



Meeting Agenda

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|---|--------------------|
| A. Call to Order | |
| B. Introduction of Members/ Public | |
| C. Public Comments (Comments limited to the current agenda items) | |
| D. Approval of New Members and Alternates | ACTION ITEM |
| E. Election of 2019 Vice-Chairman | ACTION ITEM |
| F. Minutes of September 6, 2018 | ACTION ITEM |
| G. 2018 Bylaws Update | ACTION ITEM |
| H. Approval of CTC Vehicle to attend 2019 TD Day at the Capitol | ACTION ITEM |
| I. 2017-18 CTC Evaluation & 2016-21 TD Service Plan Update-
Selection of Committee members | ACTION ITEM |
| J. Commission Update / Legislative | Information Only |
| K. Report of the Community Transportation Coordinator <ul style="list-style-type: none">• Monthly Board Report• Operator Payments | Information Only |
| 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 7, 2019.

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 6, 2018

Agenda Item F



**DUVAL COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEETING SUMMARY**

Thursday, September 6, 2018 - 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**
Ronald Howell, Northeast Florida Community Action Agency (for John Edwards)
Lois Smokes, City of Jacksonville, Disabled Services (for Kevin McDaniel)
DeWeece Ogden, FL Agency for Health Care Admin. (for Debbie Stokes)
Thee Perry, FL Dept. of Transportation
Jeff Aboumrad, Vocational Rehab/Dept. of Education
Wanda Hathaway, Citizen Advocate (for Gary Chambers)
Peter Gajdjis, JTA Connexion

MEMBERS ABSENT:

Charisa Munroe, DCI Shands Jacksonville, Medical Community
Don Ingram, Jacksonville/Duval County Council on Elder Affairs
Terry Campbell, Dept. of Children and Families
Julie Gilson, MTM, Representing Private Transportation
Dan O'Connor, Citizen Advocate
Nancy Tufts, Elder Source

OTHERS PRESENT:

Lisa Darnell, JTA
Sarah Young-Veiga, Baptist Physician Partners
Tracy M. Lockley, Councilman Newby's Assistant

TPO STAFF PRESENT:

Elizabeth De Jesus, Transportation Programs Manager
Keisha Kelly, Administrative Assistant

▶ **A. CALL TO ORDER**

Chairman Sam Newby called the Duval County Transportation Disadvantaged Local Coordinating Board meeting to order at 9:13 am. Introductions were made around the room.

▶ **B. INTRODUCTION OF MEMBERS/PUBLIC**

Introductions were made around the room.

▶ **C. PUBLIC COMMENT**

None at this time.

▶ **D. APPROVAL OF THE MINUTES OF THE MAY 3, 2018 MEETING OF THE DUVAL COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Chairman Newby asked for review and approval of the minutes of the May TD meeting.

John Markeiwicz moved approval of the May 3, 2018 minutes; seconded by Ronald Howell; motion unanimously carried.

▶ **E. APPROVAL OF NEW MEMBERS/ALTERNATES**

Elizabeth De Jesus asked for approval of the following new members and alternates.

Lois Smokes – alternate for Kevin McDaniel COJ, Disabled Services

A motion was made by DeWecee Ogden to approve the new alternate; seconded by John Markiewicz; motion unanimously carried.

▶ **F. APPROVAL OF 2017-18 ANNUAL OPERATIONS REPORT**

Elizabeth De Jesus reviewed the 2017-18 CTC's Annual Operating Report with the Board

Chairman Newby asked if there are any questions or comments before approval of report.

Ms. De Jesus stated that the Commission already went over the report to verify all the numbers were correct.

Peter Gajdjis stated that ARC is a coordination contractor and next year the CTC will be collecting the ARC's data and including it in the AOR report.

Theodis Perry stated that the ARC is not providing services for JTA, they service their own clients. For the purposes of the grant we would need a letter of support from the CTC indicating that you are aware of their service, but not under contract.

Lisa Darnell stated it is a coordination agreement, we should have one.

Elizabeth De Jesus stated that this discussion has happened for many years. The implications of a coordination contract is that the CTC would have to monitor the coordination contractor's operation. That is the reason why whenever the ARC is pursuing any funding from FDOT, the CTC will issue a letter of support to allow them to apply for grants. With the letter of support the CTC is not bound to monitor the coordination contract.

