



Duval County Transportation Disadvantaged
Coordinating Board
Agenda Book

9:00 am
Thursday, November 3, 2016

North Florida TPO Board Room
980 North Jefferson Street
Jacksonville, FL 32209



Meeting Agenda

- A. Call to Order
- B. Introduction of Members/ Public
- C. Public Comments (Comments limited to the current agenda items)
- D. Election of 2017 Vice-Chairman ACTION ITEM
- E. Approval of New Members and Alternates ACTION ITEM
- F. Minutes of September 1, 2016 ACTION ITEM
- G. Approval of CTC Vehicle to attend 2017 TD Day at the Capitol ACTION ITEM
- H. 2015-16 CTC Evaluation & 2016-21 TD Service Plan Update-
Selection of Committee members ACTION ITEM
- I. City of Jacksonville Bicycle and Pedestrian Master Plan
Presentation Information Only
- J. Commission Update / Legislative Information Only
- K. Report of the Community Transportation Coordinator Information Only
 - Monthly Board Report
 - Operator Payments
- L. Report of the Jacksonville Transportation Advisory Committee Information Only
- M. Unfinished Business Information Only
- N. New Business Information Only
- O. Public Comments
- P. Adjournment

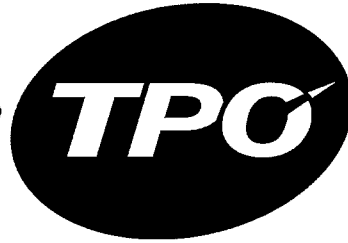
The next meeting will be March 2, 2017.

NOTICE

In accordance with Section 286.01105, *Florida Statutes*, any person wishing to appeal a decision reached at this meeting will need a record of the proceedings. He may need to ensure that a verbatim record of the proceedings be made, which record would include the testimony and evidence upon which the appeal is to be made.

Minutes of
September 1, 2016

Agenda Item F



DUVAL COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEETING SUMMARY

Thursday, September 1, 2016 - 9:00 AM
980 North Jefferson Street
Jacksonville, FL 32209

MEMBERS PRESENT:

The Honorable Sam Newby, Jacksonville Councilman, **Chairman**
John Markiewicz, Disabled American Veterans, **Vice Chairman**
Patti Simons, Dept. of Elderly Affairs
Thee Perry, FL Dept. of Transportation
Charisa Munroe, DCI Shands Jacksonville, Medical Community
Don Ingram, Jacksonville/Duval County Council on Elder Affairs
Lisa Parlapiano, CareerSource Northeast Florida
Dan O'Connor, Citizen Advocate

MEMBERS ABSENT:

DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)
Gary Chambers, Citizen Advocate
Ronald Howell, Northeast Florida Community Action Agency (for John Edwards)
Alison Miller, City of Jacksonville, Person with Disabilities
Jessica Garey, Private Transportation Provider
Terry Campbell, Dept. of Children and Families

OTHERS PRESENT:

Helen Perez, JTA Connexion
Frasmo Cardona, MV Transportation
Denise Bunnewith, North Florida TPO
Amy Ingles, City of Jacksonville

TPO STAFF PRESENT:

Elizabeth De Jesus, Transportation Programs Manager
Ginny Montgomery, Office Manager

CALL TO ORDER

Chairman Sam Newby called the Duval County Transportation Disadvantaged Local Coordinating Board meeting to order at 9:10 am. Introductions were made around the room.

C. PUBLIC COMMENT

None at this time.

The action items were deferred until a quorum was established.

G. COOL TO POOL RIDESHARE PROGRAM PRESENTATION

Elizabeth De Jesus presented the “Cool to Pool” Rideshare program. She explained the purpose of the program and how it works. The Cool to Pool Rideshare Program provides free transportation options and tools to commuters in the North Florida region using Transportation Demand Management (TDM) strategies.

Ms. De Jesus showed the savings of carpools and how to sign up into the program. She also displayed to the Board how they can calculate their annual commuting expenses by going to the Cool to Pool website.

H. COMMISSION UPDATE/LEGISLATIVE

None at this time.

I. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR

Helen Perez reported there were some changes in the structure at JTA but it was not affecting the numbers and services. Maruti Transportation, a sub-contractor of MV Transportation, is no longer providing services for JTA Connexion due to there not being enough drivers and the service was not up to their standards. She is working on other options for transit.

She announced that Chris Macklin has been promoted within JTA and is no longer with JTA Connexion. Justin Cayless will be taking his place. Ms. Perez also commented how impressed she was with the travel trainer, Mary Bush.

There was a question regarding the challenge of driver turnovers and how it was affecting the numbers. Ms. Perez stated the on time percentage averages from 85 to 93%. So that is keeping the numbers on track.

