florida Statutes and Rule 41-2 Florida Administrative Code.

**Driver Training**

As noted earlier, the CTC is responsible for driver training and certification of new drivers. The Training Subcommittee of the local coordinating board has worked with the CTC to insure that all drivers are sensitive to the needs of the passengers they transport. Several members of the Jacksonville Transportation Advisory Committee (JTAC) have also attended training sessions.

To be sure that all drivers have adequate safety training, the CTC issues all drivers a Training Manual Driver's. New drivers receive the manual upon hiring and are required to sign for it. A copy of the receipt is enclosed in their permanent record. Drivers are required to read and study the manual as part of their initial training, and are tested on key points.

New drivers are required to complete an initial training course administered by the service providers, which includes passenger assistance, passenger sensitivity, emergency vehicle evacuation procedures, drug and alcohol, wheelchair securing and defensive driving. The course also includes an introduction to the CTC organizational structure, an outline of the relevant parts of Chapter 427, Florida Statutes, instruction about how to read a driver manifest and a map book, and the basic rules and regulations of the coordinated transportation system.

Defensive driver’s training consists of either the National Safety Council and/ or Smith System Defensive Driver Modules and includes specialized training in vehicle operation. All drivers in the coordinated system must be certified by the Community Transportation Coordinator upon completion of their training. Drivers candidates must have a good driving record with no more than five points on their driver records, within the last three years. Pre-employment drug testing is also required.

## **Standing Orders**

The Community Transportation Coordinator for Duval County has established the following standing order practices and procedures.

A standing order is the permanent reservation of a regular trip made by a rider. This eliminates the need to make individual reservations for each trip. The trip must be to and 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. Requests for additional

Standing Orders will be considered on a case by case basis. The Americans with Disabilities Act (ADA) regulations for Paratransit, allows the CTC to maintain up to 50% capacity of Standing Order trips.

Once a Standing Order request has been implemented, pick up times and locations may not be changed. If a rider does not need the Standing Order for a period of time the rider must contact the CTC to have the Standing Order temporarily placed on-hold. A Standing Order can be put on-hold for up to 90 calendar days. There is no penalty for putting a Standing Order on-hold. If the rider has not reinstated a standing order after it has been on-hold for 90 days, the Standing Order will be forfeited.

Standing order trips falling on designated holidays are automatically suspended for that day. If a rider needs a trip on any of the following holidays, the trip must be scheduled as an individual demand trip. Pick up times on designated holidays may be different than Standing Order pick up times due to reductions in overall service levels.

Designated holidays are:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

### **Suspension of Standing Orders**

A rider who violates the CTC's Rider Policies, including the Rider No-Show Policy, may lose Standing Order trip status and potentially general riding privileges.

If a rider does not need a trip or trips generated by the standing order but does not wish to place the standing order on hold, the trips must be cancelled at least 90 minutes in advance of the scheduled pick-up time. A trip not cancelled accordingly will be tallied as a no-show, late cancellation, or cancellation at the door.

An individual who has accrued three (3) no-shows, late cancellations and/or cancellations at the door within a thirty (30) day period will have their standing order suspended. Consideration shall be given to circumstances beyond the control of the individual. Notice of suspension will be provided to the rider by the CTC and will become effective immediately.

A rider whose standing order has been suspended may be eligible to reinstate standing order status six (6) calendar months from the date the cancellation became effective. Further no-shows, late cancellation, or cancellations at the door may result in warnings or suspension from the riding privileges, according to the CTC No-Show Policy.

Any rider who is suspended from use of CTC service will automatically forfeit Standing Order status for a minimum of six months.

### **Additional Service Standards**

The Duval County Transportation Disadvantaged Coordinating Board has approved the following standards. All standards have been implemented and continue to be so on a daily basis. The CTC provide door to door service to ADA and TD clients.

#### **a. Reservations and cancellations**

Service is available seven days a week.

Service may be scheduled by telephone.

Reservations can be made every day. Reservations hours are from 7:00 AM to 6:00 PM daily including weekends and holidays.

Return trips must be scheduled in advance. When scheduling medical appointments, the client should verify the appropriate pick up time with the doctor's office before calling to schedule their trip.

Trips must be canceled no later than one and a half-hour before the scheduled pick-up time. Trips can only be canceled by calling JTA Connexion.

Inquiries about scheduling and pick-up times should be directed to the CTC, not to the service provider(s).

When scheduling trips the caller must be specific about the type of service required (i.e. wheelchair, non-emergency stretchers, etc.). Specific and accurate information about the destination including the address with suite number and zip code, and the telephone number, is required. The exact location for pick-up for the return trip should also be specified. For medical trips, the return time should be verified by the doctor's office.

Passengers will be given a 30 minutes pick-up window when they call to make a reservation. This means that the vehicle will arrive within fifteen (15) minutes before or fifteen (15) minutes after the pick up time given at the time of the reservation. Passengers must be ready within the pick-up window. When the driver arrives passengers must board the vehicle immediately.

### **Origin-to-Destination Service**

The Department of Transportation's ADA regulation, 49 CFR §37.129(a), provides that, with the exception of certain situations in which on-call bus service or feeder paratransit service is appropriate, "complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service." This term was deliberately chosen to avoid using either the term "curb-to-curb" service or the term "door-to-door" service and to emphasize the obligation of transit providers to ensure that eligible passengers are actually able to use paratransit service to get from their point of origin to their point of destination

### **Door-to-Door Service**

Service is door-to-door with limited door-through-door. The driver should not be expected to escort passengers to specific offices, departments or floors within a medical complex and cannot provide personal attendant care.

When providing door-to door service, drivers shall:

Park as close as legally practical to the primary or designated entrance of a pick up or drop-off location.

Take reasonable steps to make their presence known to the client including ringing the doorbell and knocking on the door

Provide walking guidance or stability assistance (i.e. extend an arm for support) to an individual, if necessary or requested.

Assist an individual in a wheelchair up or down a wheelchair ramp<sup>16</sup> or 1 step only

Assist an individual across the threshold into or out of the area at the primary or designated entrance of a pick up or drop-off location to include opening and closing the door if necessary or requested (wheelchairs must roll in forward or roll out backward)

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<sup>16</sup> See ramp guidelines in Appendix G

When providing door-to door service, drivers shall not:

Sound the vehicle's horn as a mean of announcing the arrival of the vehicle except if requested by visually impaired clients.

Enter a residence

Proceed into a non-residential building further than the area at the primary or designated entrance of a pick-up or drop-off location (see door-through-door service)

Lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.

Assist a client in a wheelchair up or down more than 1 step

Load, unload, and/or carry any individual's personal property (i.e. handbags, shopping bags, gift boxes, etc.) except to assist in boarding or disembarking the vehicle.

Leave a client as a no-show before being authorized by the dispatcher to do so.

### **Curb-to-Curb Service**

Service is door-to-door but the CTC offers a variety of services that accommodates every individual needs and abilities. Some clients may be determine to be physically able to received curb-to-curb service unless they have a documentable and/or demonstrable need to received door-to-door or door-through door service. The driver should not be expected to escort passengers to specific offices, departments or floors within a medical complex and cannot provide personal attendant care. Client responsibility is to be at the curb at the indicated pick up window or to make reasonable effort to indicate to the driver that is walking to the curb or pick up location.

When providing curb-to-curb service, drivers shall:

Park as close as legally practical to the curb or pick up/drop-off location.

Will assist the passenger in and out of the vehicle

Provide walking guidance or stability assistance to an individual (i.e. extend an arm for support), to board the vehicle, if necessary or requested.

Assist an individual in a wheelchair at the curb , up or down a wheelchair ramp<sup>17</sup> or 1 step only

When providing curb-to-curb service, drivers shall not:

Assist a passenger along walks or steps to the door of the home or other destination

Sound the vehicle's horn as a mean of announcing the arrival of the vehicle except if requested by visually impaired clients.

Enter a residence

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<sup>17</sup> See ramp guidelines in Appendix G

Proceed into a non-residential building further than the area at the primary or designated entrance of a pick-up or drop-off location (see door-through-door service)

Lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.

Assist any wheelchair up or down more than 1 step

Load, unload, and/or carry any individual's personal property (i.e. handbags, shopping bags, gift boxes, etc.) except to assist in boarding or disembarking the vehicle.

Leave a client as a no-show before being authorized by the dispatcher to do so.

Assist an individual across the threshold into or out of the area at the primary or designated entrance of a pick up or drop-off location to include opening and closing the door if necessary or requested (wheelchairs must roll in forward or roll out backward)

### **Door-through-Door Service**

When providing door-through-door service, drivers shall:

Park as close as legally practical to the primary or designated entrance of a pick up or drop-off location.

Take reasonable steps to make their presence known to the client, a staff member, nurse, or receptionist

Provide walking guidance or stability assistance (i.e. extend an arm for support) to an individual, if necessary or requested.

Assist any individual in a wheelchair up or down a wheelchair ramp<sup>10</sup> or 1 step only

Assist an individual to a designated pick-up or drop-off location within a designated door-through-door building.

Notify a staff member, nurse, or receptionist before leaving the building when a client is not present at the primary or designated pick-up location or common reception area or, in the absence of a staff member, nurse, or receptionist a courtesy notice will be left at the front desk if possible.