Mr. Perry explained Section 5310, 5311 and 5339 are federal funds. These funds come through FDOT. Agencies that apply and are awarded are sub-recipients. ARC Jacksonville, receive Section 5310 operating funds. Part of the application process is for the CTC to issue letters of support. Some districts with human service agencies have agreements or contracts where they provide services on behalf of the CTC. Those numbers matter for the AOR.

Ms. Darnell asked, were they receiving funds to provide transportation?

Mr. Perry answered yes. They service their own clients. Because you are the CTC, depending on the date of expiration of the support letter, it may read like a contract, but may not be binding. We are able to use it, as long as the expiration date falls within the required cycle.

Theodis asked, the DOT funding, is this something you want to include in the data? Section 5310, is currently under revenue sources, I don't see any data.

Lisa commented it probably should.

Chairman Newby asked Ms. De Jesus to explain the motion so that the committee members would understand what they were approving.

Elizabeth explained, the motion is to approve the report as presented today with a caveat that JTA will send the AOR back to the TD Commission for additional revisions. Once changes are approved by the Commission, the CTC will bring the revised document back to the Board to report the changes.

A motion was made by John Markiewicz to approve the report as presented today with a caveat that JTA will send it back to the TD Commission for additional revisions; seconded by DeWeece Ogden; motion unanimously carried.

► G. APPROVAL OF 2018-19 TD RATES/RATE CALCULATION WORKSHEET

Elizabeth De Jesus presented the 2018-19 TD Rates/Rate Calculation Worksheet. Due to changes in JTA Connexion we were not able to approve the 2018-19 rates at the May meeting. For that reason the rates would be approved retroactively to July 1, 2018. She stated the rates are good from July 1, 2018 to June 30, 2019. The new rate for TD trips is as follows: ambulatory passengers is \$26.51; wheelchair passengers is \$45.45.

Chairman Newby asked why rates are higher for wheelchair passengers.

Peter Gajdjis answered, it may be based on the time it takes to load a wheelchair vs an ambulatory passenger

Chairman Newby stated it is hard for him to believe that it takes twice the amount of time to load a wheelchair passenger as opposed to an ambulatory passenger. Chairman Newby gave an example when he attended the TD conference in Tallahassee with Wanda Hathaway, it took the driver no time to secure her in. He asked if the committee can get back with him on why the difference in rates.

A motion was made by DeWeece Ogden to approve the 2018-19 TD Rates/Rate Calculation Worksheet; seconded by Ron Howell; motion unanimously carried.

► H. APPROVAL OF 2016-21 TD SERVICE PLAN – 2018 AMENDMENT

Elizabeth De Jesus presented the 2018 amendments to the 2016-21 TD Service Plan. The following changes were made.

- **Page 41 & 42** – made corrections- erased reference to table 15
- **Page 148 – Table 23** – includes the new rates

Elizabeth also explained that the new paratransit manager, Peter Gajdjis, submitted some corrections to the TD Service Plan and he would be presenting them to the Board.

Peter Gajdjis distributed a packet with information on TD eligibility language and TD Bus pass programs from other CTC's in Florida. He would like to rewrite the TD eligibility language so that it is more concise. It will also help out when doing re-certifications so there's not a grey area in the eligibility.

- **Page 79-81 Types of Service Offered** – 100% Door to Door
 - **Page 92 – Paragraph 1** – Eligibility Criteria for TD Funded Trips – Recertification will be bi-annually (every 2 years) instead of annually.
- Chairman Newby asked, were there any questions concerning the recertification.

Ms. De Jesus asked, was the CTC recertifying every year or every other year.

Mr. Gajdjis answered, right now we are doing it every year.

Ron Howell asked is there a lot of changes from year to year.

Mr. Gajdjis answered there was a big change two years ago. There were a lot of high income individuals in the system but it was cleaned up. Income usually don't change drastically from one year to the next and it would help reduce the administrative burden.

Deweece Ogden asked will the clients be applying every two years or every year?

Ms. Darnell answered the clients will recertify every two years.

Ms. Ogden asked what if they are new clients?

Mr. Gajdjis answered everyone applies once, then once you're approved, instead of recertifying every year, it will be every two years.

- **Page 93 Table 19** – Only showing the difference between 125% poverty level and 150% poverty level.

Chairman Newby asked, will JTA Connexion be able to handle the capacity? I think it's going to be a big increase.

Mr. Gajdjis answered, I don't think so, it is a small amount. It will open it up to a little more people. As of now we haven't turned anyone down.