A question was asked regarding the Application and Recertification Processes. Does someone who is permanently disabled have to fill out the original version of the application just to be recertified? Ms. Perez stated that JTA Connexion follows the model that Easter Seals uses. She reported that those permanently categorized as disabled do not have to come in the office to get recertified. Their applications are mailed to them and they mail the completed form back to the office.

It was suggested that the application be put online as an option. Ms. Perez will check with the FTA about reducing the application paperwork and check with other agencies as to how they do their recertifications.

Chairman Newby reported he has been meeting with Helen and Mr. Nat Ford of JTA regarding transportation issues.

With the arrival of Lisa Parlapiano, a quorum was established. The Chairman returned to the action items on the agenda.

► **D. APPROVAL OF THE MAY 5, 2016 MEETING MINUTES**

Chairman Newby asked the board for review and approval of the minutes of the May 5, 2016 TD Meeting.

Thee Perry made a motion to approve the May meeting's minutes; seconded by Don Ingram; motion unanimously carried.

► **E. APPROVAL OF NEW MEMBERS AND ALTERNATES**

None at this time.

► **F. APPROVAL OF 2015–16 ANNUAL OPERATING REPORT (AOR)**

Ms. Perez reviewed the 2015-16 CTC's Annual Operating Report with the Board. She stated with the arrival of the new vehicles, the number of road calls has been decreased. She also reported the ridership numbers are down due to the dialysis clients going to ADA transportation.

Dan O'Connor made a motion to approve the Annual Operating Report as presented; seconded by Patti Simons; motion unanimously carried. Ms. De Jesus stated the Annual Operating Report will be submitted to the TD Commission.

J. REPORT OF THE JACKSONVILLE TRANSPORTATION ADVISORY COMMITTEE (JTAC)

In the absence of Gary Chambers, Ms. Perez reported on the activities and discussions of the JTAC Committee.

She reported the Committee's discussion at their last meeting focused on the fixed route and paratransit systems. She stated the committee is very helpful providing feedback on accessibility, etc. to JTA Connexion. JTAC has formed a sub-committee to address these issues.

K. UNFINISHED BUSINESS

None at this time.

L. NEW BUSINESS

None at this time.

M. PUBLIC COMMENT

None at this time.

N. ADJOURNMENT

There being no further business, the meeting was adjourned at 10:20 a.m. The next TD meeting will be November 3, 2016.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on September 1, 2016.

Elizabeth De Jesus
Duval County TD Planning Agency

Report of the
Community
Transportation
Coordinator

Agenda Item K

Table 9 Annual/Monthly Statistical Summary
 Evaluation of the Community Transportation Coordinator
 July 1, 2016- June 30, 2017