When providing door-through-door service, drivers shall not:

Sound the vehicle's horn as a mean of announcing the arrival of the vehicle except if requested by visually impaired clients.

Enter a residence

Lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.

Assist any client in a wheelchair up or down more than 1 step

Load, unload, and/or carry any individual's personal property (i.e. handbags, shopping bags, gift boxes, etc.) except to assist in boarding or disembarking the vehicle.

Leave a client as a no-show before being authorized by the dispatcher to do so

### **Fixed Route**

Individuals capable of using the fixed-route bus system will be encouraged and in some cases may be required to do so.

A Disabled person living within  $\frac{3}{4}$  miles of a bus route but not capable of using the fixed-route service is eligible for the complementary paratransit service funded by the JTA.

Disabled persons living anywhere in the county are eligible if they can get to a location within  $\frac{3}{4}$  miles of a

bus route.

### **Americans with Disabilities Act**

To be eligible for the complementary paratransit service funded by the Jacksonville Transportation Authority, in accordance with the Americans with Disabilities Act the disabled individual must have a condition that “impairs a major life function or have a history of such a condition, or be regarded as having such a condition. Major life activities include functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working,” and:

be unable to independently board, ride or disembark from accessible vehicles as a result of their disability; or

need an accessible vehicle and require service in areas or on routes not yet served by accessible fixed-route transportation; or

have an impairment-related condition preventing them from traveling to or from a boarding or disembarking location.<sup>18</sup>

### **Pick-up and Drop-off**

On the return trip the passenger may be picked up a maximum of one hour from the desired pick-up time.

Passengers must pay the fare prior to being transported.

With the exception of medical emergencies, vehicles will only make scheduled stops.

Passengers must show a JTA Connexion or state issue ID before boarding the vehicle.

### **Wheelchairs**

All people using common wheelchairs are permitted to ride the complementary paratransit service. A common wheelchair is defined by the ADA as a mobility device that fit on lifts meeting Access Board guideline dimensions – 30” by 48” and a maximum of 600 pounds for device and user combined - which includes three-wheeled scooters and other so-called non-traditional mobility devices.

Drivers shall assist wheelchair passengers up or down a wheelchair ramp or one (1) step only<sup>19</sup>.

### **Passenger Safety**

While being transported, all passengers must be secured with seat belts and/or wheelchair tie-downs or will not be transported.

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<sup>18</sup> No eligibility for paratransit exists due simply to lack of curb cuts in the path of travel of an individual with a disability since, in the short term, such barriers can often be navigated around and, more importantly, pressure to eliminate these architectural barriers must be maintained on the state and local government entities responsible for eliminating them. In the same way, distance from a boarding or disembarking location alone does not trigger eligibility. The House of Representatives Public Works and Transportation Committee (H. Report 101-485, Part 1 at 29-30)

<sup>19</sup> Ramp Guidelines are included in appendix G

## **Prohibited Behavior in Vehicles**

Service shall be provided free from fear. Conduct that is violent, disruptive or illegal will not be tolerated. Severe sanctions will be imposed. This applies to riders and drivers. (See Guidelines for Denial of Service Page 102-105)

### **Driver Responsibility / Conduct**

With the exception of two-way radios a radio; tape player or compact disc player shall not be operated while passengers are on board.

Drivers must be neat and clean in appearance, with hair combed and clean clothes. The required uniform is a shirt with a collar, blue or black pants or skirts, with low heels and closed toes. Tennis or running type shoes may be worn as long as they are clean and the laces are tied. High heel and open toe shoes are not acceptable.

Drivers will not: ask for or accept tips; eat or smoke on vehicles; curse at passengers; rush passengers on or off the vehicle; pull away with passengers standing near the vehicle; or be rude to passengers.

Drivers will not enter a residence

Drivers will not lock or otherwise secure or attempt to secure any individual's home, apartment, office, etc.

Drivers will collect the fare prior to transport passenger.

### **Rider's Guide**

All new customers will be forwarded a letter confirming their eligibility determination and a copy of the rider's guide and the grievance procedures.

All customers and social service organizations or agencies scheduling service will be forwarded a rider's guide

When the rider's guide is revised riders will received a quick guide with updated information about the service.

### **Citizen Advisory Committee**

The Jacksonville Transportation Advisory Committee (JTAC) meets the second Monday of the month at 4:30 pm at the JTA Board Room located at 100 North Myrtle Ave., Jacksonville, FL.

### **Performance Standards**

These standards are intended to ensure that in addition to providing satisfactory service, the CTC does so efficiently and economically, to maximize the use of the limited dollars available.

### **On-Time Performance**

Trips for which the passenger arrives at the destination after the scheduled appointment are considered late. When a client is dropped off late for an appointment if they require a later return trip they should call reservations to be rescheduled.

All transportation service providers are expected to operate at 95% on-time performance or better. If the service provider is not operating at 95% on-time performance the CTC will work with them to institute corrective measures.

The driver shall notify the dispatcher of any delays.

All service interruptions shall be reported.

For in-service area trips the length of time a passenger is on the vehicle should meet the following guidelines: 0-10 miles up to 60 minutes; 10.1-20 miles up to 90 minutes; and over 20.1 miles up to 120

minutes. Particular care shall be taken when scheduling return trips for dialysis patients, to minimize the length of the trip.

Drivers will need to report every drop off and pick up. Dispatchers will monitor the performance of the manifest.

### **Employee Training**

All reservationists and other office staff, including dispatchers, schedulers and customer service personnel will receive sensitivity and courtesy training annually, and within 30 days of employment.

### **Safety Standards**

#### **Vehicles**

With the exception of taxis, all CTC vehicles will show the JTA Connexion logo.

All passenger vehicles shall be inspected in accordance with the Florida Administrative Code Chapter 14-90 and in the annual FDOT systems compliance review to confirm that they meet minimum safety standards. Taxicabs must comply with all City of Jacksonville regulations governing their operation.

Vehicles must be certified by the original chassis manufacturer to conform to all applicable Federal motor vehicle safety standards in effect on the date of manufacture as required by 49 CFR Part 567.

Vehicles that have been altered must also be certified by the company or individual making alterations that the alterations conform to all applicable FMVSS in effect on the date of alteration as required by 49 CFR Part 567.

All vehicles must have

- Seat belts for all seat positions;

- At least one fully charged dry chemical fire extinguisher having, at least, a 1A:BC rating and bearing the label of Underwriter's Laboratory, Inc. and having some means of determining if it is fully charged. Each fire extinguishers shall be inspected annually and be tagged by the inspecting entity;

- A sufficient supply of safety reflectors and/or safety flares;

- Two-way radios to permit direct communication with the dispatcher and/or supervisory staff

All wheelchair accessible vehicles must have:

- A wheelchair securement system and restraining devices for each wheelchair position;

In addition, each wheelchair position shall have a seat belt and shoulder harness assembly as required by the ADA Accessibility Specification for Transportation Vehicles;

- All vehicles traveling outside of the service area will be equipped with a cellular phone.

The JTA and its contracted service providers are responsible to maintain (scheduled) preventive maintenance inspections on all in-service vehicles. At a minimum, an "A", "B", "C" or "D" cycled vehicle maintenance inspection will be performed on all in-service vehicles at 6,000 mile intervals.

Unauthorized Riders – Nobody is allowed to ride in the vehicle except the driver and authorized riders.

### **Breakdowns**

All vehicle breakdowns and/or roadcalls will be reported to the CTC as required by FTA, with the completion of a Vehicle Breakdown Report.

Breakdowns due to mechanical reasons include failure of: air equipment; heating equipment; vehicle body parts; cooling system; electrical units; fuel system; engine; steering and front axle; rear axle and suspension; and torque converters. (These breakdowns require assistance from someone other than the vehicle operator to restore the vehicle to operating condition and usually require the transfer of passengers to another vehicle.)

Breakdowns for other reasons include tire failure; wheelchair lift/ramp failure; air conditioning system; out of fuel-coolant-lubricant and other causes not included in breakdowns for mechanical reasons.

## **Personnel—Drivers**

All drivers will have a physical examination certifying their ability to perform their required duties before employment and at a minimum every two years thereafter as required by Rule Chapter 14-90 FAC.

Pre-employment drug tests verifying a negative result is required for all drivers as per USDOT regulations, 49 CFR Part 655.

Employment records for all drivers shall include: required pre-employment criminal record check; results of the required pre-employment, post accident, reasonable suspicion, return to duty and random tests as required by 449 CFRR Part 655; documentation of required physical examinations; moving violation reports and documentation of driver work hours including days/hours worked and off duty hours.

The driver must not have had a suspended or revoked driver's license within the immediate past two (2) years, except for the administrative suspensions caused by failure to pay child support or failure to maintain PIP insurance on their personal vehicle.

A copy of each driver Moving Violation Record will be provided to the CTC at least once every six months.

Drivers will not be permitted to drive more than 12 hours in any one twenty-four hour period. Drivers are not permitted to be on duty for more than 16 hours during any 24 hour period or drive more than 70 hours in any period of seven consecutive days. Any driver who has reached the maximum of 12 consecutive hours or 16 hours on duty is required to have a minimum of 8 consecutive hours off duty.