- **Page 96 – Escorts and Attendants** - Personal Care Attendants (ADA Services Only) - ADA allows a PCA to attend at any time.

Escorts – must have the same origin and destination as the eligible client.

- **Page 99 Paragraphs 2 & 3** – minor changes
- **Page 104 – Section C** – Advanced Reservation Requirements – they would like to consider allowing reservations made up to 14 days in advance instead of 7 days.

Lois Smokes asked, how will it interfere with the schedule? Will it hinder another person if you get too many scheduled for rides? How will it interfere with other riders, as you start getting a bulk of people calling in scheduling trips?

Mr. Gajdjis answered, it shouldn't affect anyone. Everyone is on different schedules. It allows the scheduler to schedule more efficiently and earlier. It wouldn't affect negatively anyone.

Wanda Hathaway commented that it would be easier for her to schedule her appointments up to 14 days, because she has therapy on set days.

Chairman Newby asked are we going to approve this document with all the proposed corrections and changes?

Ms. De Jesus answered this is a draft. I will send out a document later with the things we approve. We will discuss what's in and what's out. Then a motion will be made to approve by roll call vote. So we can send to Commission showing the amendments made to the TD Service Plan. The motion will reflect what we are approving and what we are not. Pg. 93 & 109 we will not be approving today.

Chairman Newby asked, does this document have to be approved today?

Ms. De Jesus answered, yes. At least two things need to be approved today. We need to approve the new rates to the service plan, on pg. 148. We also need to define the service provided by the CTC, referencing Door to Door. These are the two things we need to have approved today. If the Board is not comfortable adding anything else to this service plan today, we can discuss the other changes in Spring.

John Markiewicz recommended we approve the whole document with the exception of pages that we will pull out for future discussion.

Chairman Newby stated, we can do that. It just needs to be on record that's what we are approving. If not said on record, it will look like we are approving the whole document.

- **Pages 114-117** - Origin to Destination Service - correcting the verbiage.
- **Page 118** – Leaving the vehicle unattended for more than 15 minutes or out of visual range.
- **Page 119** – Pick up and Drop off/ Wheelchairs
- **Page 121** – Rider's Guides
- **Page 122** – No longer doing the taxi program.

Chairman Newby asked, you all decided not to do the taxi program anymore?

Ms. Darnell answered, not for Connexion. We were able to work with MV. They are now full staff. We only did the pilot, because they had such a hard time hiring

employees. We found that customers prefer Connexion over taxis. Because they were familiar with the Connexion drivers. It was a quick fix and it helped us, but no longer needed to accommodate the trips today. Then often times the taxi company wouldn't be able to perform the trip. It was a challenge.

Chairman Newby asked were there anymore questions or comments.

A motion was made by John Markiewicz to approve the document with the exceptions of page 93 (poverty guidelines) and page 109 (Bus pass Program) as previously discussed and remove all the explanatory comments/notes inserted by the CTC; seconded by Ron Howell; motion unanimously carried.

A Roll Call vote was taken and approved unanimously.

► I. COMMISSION UPDATE/LEGISLATIVE

Ms. De Jesus reported, that every year the TPO receive a planning grant from the TD Commission. This is what allows the TPO to provide support to the TD Board. This year through the legislative process in Tallahassee, the planning grants were lump together with the CTC's trip and equipment grant. When it was discovered, it was too late. As a way to fix this mistake the TPO must sign an agreement with the JTA to be reimburse for planning services provided to the TD Board. The TD Commission is working on a solution for next year. The only item the TD Board will not be able to do this fiscal year is the CTC evaluation because technically the CTC will be paying the Board to evaluate them. For that reason this fiscal year, the TD Board will not have a committee to evaluate the CTC.

Ms. Ogden stated, I thought being part of the CTC, they had to have an evaluation.

Ms. De Jesus commented, we have to go through the CTC to be reimbursed. So legally they will be paying us. Even though the money is coming from the Commission.

Board members discussed the need to keep the evaluation of the CTC even though it is not required. The Board agreed to form an Evaluation Committee and proceed with the CTC evaluation as is done every year. Members for the Evaluation Committee will be appointed at the November meeting.

► J. REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR

Mr. Gajdjis stated these statistics reflect what we collected from the AOR, and other data MV has been making progress in hiring and training employees after going through a period of losing a lot of drivers. In July, the CTC reached over

90% on time performance. The CTC wants to keep the productivity and the on time performance consistently at 90%.