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	FYTD Total	Average
Total Service														
Unduplicated Passengers	2,264	2,362	2,287	-	-	-	-	-	-	-	-	-	-	2,304.3
Total Para Passenger Transport	29,133	32,137	29,925	-	-	-	-	-	-	-	-	-	91,195	30,398.3
Reduced Fare Card Trips (fixed route)	65,114	70,085	63,608	-	-	-	-	-	-	-	-	-	199,807	66,269.0
Elderly Fixed Route Trips	141,779	153,297	141,543	-	-	-	-	-	-	-	-	-	438,619	145,539.7
Vehicles in Service (max)	83	85	86	-	-	-	-	-	-	-	-	-	84.7	84.7
Revenue Hours	17,485	19,289	18,156	-	-	-	-	-	-	-	-	-	54,890	18,296.7
Revenue Miles	322,467	352,041	329,025	-	-	-	-	-	-	-	-	-	1,003,533	334,510.9
Total Vehicle Miles	363,919.5	395,995.6	369,707.1	-	-	-	-	-	-	-	-	-	1,129,222.2	376,407.4
Service Effectiveness														
Total Revenue Miles / Passengers	11.1	11.0	11.0	-	-	-	-	-	-	-	-	-	-	11.0
Total Passengers / Revenue Hour	1.67	1.67	1.65	-	-	-	-	-	-	-	-	-	-	1.7
Cost Effectiveness														
Total Billable Cost For All Trips	\$ 1,029,347	\$ 1,149,243	\$ 1,165,660	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,942,239	\$ 1,114,075.71
Total Billable Cost/Revenue Hour	\$ 58.88	\$ 59.69	\$ 64.20	-	-	-	-	-	-	-	-	-	-	\$ 60.89
Total Billable Cost/ Passenger Trip	\$ 35.30	\$ 35.73	\$ 38.95	-	-	-	-	-	-	-	-	-	-	\$ 36.66
Trip Status Detail														
Trips Requested (Trips booked)	35,953	39,160	38,468	-	-	-	-	-	-	-	-	-	113,601	37,867.0
Advanced Cancels (Advanced CX, User Error CX, Site Closure CX)	4,800	4,992	6,083	-	-	-	-	-	-	-	-	-	15,875	5,291.7
Scheduled Trips (Trips booked less advanced cancels)	31,153	34,168	32,405	-	-	-	-	-	-	-	-	-	97,726	32,575.3
Net No-Shows (No shows, cancelled late, cancelled @ door)	1,123	1,159	1,059	-	-	-	-	-	-	-	-	-	3,341	1,113.7
Not Transported - Error (Trips not performed due to error)	5	-	112	-	-	-	-	-	-	-	-	-	117	58.5
Missed Trips (No-shows outside the window)	114	195	176	-	-	-	-	-	-	-	-	-	485	161.7
Same Day Cancels	3,410	3,441	3,537	-	-	-	-	-	-	-	-	-	10,388	3,462.7
Completed Trips	26,501	29,373	27,521	-	-	-	-	-	-	-	-	-	83,395	27,788.3
No-show % of Scheduled	3.6%	3.4%	3.3%	-	-	-	-	-	-	-	-	-	-	3.4%
No-show % of Scheduled - YTD	3.6%	3.4%	3.3%	3.3%	3.3%	3.3%	3.3%	3.3%	3.3%	3.3%	3.3%	3.3%	3.3%	3.4%
CTC Call Center Information														
Calls Offered	18,675	20,437	21,164	-	-	-	-	-	-	-	-	-	60,276	20,092.0
Calls Answered	16,973	18,771	18,537	-	-	-	-	-	-	-	-	-	54,281	18,093.7
Calls (long) Abandoned	1,229	1,219	2,627	-	-	-	-	-	-	-	-	-	5,075	1,661.7
Hang-Ups (short abandon)	473	447	653	-	-	-	-	-	-	-	-	-	1,573	524.3
Average Hold Time (Secs)	103	93	126	-	-	-	-	-	-	-	-	-	-	107.3
Complaints / Commendations														
Policy	6	11	5	-	-	-	-	-	-	-	-	-	22	7.3
Service	46	91	116	-	-	-	-	-	-	-	-	-	253	84.3
Vehicle	3	-	1	-	-	-	-	-	-	-	-	-	4	2.0
Other	3	1	-	-	-	-	-	-	-	-	-	-	4	2.0
Total Complaints Received	58	103	122	-	-	-	-	-	-	-	-	-	283	94.3
Commendations by CTC	17	18	12	-	-	-	-	-	-	-	-	-	47	15.7
Commendations by Transportation Providers	63	33	41	-	-	-	-	-	-	-	-	-	137	46.7
Total Commendations	80	51	53	-	-	-	-	-	-	-	-	-	184	61.3
Complaints per 10,000 Trips	19.9	35.1	44.3	-	-	-	-	-	-	-	-	-	33.9	33.1

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
 July 1, 2016- June 30, 2017

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	FYTD Total	Average
Service Reliability														
Total Trips														
MV	10,230	11,782	11,118	-	-	-	-	-	-	-	-	-	33,130	11,043
CRC	7,312	8,491	11,666	-	-	-	-	-	-	-	-	-	27,669	9,223
Maruti	6,160	6,012	-	-	-	-	-	-	-	-	-	-	12,172	6,086
Gresham	2,799	3,088	4,537	-	-	-	-	-	-	-	-	-	10,424	3,475
Total Trips	28,501	29,373	27,521										83,395	27,798.3
Percent On-Time Trips														
MV	91.8%	87.2%	86.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		86.5%
CRC	92.2%	88.9%	86.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		86.2%
Maruti	90.4%	88.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		88.7%
Gresham	93.2%	87.8%	82.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		88.0%
Total On-Time	91.8%	88.1%	85.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		88.6%
Late Pick-Ups														
MV	856	1,554	1,688	0	0	0	0	0	0	0	0	0	4,098	1,366.0
CRC	582	983	1,612	0	0	0	0	0	0	0	0	0	3,177	1,059.0
Maruti	612	690	0	0	0	0	0	0	0	0	0	0	1,302	651.0
Gresham	197	387	502	0	0	0	0	0	0	0	0	0	1,086	362.0
TOTAL	2,247	3,614	3,802	0	0	0	0	0	0	0	0	0	9,663	3,221.0
Complaints														
MV	28	56	68	0	0	0	0	0	0	0	0	0	162	50.7
CRC	10	19	27	0	0	0	0	0	0	0	0	0	56	18.7
Maruti	12	17	0	0	0	0	0	0	0	0	0	0	29	14.5
Gresham	3	6	17	0	0	0	0	0	0	0	0	0	26	8.7
JTA	5	5	10	0	0	0	0	0	0	0	0	0	20	6.7
TOTAL	58	103	122	0	0	0	0	0	0	0	0	0	283	94.3
Accidents - Person Only (Chargeable)														
MV	1	0	0	0	0	0	0	0	0	0	0	0	1	1.0
CRC	1	0	0	0	0	0	0	0	0	0	0	0	1	1.0
Maruti	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Gresham	1	0	0	0	0	0	0	0	0	0	0	0	0	n/a
TOTAL	3	0	0	0	0	0	0	0	0	0	0	0	1	1.0
Accidents - Person Only (Non-Chargeable)														
MV	1	0	0	0	0	0	0	0	0	0	0	0	1	1.0
CRC	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Maruti	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Gresham	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
TOTAL	1	0	0	0	0	0	0	0	0	0	0	0	1	1.0
Accidents - Vehicle Only (Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Maruti	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Gresham	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Accidents - Vehicle Only (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Maruti	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Gresham	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a