The CTC and his/her 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.

Drivers will: obey all traffic laws and ordinances; use correct radio procedures; conduct a daily pre-trip inspection of their vehicle; keep the vehicle clean; assist passengers when necessary; keep their manifests, time sheets, etc. accurate and legible; collect all fares as indicated on their manifest or a otherwise instructed; have passengers sign any required forms; report all traffic accidents and/or other incidents immediately; radio their dispatcher before leaving the location of a client who is be marked as a no-show; and report any change in drop off location from the location listed on the manifest.

All drivers will receive training in defensive driving (every 2 years SSPP,) passenger assistance and sensitivity (every 2 years SSPP), accident/incident reporting and on-road emergency procedures, drug abuse and alcohol misuse (as required by FTA regulations), and Red Cross certified CPR (annually).

A driver must not have had any conviction within the last twenty (20) years for DWI or DUI, reckless driving or operating any kind of motorized vehicle under the influence of alcohol or any illegal drug or controlled substance. Must not have had any conviction (at any time) for vehicular manslaughter.

A driver can be removed from a safety sensitive position at any time at the request of the CTC.

All drivers will be issued a Drivers Manual outlining their responsibilities, and tested on his content prior to going on the road.

## **Personnel—Dispatchers**

One or more dispatchers shall be on duty during all hours that a subcontractor's vehicles are operating or until the last passenger is drop off.

Dispatchers are responsible for:

Monitoring driver performance regarding passenger pick-ups and drop-offs and should know when vehicles are not operating on schedule;

Advising the CTC when a vehicle is not operating on schedule and what steps are being taken to correct the problem and notifying all passengers impacted in a timely manner;

Informing the CTC of accidents, incidents, and breakdowns/roll calls. Accidents must be informed within one

hour of occurrence;

Attempting to contact passengers who will otherwise be identified as no-shows (if a telephone number is available they will call them);

Ensuring the provision of accurate information regarding estimated times of arrival, and cancellations;

Changes to the manifest will be made in emergency situations only.

### **Accidents and Incidents**

All accidents and incidents occurring on vehicles shall be immediately reported to the dispatcher and forwarded immediately to the CTC Customer Service Personnel. These include those accidents reported to law enforcement as well as those that are not reported. If the accident occurs after regular business hours, the CTC's Operations Manager should be notified by telephone or paging system (beeper).

An Accident/Incident Review Form shall be completed and faxed to the CTC within 24 hours of the accident/incident, and the original forwarded to the CTC within 48 hours.

If personal injuries are evident or suspected, a 911 call should be made immediately. A police report should be filed for all accidents

If an accident results in bodily injury or property damage in excess of Federal Transportation Authority (FTA) guideline, the driver must submit to drug and alcohol testing in accordance with FTA requirements.

If the driver is found at fault for the accident he/she should be submit to a drug and alcohol testing.

As soon as an accident is reported, a road supervisor will begin an investigation.

One copy of a report filed by a law enforcement agency will be forwarded to the CTC within 48 hours of the accident.

To the fullest extent possible, all standards have been implemented. This does not mean that a driver never honks a horn or eats on a vehicle. These are the adopted standards and failure to comply with them can be and has been cause for termination of both drivers and transportation providers.

## **TRANSIT PATRON CODE OF CONDUCT**

### **I. Purpose and Scope.**

This Code of Conduct is a rule of the Jacksonville Transportation Authority, providing standards of conduct and behavior applicable to all users of Jacksonville Transportation Authority (JTA) transit services and/or facilities, to ensure the safety and comfort of all passengers, drivers and the public at large. The Code of Conduct applies to all modes and means of JTA transportation, including but not limited to the following:

- transit buses, community shuttles, paratransit service, and Skyway
- charter service/special services vehicles
- park and ride lots
- transit shelters and all other passenger facilities

### **II. Code of Conduct**

All passengers are required to abide by this Code of Conduct.

1. All passengers must pay the proper fare, if applicable.
2. Appropriate clothing (shirt and shoes) is required of all passengers.
3. No smoking on board a JTA vehicle or under a transit shelter covering.
4. No throwing of items.

5. No eating or drinking on board a JTA vehicle, unless required for health reasons, or in an approved and properly working JTA drink holder.
6. No alcoholic beverages are allowed on board a JTA vehicle or at a JTA passenger facility.
7. No vandalism or graffiti of JTA vehicles or property.
8. Possession or consumption of illegal drugs is prohibited. Passengers may not ride a JTA vehicle under the influence of alcohol or illegal drugs.
9. Congregating or loitering on a JTA vehicle or at a JTA transit shelter or other passenger facility in a way that causes an inconvenience to other passengers is prohibited.
10. No rider shall interfere with the safe operation of any JTA vehicle and will at all times respect the instructions of the driver in regard to the vehicle's operation. Operating or tampering with any equipment is prohibited.
11. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
12. Conversations between riders or on cell phones shall be kept at a reasonable volume on JTA vehicles or at transit shelters or other passenger facilities.
13. Physical violence, intimidation, and/or harassment of other passengers or the driver are prohibited.
14. Vulgar, abusive, or threatening language or actions are prohibited on JTA vehicles or at transit shelters or other passenger facilities. Use of racial slurs or displaying racist behaviors is prohibited.
15. Use of personal radios, cassette tape players, compact disc players or other sound generating equipment is prohibited on JTA vehicles or at transit shelters or other passenger facilities, unless utilized solely with ear phones. Volume on the ear phones shall be kept at a level which does not disturb other passengers or the driver.
16. Possession of weapons or flammable materials is prohibited on a JTA vehicle or at a JTA transit shelter or other passenger facility.
17. Guide, signal, or service animals (that is, an animal individually trained to provide assistance to a person with a disability) are allowed for passengers who have physical or mental impairments. All other animals, including companion animals, must be secured in a cage that can be held in the patron's lap. Those animals must remain secured in the cage in all JTA vehicles, transit shelters, bus stops and other passenger facilities.
18. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a JTA vehicle, or on JTA bus benches, or seats located at any JTA bus stops, facilities, transit areas, buildings or any other JTA properties.
19. Passengers may not bring objects on board a JTA vehicle which blocks an aisle or stairway, or occupies a seat if to do so would cause a danger to or displace passengers or expected passengers.
20. Passengers are prohibited from extending an object or portions of one's body through a door or window of a JTA vehicle.
21. Panhandling, sales, or soliciting activities are prohibited on board a JTA vehicle or at a JTA transit shelter or other passenger facility.
22. Infant strollers and similar articles must be folded prior to boarding a JTA vehicle.
23. Children under six years of age must be accompanied by an adult or guardian 13 years of age or older. JTA does not accept any responsibility for any unaccompanied minor.

### III. Penalties

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of services. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

1. Verbal warning by transit driver or JTA supervisor to correct non-compliance.
2. The offender may be put off the transit vehicle. If a passenger is put off a transit vehicle, the passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or other passenger facility for the remainder of the day. Anytime a passenger is put off a JTA vehicle, their fare is forfeited. If a suspended passenger is seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be trespassing and law enforcement will be contacted.

3. The offender may be suspended from all use of the JTA transit system for a determined period of time. A suspended passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or other passenger facility for the duration of the suspension period. If a suspended passenger seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be trespassing and law enforcement will be contacted.
4. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If another incident of noncompliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and/or have all JTA transit privileges permanently terminated.
5. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a safety hazard.

#### IV. Publication

This Code of Conduct is available online at JTA's website, <http://www.jtafla.com>. Hard copies are available without charge at JTA's offices 100 North Myrtle Avenue, Jacksonville, Florida 32204, and at selected JTA transit hub locations.

# Local Complaint and Grievance Procedure/ Process

All local coordinating boards are required to adopt Bylaws, which include Complaint and Grievance Procedures. Those adopted by the Duval County Transportation Disadvantaged Coordinating Board are presented below.

## Section 1: Definition of a Complaint.

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

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



## Section 2: Complaint Procedures

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

### a. Filing a Complaint

The CTC will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure. Grievance procedures are posted in the rider’s guide and distributed to all clients. Riders can file complaints with the CTC by phone 265-8928, fax 265-8919, or regular mail to 5711 Richard Street, Jacksonville, FL 32216. All complaints must be submitted immediately after the incident and should include: passenger’s name and address, date and time of the incident, and a detail explanation of the incident.

When requested, the CTC will respond in writing to complaints, within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

### b. Appeal to the Grievance Committee

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

### c. Recording of Complaints

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

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

## Section 3: Definition of a Grievance

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



***“A circumstance or condition thought to be unjust and grounds for a grievance or resentment not resolved by the Community Transportation Coordinator (CTC) through the complaint***

***procedure.” Grievances could include unresolved service complaints, denial of service, suspension of service and unresolved safety issues.***

#### **Section 4: Grievance Procedures**

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

##### **a. Filing a Grievance**

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

The name and address of the grieving party;

A statement of the grounds for the grievance and supporting documentation; and

An explanation of the relief desired by the grieving party.

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

**North Florida TPO  
1022 Prudential Drive  
Jacksonville, Florida 32207  
Attn: Elizabeth De Jesus**

Grievances can also be faxed to the North Florida TPO at 904-306-7501.