Ms. Hathaway commented about safety. How the drivers are moving so quickly, they aren't properly locking down the clients.

Mr. Gajdjis stated safety is number one for everybody. Both the CTC as well as FDOT monitors. MV has a point system. Anything to do with improper tie downs, it is instant termination. We also track preventable and non-preventable accidents. FTA has a definition of what's preventable.

Chairman Newby thanked Nat Ford and the JTA Board for providing funding to transportation providers to increase the driver's hourly rate. That will help retain drivers.

Mr. Markiewicz commented about the no show rates.

Mr. Gajdjis responded, the goal is to keep the No Show rate under 4%, it has been below 4%.

Mr. Markiewicz commented, at one point it was over 10% close to 20%.

Mr. Gajdjis stated, No-shows are strictly monitored. Phone calls and letters are sent out. There is a mechanism that lets people dispute the no shows, because we know things happen.

► **K. REPORT OF THE JACKSONVILLE TRANSPORTATION ADVISORY COMMITTEE (JTAC)**

Wanda Hathaway spoke about the changes with the Jacksonville Advisory Board. Since Sharon Hoffmeyer took over as the new committee chair, the committee has been very active, and have formed other committees. Valerie Robinson is the chair of Medicaid Transportation. Doug is chair of Paratransit. Retha Forest is chair of Fixed Route. - The purpose of forming these committees is to work with JTA and find out if this areas can be improved. Chairman Newby asked was Ms. Hathaway going to be the organizer of the TD Day.

Ms. Hathaway answered yes.

► **L. UNFINISHED BUSINESS**

None.

► **M. NEW BUSINESS**

Ms. De Jesus stated that the TPO is working on their 2nd North Florida Safe Street Summit. It will be in St. Augustine. School of the Blind, City of St. Augustine, Flagler College, and St. Johns Counties are some of the participants. The theme for the summit is "Streets for the ages". Tickets are \$45. For more information, the website is: www.nflsafestreetsummit.com

► **N. PUBLIC COMMENTS**

Ms. Smokes stated that for the record she is the Executive Assistant for Disabled Services.

Ms. Ogden stated that Medicaid is starting its second round of contracts for the Manager Care program. Information will be sent out letting patients know about Medicaid health plans and that they will need to choose a dental plan. Ms. Ogden asked help to spread the word to Medicaid patients to keep their address information updated. Department of Children and Families and Medicaid mail is not forwarded, if the client has moved.

Mr. Gajdjis reminded everyone to please go over the packet he provided.

Mr. Perry just wanted to reiterate, the grants workshop for all agencies in our district is October 18, 2018.

► **O. ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:53 a.m. The next TD meeting will be November 1, 2018.

These are the official minutes for the Duval County Transportation Disadvantaged Coordinating Board meeting held on September 6, 2018.

Elizabeth De Jesus
Duval County TD Planning Agency

The 2018 bylaws were updated to include a membership representation for the Agency for Persons with Disabilities.

Approval of 2018 Bylaws Update

Agenda Item G

**North Florida
Transportation Planning Organization**

Bylaws

Duval County Transportation Disadvantaged Coordinating Board

Revised May 3, 2018

Updated November 1, 2018

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Bylaws of the Duval County Transportation Disadvantaged Coordinating Board

Article 1: PREAMBLE

The following sets forth the Bylaws which will guide the Duval County Transportation Disadvantaged Coordinating Board in its oversight of the community transportation coordinator hereinafter referred to as the CTC. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, *Florida Statutes*, and subsequent laws setting forth requirements for the coordination of transportation services for the transportation disadvantaged.

Article II: NAME AND PURPOSE

Section 1: Name

The name of the coordinating board shall be the **Duval County Transportation Disadvantaged Coordinating Board**, hereinafter referred to as the Board.

Section 2: Purpose

The primary purpose of the Board is:

1. To assist the North Florida Transportation Planning Organization (North Florida TPO) in identifying local service needs; and
2. To provide information, advice and direction to the community transportation coordinator (CTC) to coordinate services to the transportation disadvantaged in Duval County pursuant to Section 427.0157, *Florida Statutes*.

Article III: MEMBERSHIP APPOINTMENT, TERM OF NOTICE AND TERMINATING MEMBERSHIP

Section 1: Voting Members

In accordance with Section 427.0157, *Florida Statutes*, all voting members of the Board shall be appointed by the North Florida Transportation Planning Organization hereinafter referred to as the North Florida TPO.