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Evaluation of the Community Transportation Coordinator
 July 1, 2016- June 30, 2017

Accidents - Person & Vehicle (Chargeable)	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	FYTD Total	Average
MV	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Maruti	1	0	0	0	0	0	0	0	0	0	0	0	0	1.0
Gresham	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
TOTAL	1	0	0	0	0	0	0	0	0	0	0	0	0	1.0
Accidents - Person & Vehicle (Non-Chargeable)														
MV	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
CRC	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Maruti	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Gresham	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
Total Chargeable	4	-	-	-	-	-	-	-	-	-	-	-	4	4.0
Total Non-Chargeable	1	-	-	-	-	-	-	-	-	-	-	-	1	1.0
Total Accidents	5	-	-	-	-	-	-	-	-	-	-	-	5	5.0
Accidents per 100,000 Miles	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	1.0
Road Calls														
TOTAL	8	-	-	-	-	-	-	-	-	-	-	-	8	8.0
Total Roadcalls	8	-	-	-	-	-	-	-	-	-	-	-	8	8.0
Total Vehicle Miles / RM	45,490	-	-	-	-	-	-	-	-	-	-	-	45,490	45,490.9
Trips >60-minutes Late	17	65	137	-	-	-	-	-	-	-	-	-	219	18
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trips Purpose														
Employment	4,695	5,203	4,912	-	-	-	-	-	-	-	-	-	14,810	4,936.7
Percent of Total Trips	18%	18%	18%	-	-	-	-	-	-	-	-	-	18%	18%
Medical	5,572	5,572	5,530	-	-	-	-	-	-	-	-	-	16,097	6,009.7
Percent of Total Trips	21%	22%	22%	-	-	-	-	-	-	-	-	-	22%	22%
Dialysis	6,265	6,523	6,528	-	-	-	-	-	-	-	-	-	19,406	6,468.7
Percent of Total Trips	24%	23%	24%	-	-	-	-	-	-	-	-	-	23%	23%
Education	1,118	2,189	2,525	-	-	-	-	-	-	-	-	-	5,833	1,944.3
Percent of Total Trips	4%	7%	9%	-	-	-	-	-	-	-	-	-	7%	7%
Shopping	1,090	1,131	1,178	-	-	-	-	-	-	-	-	-	3,399	1,133.0
Percent of Total Trips	4%	4%	4%	-	-	-	-	-	-	-	-	-	4%	4%
Other	7,816	7,655	6,447	-	-	-	-	-	-	-	-	-	21,918	7,306.0
Percent of Total Trips	29%	26%	23%	-	-	-	-	-	-	-	-	-	26%	26%
TOTAL	26,501	29,373	27,521	-	-	-	-	-	-	-	-	-	83,395	27,798
Population Served/Passengers														
Ambulatory	21,252	23,319	21,844	-	-	-	-	-	-	-	-	-	66,415	22,138.3
Wheelchair	5,564	7,341	6,714	-	-	-	-	-	-	-	-	-	20,679	6,893.0
Scooter	1,317	1,477	1,307	-	-	-	-	-	-	-	-	-	4,101	1,367.0
Total	28,133	32,137	29,925	-	-	-	-	-	-	-	-	-	91,195	30,398.3
Population Served/Trips														
Ambulatory	18,739	20,684	19,573	-	-	-	-	-	-	-	-	-	59,006	19,668.7
Wheelchair	6,473	7,242	6,679	-	-	-	-	-	-	-	-	-	20,394	6,798.0
Scooter	1,269	1,437	1,269	-	-	-	-	-	-	-	-	-	3,996	1,331.7
Total	26,501	29,373	27,521	-	-	-	-	-	-	-	-	-	83,395	27,798.3
Passenger Count by Weekday/Sat/Sun														
Weekday	115,461	0.0	117,433	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1164.5
Saturday	564.0	0.0	605.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	584.5
Sunday	413.2	0.0	417.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	415.1