The North Florida TPO will forward a copy of the grievance letter to the CTC for a written response and will schedule a meeting of the Grievance Committee.

In addition, grievances can be mailed to the Community Transportation Coordinator (JTA Connexion) to the following address:

**JTA Connexion  
5711 Ricahrd St. Suite 3  
Jacksonville, Florida 32216  
Attn: Janell Damato**

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

##### **b. Grievance Committee Hearing**

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

##### **c. Appeal to the Florida Commission for the Transportation Disadvantaged**

Should the aggrieved party remain dissatisfied with the recommendations of the CTC, and the Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged.

The appeal should be in writing and submitted within 60 days of the denial date. It should be addressed to:

**Florida Commission for the Transportation  
Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450**

#### **d. Appeal to the Judicial court system**

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

#### **Section 5: Grievance Committee Procedures**

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

##### **Schedule meetings**

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

##### **Notification**

The North Florida TPO staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

##### **Written Minutes**

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

A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position.

A statement that clearly defines the issues discussed;

An opinion and reasons for the grievance based on the information provided; and

A recommendation by the Grievance Committee based on their investigation and findings.

##### **Communication with other agencies**

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

#### **Section 6: Definition of an Eligibility Appeal**

For the purpose of this Committee an eligibility appeal is defined as:

“ A request, by an applicant, to reverse or modify JTA’s eligibility denial for non-sponsored transportation”.

#### **Section 7: Non-Sponsored Eligibility Appeal Procedures**

In cases related to Non-Sponsored eligibility the Grievance Committee has the authority to reconsider the Non-Sponsored eligibility criteria set forth for Non-Sponsored Transportation funding, giving the Committee the authority to evaluate and determine appeals on a case by case basis. The Grievance Committee will give a report at the next regular Board meeting.

The following procedures are established to provide opportunities for non-sponsored eligibility appeals to be

brought before the Grievance Committee. The CTC provides copies of the non-sponsored eligibility appeals procedures to clients who have a non-sponsored eligibility denial.

**a. Filing a Non-Sponsored Eligibility Appeal**

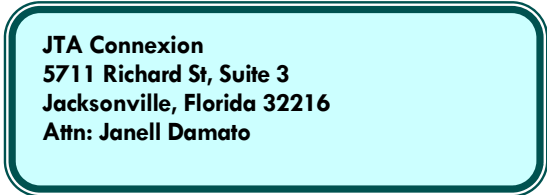
If a non-sponsor funding applicant is denied by the CTC he/she can file an appeal within thirty (30) days of the written response from the CTC. All grievances must be in writing and shall include the following information:

The name and address of the applicant;

A statement of the grounds for the appeal and supporting documentation; and

Facts concerning the appeal should be stated in clear and concise language.

Eligibility Appeals should be mailed to the CTC at the following address:



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

**b. Non-Sponsored Eligibility Appeal Hearing**

The Grievance Committee meets every other month or as needed to hear non-sponsored eligibility appeals. The CTC will communicate with North Florida TPO staff to coordinate a Grievance Committee meeting to hear the appeals. The Grievance Committee will meet and render a final recommendation. A written copy of the Committees recommendation will be forwarded to the TD Board Chairperson and all parties involved within ten (10) days of the recommendation. The TD Board authorizes the Grievance Committee to make the final determination. The Grievance committee is the final level for non-sponsored eligibility appeals and will issue the final decision/recommendation on all non-sponsored eligibility appeals. Meeting are recorded and if requested minutes will be provided in written format.

**ADA Appeals Process**

In addition, ADA customers have the right to request a hearing. A customer shall request a hearing by writing. Parties to the ADA hearing include the JTA's Appeals Committee, as well as the customer and his or her representative. Persons who are denied eligibility for ADA paratransit service by JTA have the right to appeal the decision.

**A. Filing an Appeal**

1. An appeal request shall be submitted in writing to the JTA within 60 days of the denial date. If the 60<sup>th</sup> day after the original determination is on a weekend or legal holiday, an appeal will be accepted on the next subsequent business day.
2. Appellants are urged to state in their appeal the reason (s) why they believe the determination does not accurately reflect their ability to use JTA's fixed route bus service. Written material regarding the specific functional ability of the Appellant or relating to the general nature of the individual's disability may also be submitted in support of the appeal.

**B. Appeal**

1. Once the appeals letter and supporting documentation is received by JTA staff, the client's information will be reviewed. If nothing in the eligibility decision is changed after reviewing all available information, an appeals hearing will be scheduled.
2. All information gathered during the interview, assessment, supporting documents and anything submitted with appeals letter will be copied and provided to the appeals committee.
3. JTA staff will notify the appellant, by mail concerning the scheduled date and time of the hearing.

4. The client may attend the hearing but it is not mandatory. In addition, the appellant may submit any other supporting documents either prior to the meeting or at the meeting. If the client does not attend the hearing, the appeals committee will review all information provided as listed in step 2.
2. A letter concerning the appeals decision will be mailed to the appellant within 30 days following the appeals hearing. If a determination is not completed within 30 days the appellant will be granted temporary eligibility.

# Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

The JTA Connexion uses various means (including scheduled and unscheduled audits) to monitor and ensure that system safety standards are achieved in the following areas:

1. A service provider's training program including, defensive driving, sensitivity training, security training, drug and alcohol training, curriculum, instructional materials for both operators and maintenance staff
2. The proficiency of operators in the system, through functional testing techniques and evaluation of on the job performance
3. Pre-operational, post-operational Daily Vehicle Inspections (DVI – Form 13) and discrepancy reporting procedures for the vehicle fleet including all required records and documentation
4. Scheduled preventive maintenance inspections and unscheduled vehicle maintenance repair procedures
5. Personnel files including, but not limited to motor vehicle background checks, national criminal background check (pre-employment), local criminal background check (pre-employment and annual), , Federal Transportation Administration drug/alcohol records, physicals, etc.
6. Motor vehicle inspection record
7. Accident and incident reporting
8. Customer service and dispatch department

The JTA Connexion, Quality Assurance Officers (QAO) have the task of overseeing the policies and procedures set forth in the System Safety Program Plan and when necessary initiating the appropriate changes to improve the overall safety of the system. It is the responsibility of the Quality Assurance Officers to monitor each participating contractor's compliance within the safety plan.

Each service provider shall designate a minimum of one Safety Officer to ensure compliance with the SSPP for Duval County's CTC and other safety related issues. Upon assignment, the service providers must submit (by written correspondence) the name(s) and contact phone number(s) of their designated Safety Officer to the JTA Connexion's Quality Assurance Department.

Each Safety Officer shall have the qualifications and authority to inspect vehicles and drivers for compliance. They shall also have the authority to hold a vehicle or prevent a driver from operating in the service, if the vehicle or driver is found out of safety compliance.

The service provider's Safety Officers shall perform regular inspections, monitor training, investigate all complaints of safety and rules violations and shall investigate vehicle or rider accidents and make reports of their findings with appropriate supporting documentation. A copy of the System Safety Program Plan is included in Appendix B.

## Coordination Contract Evaluation Criteria

The CTC evaluates each coordination contract monthly to verify that trips provided are done most efficient and effectively. Monthly operating reports are required from each coordination agency which contains relevant information describing the trips provided, e.g., number of clients and cost per trip, number of incidence occurred, number of vehicles used in service, etc. The data is evaluated from a performance perspective and the Local Coordinating Board determines whether to award or renew continuation contracts.

Factors reviewed prior to entering into a coordination contract with an agency include provisions that comply with the Memorandum of Agreement between the Transportation Disadvantaged Commission, Chapter 427, F.S., and Rule 41-2, Florida Administrative Code. Additionally, the following must be provided by the coordination agency to the CTC:

A minimum vehicle liability insurance requirement of \$100,000 per person and \$200,000 per incident;

A System Safety Program Plan in accordance with Chapter 341.061, F.A.C.; and

Reporting to the CTC to include, but not limited to the following:

Brief explanation of the overall agency functions and its transportation program;

Expected funds required to support its transportation trips with per trip and/or unit cost;

Estimated number of one-way trips to be provided; and

Other information as required by the CTC to complete the Annual Operating Report.

## Guidelines for Denial of Service

Repeated incidents of unacceptable behavior by a passenger necessitated development of policies that would prohibit such behavior on vehicles, would provide for a system of warnings and if necessary allow discontinuance of service.

### The Need for Guidelines for the Denial of Service



The consensus of the Board is that rules governing the behavior of passengers are required.

The proposed guidelines, which follow, have been submitted to the Florida Agency for Health Care Administration, the entity responsible for Medicaid, for approval. Action will be taken subsequent to that approval. The guidelines are consistent with the provisions of the Americans with Disabilities Act, regarding passenger behavior. The guidelines establish a three step disciplinary procedure. The first step is a warning, followed by suspension of service for 30 days, and finally, termination of service. The intent of the guidelines is to modify behavior of disruptive passengers, not to deny service.

The Duval County Transportation Disadvantaged Coordinating Board and the Community Transportation Coordinator for Duval County have reviewed and approved the following policy.