A representative from the following agencies or groups shall be a voting board member:

1. North Florida TPO who has been appointed to serve as Chairperson;

Bylaws

2. The Florida Department of Transportation;
3. The Florida Department of Children and Families;
4. The Public Education Community;
5. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. The Florida Agency for Health Care Administration (MEDICAID);
7. A person recommended by the local Veterans Service Office representing the veterans of the county;
8. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged;
9. A person over sixty years of age representing the elderly in Duval County;
10. A person with disabilities representing Duval County residents with disabilities;
11. Two citizen advocates one of whom must be a user of the Duval County coordinated transportation system;
12. A local representative for children at risk;
13. The Chairperson or designee of the Jacksonville Transportation Authority, the local provider of public transit;
14. The Florida Department of Elder Affairs; and
15. An experienced representative of the local private for profit transportation industry. If such a representative is not available, a local private non-profit representative will be acceptable, except where said representative is also the community transportation coordinator.
16. A representative of the Regional Workforce Development Board;
17. A representative of the local medical community (which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.).
18. A local representative of the Agency for Persons with Disabilities.

Section 2: Technical Advisors

Upon a majority vote of the voting membership present, technical advice may be approved to provide the Board with technical expertise as needed.

Section 3: Alternate Members

Alternates are to be appointed by the agency representative. The North Florida TPO may name one (1) alternate for each voting member of the Board not representing an agency. Alternates will be allowed to vote only in the absence of the voting member whom they represent.

Section 4: Terms of Appointment

Except for the Chairperson, the board members shall be appointed for three (3) year staggered terms. The Chairperson shall serve until replaced by the North Florida TPO. If a member term has expired he/she will serve until a replacement is appointed.

Section 5: Termination of Membership

A member may resign at any time by notice in writing to the Chairperson. Unless specified, such resignation shall take effect when the Chairperson receives the letter.

Each member is expected to demonstrate his/her interest in the Board's activities by attending the scheduled meetings. If an absence occurs, the absent member should ensure that his/her alternate is present. The North Florida TPO shall review the appointment of any voting member who fails to attend three (3) consecutive meetings.

Failure of an agency representative or his/her alternate to attend three (3) consecutive meetings will result in a letter to his/her superior requesting nomination of a replacement.

Article IV: OFFICERS AND DUTIES

Section 1: Number

The Board officers shall be a Chairperson and a Vice-Chairperson.

Section 2: Chairperson

The North Florida TPO shall appoint one member who is an elected official to serve as Chairperson. The Chairperson shall preside at all meetings. The duties of the Chairperson include responsibility for meeting agendas, notices and minutes. The North Florida TPO staff will assist the Chairperson in these tasks and will further assist the Chairperson by preparing and duplicating materials to be distributed at meetings. The Chairperson shall serve until replaced by the North Florida TPO.

Section 3: Vice-Chairperson

The Board shall hold an annual meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the members present. The Vice-Chairperson shall serve a term of one year starting at the next meeting.

Article V: BOARD MEETINGS

Section 1: Regular Meetings

The Board shall meet the first Thursday of March, May, September, and November unless it is determined by the Chairperson that there is not sufficient business to warrant a meeting. In accordance with Section 427.0157, *Florida Statutes*, the Board shall meet at least quarterly.

Section 2: Special Meetings

The Chairperson may convene special Board meetings provided that proper notice is given to all members and other interested parties. Meeting notices must be posted 48 hours in advance and, if time permits, a notice should be published in the *Florida Times-Union* and/or other local newspapers.

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Section 3: Notice of Meetings

Notices and tentative agendas shall be sent to all Board members and other interested parties within a reasonable amount of time prior to the Board meeting. Such notice shall state the date, time and meeting place. Meeting notices must be posted at least 48 hours in advance and published in the *Florida Times-Union* and/or other local newspapers.

Section 4: Quorum

At all Board meetings, a majority of the voting members present (50% plus 1, not included vacant positions), shall constitute a quorum to transact business. In the absence of a quorum, those present may without notice other than by the announcement at the meeting, recess the meeting, until a quorum is present. At any such recessed meeting any business may be transacted which might have been transacted at the meeting as originally called.

Section 5: Voting

At all meetings at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the majority vote of the members present.

Section 6: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.

Article VI: STAFF

Section 1: General

The North Florida TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Section 427.0157, *Florida Statutes*. These responsibilities include providing staff to manage and oversee the Board operations and assist in scheduling meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the Board within the limits of the resources available.

Article VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2, *Florida Administrative Code*.

1. Maintain official meeting minutes reflecting official actions taken and a meeting roster. A copy of the minutes shall be provided to the Florida Commission for the Transportation Disadvantaged, hereinafter referred to as the Commission, and to the Chairperson of the North Florida TPO.
2. Review and approve the Memorandum of Agreement between the CTC and the Commission including the Transportation Disadvantaged Service Plan.
3. On a continuing basis, evaluate services provided under the Transportation Disadvantaged Service Plan. Annually, the Board shall evaluate the performance of the CTC and provide this evaluation to the North Florida TPO and to the Commission. Recommendations relative to performance and the renewing of the CTC's contract shall be included.

4. In cooperation with the CTC, review and provide recommendations to the Commission and the North Florida TPO on all application for local, state or federal funds relating to transportation for the transportation disadvantaged in Duval County. This action ensures that all such expenditures are provided in the most cost effective and efficient manner. The review process shall include at least:
 - a. The review of applications to ensure that they are consistent with the Transportation Disadvantaged Service Plan. This review shall consider:
 - (1) The need for the requested funds or services;
 - (2) Consistency with local governments comprehensive plans and
 - (3) Coordination with the Jacksonville Transportation Authority and the CTC.
 - b. Notifying the Commission of any unresolved funding requests without delaying the application process.
5. Review coordination strategies for service provision to the transportation disadvantaged in Duval County to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service to increase ridership and to service a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation with adjacent counties when it is appropriate and cost effective.
 - a. Support inter- and intra-county agreements to improve coordination to reduce costs for service delivery, maintenance, insurance or other identified strategies.
 - b. Seek the involvement of the private and public sectors, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
6. Appoint a Grievance Committee to serve as a mediator to process and investigate complaints from agencies, users and potential users of the coordinated transportation system. The Committee shall meet as often as necessary to resolve grievances in a timely manner. The membership of this Committee shall be as specified in Article VIII, Section 2 of these Bylaws.
7. In coordination with the CTC, develop application for funds that may become available.
8. Consolidate annual budget estimates for local agencies or programs receiving direct federal funding to provide transportation to the transportation disadvantaged.
9. Assist the North Florida TPO in preparing of the Transportation Disadvantaged Element of the annually update Transportation Improvement Program.
10. Annually review the CTCs contracts with local transportation providers to determine if these contracts are cost-effective and provide efficient service.

Bylaws

Article VIII: COMMITTEES AND SUBCOMMITTEES

Section 1: Committees and Subcommittees

Committees and subcommittees shall be designated by the Chairperson as needed to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All subcommittees can be assembled and dissolved as deemed necessary, with the exception of the Evaluation Committee and Grievance Committee which shall be standing Committees. The Chairperson shall serve as an ex-officio member of all committees and subcommittees. Each committee and/or subcommittee shall elect a Chairperson from its membership.

Section 2: Evaluation Committee

A five member Evaluation Committee shall be designated by the Chairperson to perform the annual evaluation of the Community Transportation Coordinator (CTC) and to monitor the CTC performance on a quarterly basis. The Chairperson of this committee shall be selected by the committee members and shall serve a one year term.

Section 3: Grievance Committee

A five member Grievance Committee shall be designated by the Chairperson to serve as a mediator to process and investigate grievances from agencies, users and potential users of the coordinated transportation system.

The membership of the Grievance Committee shall include at least one representative of the Florida Department of Transportation, the Florida Department of Children and Families, the Florida Department of Labor and Employment Security or the Florida Agency for Health Care Administration.

Article IX: COMMUNICATION WITH OTHER AGENCIES

Section 1: General

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*.

Article X: CERTIFICATION

The undersigned hereby certifies that he is Chairman of the Duval County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Duval County Transportation Disadvantaged Coordinating Board on the 3th day of May, 2018.