### Policy Statement

It is the policy of the Coordinated Transportation System to provide safe and reliable service free of fear or violence. Unacceptable conduct by clients of the Community Transportation System shall not be tolerated and shall be discouraged by the use of increasingly severe sanctions. It is recognized that some actions may be so intolerable or dangerous as to require immediate termination of service.

### Definitions of Prohibited Conduct

Violent Conduct: Conduct by an individual that creates fear in another individual or results in unwarranted physical contact with another individual.

Seriously Disruptive Conduct: Conduct by an individual which demeans, denigrates or intimidates any other individual or interferes with the performance of another individual's actions.

Illegal Conduct: Conduct which is prohibited by law or regulation and may include violent or seriously disruptive behavior.

### Disciplinary Procedures

In accordance with §46,105, §37.5 (h) of the Department of Transportation rule implementing the Americans with Disabilities Act,

**It is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend annoy or inconvenience employees of the entity or other persons."**

The following procedures have been developed to ensure the safety and well-being of employees and any other persons coming into contact with the Community Transportation System.

All instances of unacceptable conduct shall be documented, in writing, and forwarded to the Community

Transportation Coordinator (CTC). After reviewing the circumstances, the General Manager of the CTC shall make a determination of action to be taken.

Actions to be taken shall be determined by the General Manager of the CTC and shall follow the incremental steps outlined below:

1. For a **FIRST OFFENSE**, written notification shall be sent to the offending individual, via certified mail with a return receipt requested. This notification shall detail the conduct deemed unacceptable, state that the notification is to be considered an official warning and state that any reoccurrence of the conduct deemed unacceptable within one calendar year shall lead to further disciplinary action. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.

An immediate suspension of service may be implemented if the conduct is so dangerous or disruptive that it interferes with the immediate safety or well-being of any employee or other person.

2. For a **SECOND OFFENSE**, within one calendar year, written notification shall be sent, via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be suspended for a period of thirty (30) days. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.
3. For a **THIRD OFFENSE**, within one calendar year, written notification shall be sent via certified mail with a return receipt requested, detailing the conduct deemed unacceptable and stating that the client shall be removed from the service permanently. A copy of the notification shall also be forwarded to the agency funding or scheduling the client's trip.

**No suspension or expulsion shall occur until after the time limit for making an appeal has expired with the exception of Prohibited Conduct so dangerous or disruptive it interferes with the immediate safety or well-being of any employee or other person.**



## Appeals Procedure

An administrative process shall allow a decision to be appealed. The process shall include an opportunity for the affected party to be heard and to present information and arguments.

Anyone wishing to appeal a disciplinary decision shall present their request for appeal in writing to the General Manager of the Community Transportation Coordinator within fifteen (15) days of notification of the disciplinary sanction. The General Manager shall immediately forward the request for appeal to the Grievance Committee of the Duval County Transportation Disadvantaged Coordinating Board.

In accordance with the Bylaws of the Duval County Transportation Disadvantaged Coordinating Board all grievances shall include the following information:

the name and address of the appellant;

a statement of the grounds for the grievance and support documentation (if any) and;

an explanation of the relief desired by the grieving party.

Facts concerning the grievance should be stated in clear and concise language.

The appellant will be notified in writing of the date, time and location of the meeting of the Grievance Committee at which the appeal will be heard. This written notice will be mailed at least ten (10) days prior to the meeting.

If a client elects to pursue the appeals process, the agency funding the client's service will be notified and requested to attend the meeting of the Grievance Committee at which the appeal will be heard.

Suspensions or expulsions from service shall not be enforced during the appeal period, except in cases where the conduct is so dangerous or disruptive that it interferes with the immediate safety or well-being of any employee or other person.

Within thirty (30) days of receipt of the appeal request the Grievance Committee will meet and render a decision. A written copy of the decision will be forwarded to the appellant via certified mail, return receipt requested, a copy will also be forwarded to all parties involved, including the agency funding service, within ten (10) days of the decision. If the appeal fails, the notification will also state the effective date of the suspension or expulsion.

## Distribution of Guidelines for Denial of Service

Upon their approval by the Duval County Transportation Disadvantaged Coordinating Board copies of these guidelines will be transmitted to all funding agencies and current users of the services provided. Thereafter a copy of the guidelines will be transmitted to all new clients.

#### Subcontracted Transportation Provider – Medicaid Transportation

As of June 30, 2010 MV Transportation will cease to provide services as Duval County Medicaid Subcontracted Transportation Provider (STP). In its place a new provider (TMS) will begin operations on July 1, 2010. Update to the STP section of this document will be completed at a later date.

#### **Type of Service**

The Duval County Medicaid Transportation System is a shared ride paratransit, curb-to-curb and door-to-door (when deemed necessary) transportation service managed by TMS. TMS is contracted with the Commission for the Transportation Disadvantaged (CTD), which has ultimate state-wide oversight of all Medicaid transportation services. The program provides transportation service only for Medicaid-eligible individuals that have transportation as one of their service options. All passengers are screened through an application process to determine the most appropriate mode of service for accessing Medicaid services.

Currently, the Duval County Medicaid Transportation System provides over 700 scheduled passenger trips per day, using a variety of vehicles specially equipped to transport individuals with various mobility needs. Because the demand for these special transit services is high, it is very important that each customer carefully follow the program guidelines. Cooperation, flexibility and adherence to policies allow the Duval County Medicaid Transportation System to serve all passengers better.

Types of Medicaid transportation offered include:

Ambulatory

Fixed-Route

Wheelchair van

Stretcher van

Taxi

#### **Accessing Service**

To access the Medicaid transportation system, clients can contact TMS by calling 866-867-0729, at least three (3) business days before your trip, but no more than seven (7). Transportation service is provided from 5 a.m. to 8 p.m. Monday through Saturday.

**Minors - Children under 16 years must be accompanied by an adult.**

**Co-pay / Fare-** Co-pay is \$1 for each one-way trip. The following Medicaid clients are exempt from paying the Co-pay:

Children under 21 years of age

Pregnant Women

Clients who are eligible for Institutional Care Program (ICP)

Clients who are being treated for an emergency in a hospital or other emergency facility

Clients receiving services or supplies related to family planning

Clients who are enrolled into a Medicaid Health Maintenance Organizations (HMO)

Clients who are receiving hospice services.

If a customer has an obligation of a \$1 co-pay for the service, the driver asks for it before boarding the vehicle. If the customer is unable to pay at the time of service, he/she will be required to sign a release. However, the customer is still obligated to pay, and will be billed for the money due.

### **Standing Order**

A “Standing Order” request is for customers who travel to the same place at the same time on the same day(s). Medicaid clients with a regular appointment may request the reservations staff to submit a request for “standing order” service. Once the standing order is approved it cannot be changed more than once per month or this privilege will be revoked. If the standing order will not be used for one or multiple days, the Medicaid client needs to contact TMS to cancel or suspend services to avoid having “No Shows” recorded in their file.

**Eligibility-** The program provides transportation service only for Medicaid-eligible individuals that have transportation as one of their service options. All passengers are screened through an application process to determine the most appropriate mode of service for accessing Medicaid services.

All system users are certified for system use. Applications are individually evaluated per Medicaid criteria and eligibility for transportation services will be decided based on functional ability to use the fixed route (regular bus service) or access to other means of transportation.

**Bus system Program-** Customers must prove a minimum of two (2) Medicaid approved appointments per month (this information is verified) to qualify for this program. Clients with more than 2 Medicaid appointments will receive bus tickets equivalent to the amount of trips and transfers needed to get to the appointment and back. It usually takes four (4) tickets for a round trip with transfer. Clients with 10 or more medical trips a month will receive a monthly bus pass that will provide unlimited trips for the month.

**Stretcher Service-** Provided with prior approval to both ambulatory and wheelchair passengers.

### **Escorts and Attendants**

All escorts and attendants must travel from the same origin to the same destination as the eligible individual with whom they are traveling. A Medicaid client may travel with one escort who will not be charged a fare. The escort MUST provide caregiver help and not be a minor child.

An escort is an individual who accompanies and support to a Medicaid recipient and may travel only when, “due to age or disability, the Medicaid recipient needs the accompaniment and support of another individual to travel for necessary medical services. The terms escort and attendant are interchangeable when used in the Medicaid context. A Medicaid recipient determined to need an escort for the reason given above shall not be transported without an escort.

When several recipients needing escorts are traveling from the same nursing home to the same destination, a single escort may be shared only if the escort can provide for all the recipients needs. An escort capable to provide needs of multiple recipients shall be determined by the nursing home.

Medicaid allows and can pay for one escort when, due to age or disability, a Medicaid recipient needs the support of another person to travel to receive necessary medical service. Clients are responsible for providing their own escort. Medicaid recipients must be dropped-off at their medical appointment on or before the appointment time. Carriers are allowed a pick-up window of two (2) hours before the appointment.

# Complaint and Grievance Procedures

The complaint and grievance procedures are those adopted by the Duval County Transportation Disadvantaged Coordinating Board.