Chairman
Duval County Transportation Disadvantaged Coordinating Board

Report of the
Community
Transportation
Coordinator

Agenda Item J

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
July 1, 2018- June 30, 2019

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	FYTD Total	Average
Total Service														
Unduplicated Passengers	2,260	2,423	2,348											2,343.7
Total Para Passenger Transported	30,301	33,903	31,599										95,803	31,934.3
Vehicles in Service (max)	85	86	83											84.5
Revenue Hours	18,717	21,015	19,692										59,424	19,807.9
Revenue Miles	327,189.7	365,798.9	345,232.0										1,038,220.6	346,073.5
Total Vehicle Miles	374,991.2	416,809.9	392,070.4										1,183,871.5	394,623.8
Service Effectiveness														
Total Revenue Miles / Passengers	10.8	10.8	10.9											10.8
Total Passengers / Revenue Hour	1.62	1.61	1.60											1.6
Cost Effectiveness														
Total Billable Cost For All Trips	\$ 1,332,999	\$ 1,428,626											\$ 2,761,625	\$ 1,380,812.50
Total Billable Cost/Revenue Hour	\$ 71.22	\$ 67.98	\$ -											\$ 69.60
Total Billable Cost/ Passenger Trip	\$ 43.99	\$ 42.14	\$ -											\$ 43.07
Trip Status Detail														
Trips Requested (Trips booked)	38,615	42,159	39,439	-	-	-	-	-	-	-	-	-	120,213	40,071.0
Advanced Cancels (Advanced CX, User Error CX, Site Closure CX)	5,479	5,423	4,976										15,878	5,292.7
Scheduled Trips (Trips booked less advanced cancels)	33,136	36,736	34,463	-	-	-	-	-	-	-	-	-	104,335	34,778.3
No-Shows (No shows, cancelled @ door)	602	737	892										2,231	743.7
Late Cancel	393	493	597										1,483	494.3
Net No Shows	995	1,230	1,489	-	-	-	-	-	-	-	-	-	3,714	1,238.0
Not Transported - Error (NE, CP, NP)	647	661	248										1,556	518.7
Missed Trips (No-shows outside the window)	140	231	196										567	189.0
Same Day Cancels	3,830	3,836	3,690										11,356	3,785.3
Completed Trips	27,524	30,778	28,840	-	-	-	-	-	-	-	-	-	87,142	29,047.3
No-show % of Scheduled	3.0%	3.3%	4.3%											0.0
No-show % of Scheduled - YTD														
CTC Call Center Information														
Calls Offered	19,397	22,632	21,710										63,739	21,246.3
Calls Answered	18,442	21,134	20,212										59,788	19,929.3
Calls (long) Abandoned	611	1,054	1,044										2,709	903.0
Hang-Ups (short abandon)	344	444	454										1,242	414.0
Average Hold Time (Secs)	55	68	74										197	65.7
Complaints / Commendations														
Policy	-	1	4										5	2.5
Service	46	69	61										176	58.7
Vehicle	-	5	-										5	5.0
Other	1	7	1										9	3.0
Total Valid Complaints Received	47	82	66	-	-	-	-	-	-	-	-	-	195	65.0
Commendations by CTC	5	2	3										10	3.3
Commendations by Transportation Providers	90	83	54										227	75.7
Total Commendations	95	85	57	-	-	-	-	-	-	-	-	-	237	79.0
Complaints per 10,000 Trips	15.5	26.6	22.9										22.4	21.7

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
July 1, 2018- June 30, 2019

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	FYTD Total	Average
Service Reliability														
Total Completed Trips														
MV	13,849	16,393	16,310											15,517
CRC	8,100	8,839	7,848											8,262
Gresham	5,575	5,546	4,682											5,268
Total Trips	27,524	30,778	28,840	-	-	-	-	-	-	-	-	-	87,142	29,047
Percent On-Time Trips														
MV	89.2%	83.9%	84.1%											1
CRC	91.1%	87.9%	86.2%											1
Gresham	91.3%	86.5%	86.0%											1
Total On-Time	90.2%	85.5%	85.0%											1
Total Trips - Includes No-Shows, Cancel Door and Missed Trips														
MV	14,197	16,934	16,955										48,086	16,029
CRC	8,320	9,115	8,127										25,562	8,521
Gresham	5,766	5,743	4,869										16,378	5,459
TOTAL	28,283	31,792	29,951	0	0	0	0	0	0	0	0	0	90,026	30,009
Late Pick-Ups														
MV	1,538	2,728	2,695										6,961	2,320
CRC	740	1,099	1,120										2,959	986
Gresham	502	773	681										1,956	652
TOTAL	2,780	4,600	4,496	0	0	0	0	0	0	0	0	0	11,876	3,959
Complaints (Valid)														
MV	35	47	52										134	45
CRC	5	14	6										25	8
Gresham	7	15	8										30	10
JTA	0	6	0										6	6
TOTAL	47	82	66	0	0	0	0	0	0	0	0	0	195	65
Accidents - Person Only (Chargeable)														
MV	0	1	0										1	1.0
CRC	0	1	0										1	1.0
Gresham	1	0	0										1	1.0
TOTAL	1	2	0	0	0	0	0	0	0	0	0	0	3	1.5
Accidents - Person Only (Non-Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
Gresham	0	0	0										-	n/a
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
Accidents - Vehicle Only (Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
Gresham	0	0	0										-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Accidents - Vehicle Only (Non-Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
Gresham	0	0	0										-	n/a
TOTAL	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a