## Section 1: Definition of a Complaint.

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



***“An issue brought to the attention of the Metropolitan Planning Organization which addresses an issue or several issues concerning transportation services provided by the STP or subcontractors. Complaints generally relate to the daily operation of the coordinated transportation system and could include late pickups, no shows, the behavior of drivers, clients, or reservationists, denial of service or discomfort.*”**

## Section 2: Complaint Procedures

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

### **a. Filing a Complaint**

The STP will provide all riders, sponsoring agencies and service providers with a description of the complaint procedure and complaint forms. Grievance procedures are posted in the Quick Reference Guide and distributed to all clients. Riders can file complaints with the STP by phone 866-867-0729 by regular mail to All complaints must be submitted immediately after the incident and should include: passenger’s name and address, date and time of the incident, and a detail explanation of the incident.

When requested, the STP will respond in writing to complaints, within 7 business days. Complaints that cannot be resolved to the satisfaction of the complainant can be appealed to the Grievance Committee.

Medicaid clients has the right to file complaints and appeal determinations through the local complaint and grievance process or request a fair hearing which is conducted by the Department of Children and Families. (See procedures for Medicaid fair hearing on page 120).

- **A Medicaid client can choose to go directly through the Fair Hearing Process conducted by the Department of Children and Families before or after a local complaint/grievance is filed with the TD Board.**
- **On Eligibility issues a Medicaid client can choose to go through the local process with the TD Board. If the client is not satisfied with the TD Board's decision/recommendation the next level of appeals is the Department of Children and Families (Fair Hearing Process).**
- **Grievances related to actions taken against a Medicaid client - The client can choose to go through the local process with the TD Board. If the client is not satisfied with the TD Board's decision/recommendation the next level of appeals is the Department of Children and Families (Fair Hearing Process).**
- **Grievances related to service- The client can choose to go through the local process with the TD Board. If the client is not satisfied with the TD Board's decision/recommendation the next level of appeals is the TD Commission.**

### **b. Appeal to the Grievance Committee**

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

### **c. Recording of Complaints**

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

### Section 3: Definition of a Grievance



For the purposes of this Committee a grievance is defined as:  
***“A circumstance or condition thought to be unjust and grounds for a grievance or resentment not resolved by the Subcontracted Transportation Provider (STP) through the complaint procedure.”***  
***Grievances could include unresolved service complaints, denial of service, suspension of service, eligibility denial and unresolved safety issues.***

### Section 4: Grievance Procedures

The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee. The STP provides copies of the Grievance Procedures to clients who are denied eligibility or those who have a service suspension.

#### **a. Filing a Grievance**

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

- The name and address of the grieving party;
- A statement of the grounds for the grievance and supporting documentation; and
- An explanation of the relief desired by the grieving party.

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

**North Florida TPO  
1022 Prudential Drive  
Jacksonville, Florida 32207  
Attn: Elizabeth De Jesus**

Grievances can also be faxed to the North Florida TPO at 904-306-7501.

The North Florida TPO will forward a copy of the grievance letter to the STP for a written response and will schedule a meeting of the Grievance Committee.

In addition, grievances can be mailed to the Subcontracted Transportation Provider (TMS) to the following address:

**TMS  
13825 ICOT Blvd  
Suite 613  
Clearwater, FL 33760**

TMS will forward all Grievances to the North Florida TPO. The aggrieved party and the STP will be notified of the date, time and location of the meeting at least ten (10) days in advance.

#### **b. Grievance Committee Hearing**

Within thirty (30) days of receipt of the grievance the Grievance Committee will meet and render a recommendation. A written copy of the Committees recommendation will be forwarded to the Board and all parties involved within ten (10) days of the recommendation. The TD Board authorizes the Grievance Committee to make the final determination. In cases related to Non-Sponsored eligibility the Committee has the authority to reconsider the Non-Sponsored

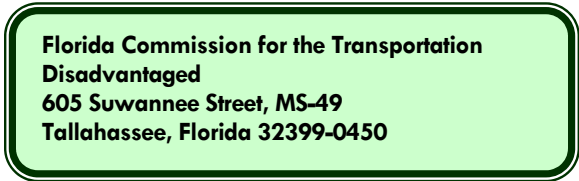
eligibility criteria set forth for Non-Sponsored Transportation funding, giving the Committee the authority to evaluate and determine appeals on a case by case basis. The Grievance Committee will give a report at the next regular Board meeting.

The grieving party will be notified in writing of the Committee's final determination.

**c. Appeal to the Florida Commission for the Transportation Disadvantaged**

Should the aggrieved party remain dissatisfied with the recommendations of the STP, and the Grievance Committee, appeal can be made to the Florida Commission for the Transportation Disadvantaged.

The appeal should be in writing and submitted within 60 days of the denial date. It should be addressed to:



**d. Appeal to the Judicial court system**

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

**Section 5: Grievance Committee Procedures**

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

**Schedule a meeting**

Upon receipt of a grievance the North Florida TPO staff will contact the Chairperson and members of the Grievance Committee to schedule a meeting.

**Notification**

The North Florida TPO staff will notify the grieving party and other interested parties of the date, time and location of the meeting.

**Written Minutes**

The minutes of the meeting will be provided in written format. These minutes shall include the following:

A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position.

A statement that clearly defines the issues discussed;

An opinion and reasons for the grievance based on the information provided; and

A recommendation by the Grievance Committee based on their investigation and findings.

**Schedule Meetings**

When a meeting of the Grievance Committee is necessary, the Committee will hear grievance prior to the next regularly scheduled Board meeting or at a date, time and location convenient to the Chairperson and Committee.

**Communication with other Agencies**

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

## Medicaid Complaint & Grievance Procedures

1. To issue a complaint, a customer must first contact the local transportation provider. The complaint may be made verbally over the telephone or may send the complaint in writing. All complaints, even if the problem is resolved while on the phone, must be recorded. The customer may obtain the local provider's contact information for filing a complaint from their local rider's guide or by calling the toll free TD Helpline 1-800- 983-2435 or from the website [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd) . All complaints will be documented by the provider to include the date/time, customer's name & contact information, Medicaid ID number, subject of the concern, provider's findings, response, and actions taken to resolve the concern. These complaint records will be forwarded to the Commission for the Transportation Disadvantaged on a quarterly basis.
2. After the local transportation provider receives the complaint, the provider will investigate the complaint and inform the customer of the findings, including any actions taken (either verbally or in writing, or both.) If the customer is not satisfied with the findings/actions, the customer may request to file a formal grievance with the local Coordinating Board. The local provider will be responsible for providing the customer with the local Coordinating Board's contact information and an accessible copy of the local Grievance Procedures.
3. The local Coordinating Board will hear all customers' grievances not resolved satisfactorily by the provider. If the local Coordinating Board does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Commission through the TD Helpline at 1-800-983-2435 or via mail at: Florida Commission for the Transportation Disadvantaged; 605 Suwannee St., MS-49; Tallahassee, FL 32399-0450 or by email at [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd). Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.
4. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the listed order before a complaint or grievance will move to the next step. The customer should be sure to try and have as many details as possible, when filing a complaint, such as dates, times, names, vehicle numbers, etc.

There is an Ombudsman Program, provided by the Commission for the Transportation Disadvantaged, which is available to anyone who requests assistance in resolving complaints. The Ombudsman Program may be reached through the toll free TD Helpline at 1-800-983-2435 or via email at [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd) . By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed above. The Ombudsman will document each complaint and upon request of the customer, file the complaint with the local provider on the customer's behalf, to begin the local complaint process. If the customer has already filed the complaint locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process.

The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

## Medicaid Fair Hearing Requirements

In addition, the customer has the right to request a Medicaid fair hearing. A Medicaid compensable service provider acting on behalf of the customer and with the customer's written consent may request a Medicaid fair hearing. Parties to the Medicaid fair hearing include the Commission, as well as the customer and his or her representative or the representative of a deceased customer's estate.

### **Request Requirements**

The customer or provider may request a Medicaid fair hearing within 90 calendar days of the date of the notice of action.

The customer or provider may request a Medicaid fair hearing by contacting Department of Children and Families at the Office of Public Assistance Appeals Hearings, 1317 Winewood Boulevard, Building 1, Room 309, and

Tallahassee, Florida 32399-0700.

**General Plan Duties**

The Commission for the Transportation Disadvantaged will:

1. Continue the customer's benefits while Medicaid fair hearing is pending if:
  - a. The Medicaid fair hearing is filed timely, meaning on or before the later of the following:
    - within 10 workdays of the date on the notice of action (add 5 workdays if the notice is sent via U.S. mail); and
    - the intend effective date of the plan's proposed action.

The Medicaid fair hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;

The services were ordered by an authorized provider;

The authorization period has not expires ; and

The customer requests extension of benefits.

2. Ensure that punitive action is not taken against a provider who requests a Medicaid fair hearing on the customer's behalf or supports a customer request for a Medicaid fair hearing.

If the Commission for the Transportation Disadvantaged continues or reinstates customer benefits while the Medicaid fair hearing is pending, the benefits must be continued until one of the following occurs:

The customer withdraws the request for a Medicaid fair hearing.

10 workdays pass from the date of the Commission's adverse decision and the customer has not requested a Medicaid fair hearing with continuation of benefits until a Medicaid fair hearing decision is reached. (Add 5 workdays if the notice is sent via U.S. mail.)

A Medicaid fair hearing decision adverse to the customer is made.

The authorization expires or authorized service limits are met.