Table 9 Annual/Monthly Statistical Summary
Evaluation of the Community Transportation Coordinator
July 1, 2018- June 30, 2019

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	FYTD Total	Average
Accidents - Person & Vehicle (Chargeable)														
MV	0	1	0										1	1.0
CRC	0	0	0										-	n/a
Gresham	0	0	0										-	n/a
TOTAL	0	1	0	0	0	0	0	0	0	0	0	0	1	1.0
Accidents - Person & Vehicle (Non-Chargeable)														
MV	0	0	0										-	n/a
CRC	0	0	0										-	n/a
Gresham	0	0	0										-	n/a
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	-	n/a
Total Chargeable	1	3	-	-	-	-	-	-	-	-	-	-	4	2.0
Total Non-Chargeable	-	-	-	-	-	-	-	-	-	-	-	-	-	n/a
Total Accidents	1	3	-	-	-	-	-	-	-	-	-	-	4	2.0
Accidents per 100,000 Miles													0.4	#DIV/0!
Road Calls														
TOTAL													-	n/a
Total Roadcalls													-	n/a
Total Vehicle Miles / RM														n/a
Trips >60-minutes Late	27	82	57										166	14
Service Utilization														
Trips Denied	0	0	0	0	0	0	0	0	0	0	0	0	0	
Trip Purpose														
Employment	4,825	5,578	5,188										15,591	5,197.0
Percent of Total Trips	18%	18%	18%											18%
Medical	6,107	6,627	5,848										18,582	6,194.0
Percent of Total Trips	22%	22%	20%											21%
Dialysis	6,284	6,730	6,188										19,202	6,400.7
Percent of Total Trips	23%	22%	21%											22%
Education	1,157	2,004	2,269										5,430	1,810.0
Percent of Total Trips	4%	7%	8%											6%
Shopping	1,267	1,354	1,315										3,936	1,312.0
Percent of Total Trips	5%	4%	5%											5%
Other	7,884	8,485	8,032										24,401	8,133.7
Percent of Total Trips	29%	28%	28%											28%
TOTAL	27,524	30,778	28,840	-	-	-	-	-	-	-	-	-	87,142	29,047
Service Utilization														
Population Served/Passengers														
Ambulatory	22,038	25,171	23,500										70,709	23,569.7
Wheelchair	6,553	6,959	6,479										19,991	6,663.7
Scooter	1,710	1,773	1,620										5,103	1,701.0
Total	30,301	33,903	31,599	-	-	-	-	-	-	-	-	-	95,803	31,934.3
Population Served/Trips														
Ambulatory	19,324	22,132	20,822										62,278	20,759.3
Wheelchair	6,512	6,909	6,428										19,849	6,616.3
Scooter	1,688	1,737	1,590										5,015	1,671.7
Total	27,524	30,778	28,840	-	-	-	-	-	-	-	-	-	87,142	29,047.3
Road call, Major Mechanical Failures (RM)														
Road call, Minor Mechanical Failures (RO)														

This section includes

- 2019 Meeting schedule

Information Section

North Florida TPO Meeting Schedule 2019

TPO – 10 a.m. 2nd Thursday Monthly	TCC – 10 a.m. 1st Wednesday Monthly	CAC – 2 p.m. 1st Wednesday Monthly	TD – 9 a.m. 1st Thursday Quarterly
February 14	February 6	February 6	March 7
March 14	March 6	March 6	May 2
April 11	April 3	April 3	September 5
May 9	May 1	May 1	November 7
June 13	June 5	June 5	
August 8	August 7	August 7	
September 12	September 4	September 4	
October 10	October 2	October 2	
November 14	November 6	November 6	
December 12	December 4	December 4	

THERE ARE NO MEETINGS IN JANUARY AND JULY.