The Commission must authorize or provide the disputed services promptly, and as expeditiously as the customer's health condition requires, if the services were not furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

The Commission must pay for disputed services, in accordance with state policy and regulations, if the services were furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

## **B. Cost/Revenue Allocation and Rate Structure** **Justification**

On October 12, 2000 the First Coast Metropolitan Planning Organization (now the North Florida TPO) recommended the designation of Jacksonville Transportation Authority as the Community Transportation Coordinator for Duval County. The new CTC was approved by the TD Commission and became effective on March 1, 2001. The Commission subsequently entered into a Memorandum of Agreement (MOA) with Jacksonville Transportation Authority (JTA), designating JTA as the CTC for Duval County. The MOA is a standard document that specifies rates paid to transportation operators in the coordinated transportation system, and the fares charged to purchasing agencies and/or passengers. The actual rate and fare information is a component of the Service Plan which must be submitted with the MOA. The fare structure developed by the CTC for use in Duval County bills purchasing agencies on a per passenger grid basis. Each **grid** is 1.3 square mile counted at right angles; the more grids from trip origin to destination, the greater the cost of the service.

The Rate Calculation Model Worksheets are included in Appendix J.

### **Medicaid update**

During the 2006 summer the CTC decided to discontinue their Medicaid NET transportation service. At that time the CTC conducted an RFP process to select the new Medicaid transportation provider. On August 1, 2006 MV Transportation started operations as the Duval County Subcontracted Transportation Provider (STP) effectively becoming the primary provider of Medicaid trips in the county. On June 30, 2010 MV Transportation ceased providing services as Duval County Medicaid Subcontracted Transportation Provider (STP). In its place a new provider (TMS) began operations on July 1, 2010.

The Commission entered into a service agreement with TMS as the Duval County Subcontracted Transportation Provider for Medicaid Non-Emergency Transportation. The Medicaid NET service agreement between the Florida Commission for the Transportation Disadvantaged and TMS is a standard document that specifies service standards to provide Medicaid transportation in Duval County. The actual rate and fare information is a component of the Service Plan which must be submitted to the Florida Commission for the Transportation Disadvantaged. The STP has negotiated different rates with the Medicaid transportation carriers ranging from a flat fee per hour to a fee per trip.

### **Services**

Services are defined as follows:

#### **Random Shared Ride Services**

These are trips made by passengers who are traveling to a destination where the passenger is not traveling with more than five other passengers traveling to or from the same destination. This type of service represents the majority of paratransit service provided by the CTC.

#### **Deviated Fixed Route or Group Services**

These are trips for passengers making frequent, regularly scheduled trips to day programs. Under the group classification, five or more passengers must be traveling together on the same vehicle to or from a single destination.

#### **Fixed Route Services**

These are CTC sponsored trips on JTA fixed route buses.

### **Out-of-County Trips**

These are special trips offered only to passengers to Medical locations outside of Duval County on a case by case basis.

### **Deviated Fixed Route of Group Services**

These are trips for passengers making frequent, regularly scheduled trips to day programs within a defined service area. The Jacksonville Transportation Authority is introducing deviated fixed route service under the brand name, "community shuttle service." The Community Shuttles are available for the general public within a defined area and time period. The small buses follow established routes and have published timetables. At least one connection point with fixed route buses is identified for persons to transfer to continue trips outside the area. By advance request, the Community Shuttle bus can deviate within  $\frac{3}{4}$  mile of the route to pick up or drop off a passenger. There may be an additional fare charged for each deviation request.

Under the group classification, five or more passengers must be traveling together on the same vehicle to or from a single destination.

## **Agency Reimbursement**

With the passage of the 1995 Appropriations Act by the Florida Legislature, Medicaid rates for transportation services were reduced by Medicaid another 3%, effective June 30, 1995. In addition to the mandatory rate reduction, the Act also introduced a \$1.00 co-payment for passengers making Medicaid funded trips. The STP is responsible for collection of the co-payment, which is automatically deducted by Medicaid when it is billed for service. If the \$1.00 co-payment is not collected, the loss is assumed by the STP and/or by the transportation operator. Medicaid has specified that service cannot be denied even if the passenger is not able to pay the \$1.00 fee and exempted many Medicaid clients from the co-payment requirement. Currently the carriers collect about 1% of the dollars. Since July 1, 1995, approximately 45% of all Medicaid clients have been unable or unwilling to pay the co-payment. Many have been instructed by the Medical facility staff to not pay the fee.

# Fare for Agencies Purchasing Service

The current fare structure for all services is as follows:

**Table 23  
In County Paratransit Services**

<b>Random Shared Ride Services</b>	<b>\$2.62 per passenger grid</b>
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**Table 24  
In County Fixed Route Services**

<b>Full-Fare, Zone 1 (No transfer)</b>	<b>\$1.00</b>
<b>Disabled Fare (with Identification)</b>	<b>25¢</b>
<b>Senior Fare (60 years or more with identification)</b>	<b>Free</b>
<b>Single Bus Tickets</b>	<b>\$1.00 per ticket</b>
<b>Unlimited Monthly Bus Pass</b>	<b>\$40.00 per month</b>

**Passenger Fares**

Passengers utilizing the Complementary Paratransit Service funded by the Jacksonville Transportation Authority, and those receiving non-sponsored service are required to pay a fare. These fares are based on fare zones or rings expanding from the center of the city, increasing in cost to the County limits. These fares are as follows:

**Table 25  
Paratransit Fares**

<b>Trip Length</b>	<b>ADA Complimentary Paratransit Service JTA</b>	<b>ADA PCA's</b>	<b>ADA Escort</b>	<b>Non-Sponsored TD Trust Fund</b>	<b>Non-Sponsored Escort</b>
<b>Zone 1 to Zone 1</b>	<b>\$1.25</b>	<b>No Charge</b>	<b>\$1.25</b>	<b>\$2.00</b>	<b>\$2.00</b>
<b>Zone 1 to Zone 2</b>	<b>\$1.50</b>	<b>No Charge</b>	<b>\$1.50</b>	<b>\$2.50</b>	<b>\$2.50</b>
<b>Zone 1 to Zone 3</b>	<b>\$2.25</b>	<b>No Charge</b>	<b>\$2.25</b>	<b>\$3.00</b>	<b>\$3.00</b>
<b>Zone 2 to Zone 1</b>	<b>\$1.50</b>	<b>No Charge</b>	<b>\$1.50</b>	<b>\$2.50</b>	<b>\$2.50</b>
<b>Zone 2 to Zone 2</b>	<b>\$1.50</b>	<b>No Charge</b>	<b>\$1.50</b>	<b>\$2.50</b>	<b>\$2.50</b>
<b>Zone 2 to Zone 3</b>	<b>\$2.25</b>	<b>No Charge</b>	<b>\$2.25</b>	<b>\$3.00</b>	<b>\$3.00</b>
<b>Zone 3 to Zone 1</b>	<b>\$2.25</b>	<b>No Charge</b>	<b>\$2.25</b>	<b>\$3.00</b>	<b>\$3.00</b>
<b>Zone 3 to Zone 2</b>	<b>\$2.25</b>	<b>No Charge</b>	<b>\$2.25</b>	<b>\$3.00</b>	<b>\$3.00</b>
<b>Zone 3 to Zone 3</b>	<b>\$2.25</b>	<b>No Charge</b>	<b>\$2.25</b>	<b>\$3.00</b>	<b>\$3.00</b>

### **Medicaid Bus Pass / Ticket Program**

The bus pass/ticket program and the transfer of clients from door-to-door service to the fixed route bus system will continue to be a major initiative in the coming year. Passes will be issued to those Medicaid recipients who have 10 appointments during a month. Clients with fewer appointments will receive bus tickets equivalent to the amount of trips and transfers needed to get to the appointment. It usually takes 4 tickets for a round trip. The cost of the bus pass is \$40.00 and \$7.00 for a book of 10 tickets. JTA does not get a management fee.

## **Rate Structure**

Rates paid to transportation operators are negotiated in their contract with the Community Transportation Coordinator's Manager Contracts may be renegotiated and/or renewed annually on or before October 1. A vehicle revenue hour is calculated from the time of the first pick up of the day until the last drop off of the day minus any time the vehicle is out of service due to accidents, breakdowns, fueling, meal breaks or otherwise unavailable for service. Some dedicated vehicles are operated in split-shifts, operating only two to four hours during the morning peak hours, and/or two to four hours in the afternoon peak hours. Per Trip Rates are paid where service is not provided in dedicated vehicles. This methodology is used particularly where the carrier also transports other private pay passengers along with CTC passengers or where the CTC does not schedule the vehicles. Air Mile Rates are reimbursed for out of county trips and for client reimbursements. Hourly and Trip rates transportation operators are currently paid for the service they provide are as follows:

**Table 26**  
**Rate Structure CTC**  
**2010-2011**

Transportation Provider	Type of Service	Rate Per Revenue Hour	Trip/CitiCab vouchers
First Transit, Inc.	JTA Vans	\$33.03	

**Table 27**  
**Calculated Rate for Non-Sponsored Trips**

Rates for Fiscal Year 2010 -2011

	Ambulatory	Wheelchair
Rate per Passenger Mile	\$1.76	\$3.01
Rate per Passenger Trip	\$20.26	\$34.74

Combination Trip and Mile Rate

	Ambulatory	Wheelchair
Rate per Passenger Mile for balance	\$1.76	\$3.01

Rates if no Revenue Funds were identified as subsidy Funds

	Ambulatory	Wheelchair
Rate per Passenger Mile	\$2.53	\$4.33
Rate per Passenger Trip	\$29.15	\$49.97

**Table 28**  
**Service Rates Summary**  
**Community Transportation Coordinator: JTA Connexion**  
**Effective Date: July 1, 2011**

Type of Service to be Provided	UNIT (Passenger Mile or Trip)	Cost per Unit \$
ADA	Trip	\$33.45
<b>Non Sponsored:</b>		
Ambulatory	Passenger Trip	\$20.26
Wheelchair	Passenger Trip	\$34.74
Escort	Passenger Trip	N/A
Others	Grid	\$2.62

# **TD Fund Utilization Element**

## **Fund Disbursement Rate Mechanism**

The number of trips funded by the Transportation Disadvantaged Trust Fund in Duval County has grown substantially with each year of service. This is due primarily to significant increases in the level of funding the County has received from the Trust Fund. These funds come to the County in the form of a Trip/Equipment Grant. Though these funds can be used to purchase equipment, as well as to subsidize transportation costs for persons who are transportation disadvantaged but are not sponsored by a funding agency such as Medicaid. Duval County has elected to devote these funds entirely to the provision of service. Service is provided on a first come, first served basis. For the current fiscal year 2006/07, the value of the Trip/Equipment Grant is \$1,353,613. The local match is 10 percent of the state provided grant. A study of the transportation disadvantaged program conducted by the Office of Program Policy Analysis and Government Accountability identified a critical shortage of funding for non-sponsored service. This shortage is most apparent in rural systems prompting discussion of changing the formula by which these funds are distributed. A consequence of such action, however, would be a decrease in funding provided to urban systems. Consequently, the Duval County Transportation Disadvantaged Coordinating Board has opposed any changes to the distribution formula.

**Table 29**  
**Duval County Historical Trip & Equipment Grant Distribution**

<b>Fiscal Year</b>	<b>Grant Value</b>
2001-2002	\$749,368
2002-2003	\$1,039,350
2003-2004	\$1,073,321
2004-2005	\$1,147,308
2005-2006	\$1,256,035
2006-2007	\$1,353,613
2007-2008	
2008-2009	1,248,062

## Eligibility Criteria

The transportation services provided by the Duval County Coordinated Transportation System are available to the general public, at full cost. Generally, the cost is comparable to taxi service. No distinction is made between service for persons who are ambulatory or for persons who are in wheelchairs. The cost of the service is the same.

Nevertheless, the intent of coordination and the development of coordinated transportation systems is to provide efficient and affordable transportation for the transportation disadvantaged. As defined by Chapter 427, Florida Statutes, the transportation disadvantaged are:

**"Those persons who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or social activities, or other life sustaining activities, or children who are disabled or at high risk as defined in Section 411.202, Florida Statutes."**

As discussed above, to be eligible for service subsidized by the TD Trust Fund an individual must be transportation disadvantaged and must not be eligible for service funded by Medicaid, the Jacksonville Transportation Authority's Complementary Paratransit Service, or some other funding agency, for that specific trip. A Medicaid eligible client wishing to make a shopping or recreational trip would be eligible for the non-sponsored service funded by the Trust Fund.

Because these funds are limited, the Duval County Transportation Disadvantaged Coordinating Board has established priorities for this service. The highest priority are life-sustaining medical trips, followed by medical trips, work and school trips, and social/shopping/recreational trips.

The American's with Disabilities Act does not permit prioritization of trips funded by the JTA's Complementary Paratransit Service.

In early 1996, the Office of Program Policy Analysis and Government Accountability published the findings of a yearlong study of the transportation program statewide undertaken at the request of the Florida Legislature. One of the study's findings is that client eligibility screening is not consistent among coordinated systems and is poorly executed. An accurate determination of eligibility is important in the provision of service because funding is limited. It is critical that only those persons who are eligible receive service.

## Public Awareness of Non-Sponsored Funds

Brochures briefly describing the coordinated transportation system, eligibility criteria, types of services provided, and the procedure for requesting service, have been distributed to social service agencies within Duval County. Due to funding limitations, the Duval County Transportation Disadvantaged Coordinating Board and the CTC have been reluctant to widely market the services available.

## III. Quality Assurance

Each year the Evaluation Subcommittee of the Duval County Transportation Disadvantaged Coordinating Board conducts an extensive evaluation of the Community Transportation Coordinator. The Evaluation is based on data reported in the Annual Operating Report (AOR) which is compared to previous AORs and to the operating statistics of other urban CTCs, and statistics reported to the Board in the Monthly Statistical Report. When the Evaluation is complete it is forwarded to the Board for review and approval.

The Monthly Statistical Report format was developed by the Evaluation Subcommittee for use in the evaluation of the CTC.

### Annual Evaluation of the Community Transportation Coordinator

The evaluation period for the current Evaluation of the Community Transportation Coordinator for Duval County is July 1, 2006 through June 30, 2007. This evaluation includes a peer group analysis.

#### Quality Assurance and Program Evaluation

In addition to the Annual Evaluation of the community transportation coordinator (CTC) the Commission for the Transportation Disadvantaged conducts its own evaluation of the local transportation disadvantaged program and the performance of the CTC biennially. Such a review was conducted by Commission staff on April 21<sup>st</sup> and 22<sup>nd</sup>, 2005. Record keeping, implementation of Commission and local standards, compliance with the Americans with Disabilities Act, implementation of Medicaid Standards and the availability of service are the subject of review.

#### **CTC Procedures for Reviewing Service Providers**

Currently the Duval County Coordinated System monitors in the following manner:

1. Street supervision
2. Surveys are randomly distributed annually to riders of the system
3. Quality Assurance Telephone surveys are utilized on a regular basis
4. Every two years a Quality Assurance team from the State evaluates the system.
5. FDOT inspects vehicles annually.
6. CTC randomly spot checks carriers.
7. Check In procedures monitor client and agency billings
8. For the time being, the same monitoring tools will be utilized.

#### Planning Agency Evaluation Process

It is the intention of the Florida Commission for the Transportation Disadvantaged to evaluate the performance of designated official planning agencies. The North Florida Transportation Planning Organization (North Florida TPO) is the designated planning agency for Duval County. The performance of the planning staff has yet to be evaluated. The responsibilities of the planning agency are:

#### **Program Management**

Provide and process for the appointment and reappointment of voting and non-voting members to the local

coordinating board.

Prepare agendas for local coordinating board meetings.

Prepare official minutes of local coordinating board meetings. Keep records of all meetings for at least three years.

Provide at least one public hearing annually.

Provide staff support for committees and subcommittees.

Develop and update by-laws for approval of the local board.

Develop, update, and implement the adopted grievance procedures.

Maintain a current membership roster and mailing list of board members.

Provide public notice of board meetings.

Review and comment on the Annual Operating Report for submittal to the local board and the Commission.

Jointly develop the Transportation Disadvantaged Service Plan with the community transportation coordinator.

Review and comment on the Transportation Disadvantaged Plan.

Report the actual expenditures of direct federal and local government transportation funds to the Commission.

Report the annual budget estimates for direct federal and local government transportation funds to the Commission.

### **Service Development**

Prepare the planning section of the Transportation Disadvantaged Service Plan.

Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans. Ensure activities of local coordinating board and community transportation coordinator are consistent with local comprehensive planning activities

### **Technical Assistance, Training, and Evaluation**

Provide the local coordinating board with quarterly reports of planning accomplishments as outline in the planning grant agreement or any other activities related to the transportation disadvantaged program including but not limited to consultant contracts, special studies, and marketing efforts.

Attend Commission sponsored training, the Commission's quarterly regional meetings, and the Commission's annual training workshop, within budget/staff/schedule availability.

Attend at least one Commission meeting each year within budget/staff/schedule availability.

Notify Commission staff of local concerns that may require special investigations.

Provide training for newly-appointed local coordinating board members.

To the extent feasible, collect and review proposed funding applications involving "transportation disadvantaged" funds consistent with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative

Code, and provide recommendation to the local coordinating board.

Ensure the local coordinating board conducts, at a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator based on local standards and issuing the Commission's Evaluation Workbook for Community Transportation Coordinators and Providers in Florida (at a minimum, using the modules concerning Competition in Use of Transportation Provider, Cost-Effectiveness and Efficiency, and Availability of Service).

Assist the Commission for the Transportation Disadvantaged in any requested joint reviews of the community transportation coordinator within budget/staff/schedule availability.

Ensure the local coordinating board annually reviews coordination contracts to advise the community transportation coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, Florida Administrative Code

### **Liaison Activities**

Participate in, and initiate when necessary, meetings with the Commission, purchasing agencies, public transit agencies, the local school board, and others to discuss needs, service evaluation, and opportunities for service improvements within budget/staff/schedule availability.

In coordination with the local coordinating board, conduct the selection process and recommend a community transportation coordinator, when needed.