

JACKSON COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

FISCAL YEAR 2023-2028

Prepared by the

Jackson County
Transportation Disadvantaged Coordinating Board

Jackson Transportation, Inc.
d.b.a. JTrans
the Community Transportation Coordinator

Apalachee Regional Planning Council
the Designated Official Planning Agency

Approved by the

Jackson County Transportation Disadvantaged Coordinating Board

on September 26, 2023

Updated June 11, 2024

Updated June 17, 2025

Updated June 11, 2026

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APALACHEE REGIONAL PLANNING COUNCIL

Local Partnerships. Regional Impact.

Jackson County Coordinating Board Membership Certification

The Apalachee Regional Planning Council certifies that:

1. The membership of the local coordinating board, established pursuant to rule 41-2.012(3), F. A. C., does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Representation	Member's Name	Alternate's Name	Term
Chairman	Edward Crutchfield		
Elderly	Charlotte Gardner		July 2023 – June 2026
Disabled	Eric Lovely		July 2024 – June 2027
Citizen Advocate	(vacant)		
Citizen Advocate/User	(vacant)		
Veterans	Susan Blount		July 2024 – June 2027
Community Action	(vacant)	Shareta Wright-Green	
Public Education	Michael "MJ" Jackson	Chris Johnson	July 2025 – June 2028
Children at Risk	Theresa Harrison	Valerie Lawton	July 2025 – June 2028
Workforce Dvp Board	Debby Wood	Richard Williams	July 2024 – June 2027
Medical	Katrice Davis	Emily Bass	July 2024 – June 2027
FDOT	Debbie "Toni" Prough	Zach Balassone	July 2025 – June 2028
FDCF	(vacant)		
FDOE/VR	Paula Wynn	Darlene Boykin	July 2025 – June 2028
FDEA	Denease Rhynes	Mindy Feathers	July 2025 – June 2028
AHCA	Ashlee Barton	Latarsha Hampton	July 2025 – June 2028
APD	Mariah Evans	Dwayne Jones	July 2025 – June 2028
Private Trans. Industry	<i>Not Applicable</i>		
Mass/Public Transit	<i>Not Applicable</i>		

Signature:

Ricky D. Jones

Ricky Jones

Date: August 28, 2025

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Update Table

JACKSON COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE TABLE June 11, 2026

Updated/amended areas are indicated with a “✓”.

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION
ROLL CALL VOTE PAGE

✓
✓

DEVELOPMENT PLAN	PAGE	UPDATE
I. INTRODUCTION TO THE SERVICE AREA		✓
A. Background of the TD Program		
B. Community Transportation Coordinator Designation Date/History		
C. Organizational Chart	10	✓
D. Consistency Review of Other Plans		
E. Public Participation	12	✓
II. SERVICE AREA PROFILE/DEMOGRAPHICS		✓
A. Service Area Description		
B. Demographics		✓
a. Land Use		
b. Population/Composition	14 – 17	✓
c. Employment	18 – 19	✓
d. Major Trip Generators/Attractors	19 – 23	✓
e. Inventory of Available Transportation Services	24	✓
III. SERVICE ANALYSIS		
A. Forecasts of TD Population	26	✓
B. Needs Assessment	28	✓
C. Barriers to Coordination		
IV. GOALS, OBJECTIVES, AND STRATEGIES		
V. IMPLEMENTATION SCHEDULE		

SERVICE PLAN	PAGE	UPDATE
VI. OPERATIONS		✓
A. Types, Hours, and Days of Service		
B. Accessing Services		
C. Transportation Operators and Coordination Contractors		
D. Public Transit Utilization		
E. School Bus Utilization		
F. Vehicle Inventory	40	✓
G. System Safety Program Plan Certification	41	✓
H. Intercounty Services		
I. Emergency Preparedness and Response		
J. Education Efforts/Marketing		
K. Acceptable Alternatives		
L. Service Standards		
M. Service Animal Policy		
N. Local Complaint and Grievance Procedure/Process		
O. CTC Monitoring Procedures for Operators and Coordination Contractors		
P. Coordination Contract Evaluation Criteria		
VII. COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION	51	✓

QUALITY ASSURANCE		PAGE	UPDATE
VIII.	QUALITY ASSURANCE		✓
	A. Coordinator Evaluation Process		
	B. Coordinator Monitoring Procedures of Operators and Coordination Contractors		
	C. Coordination Contract Evaluation Criteria		
	D. Planning Agency Evaluation Process	54	✓

Adoption of TDSP Roll Call Vote

**JACKSON COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
JUNE 17, 2025**

**ADOPTION OF
TRANSPORTATION DISADVANTAGED SERVICE PLAN
FOR THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

ROLL CALL VOTE

Representation	Member	Voted For	Voted Against	Absent From Voting
Chairman	Edward Crutchfield			✓
Elderly	Charlotte Gardner			✓
Disabled	Eric Lovely			✓
Citizen Advocate	Denease Rhynes	✓		
Citizen Advocate/User	(vacant)	✓		
Veterans	Susan Blount	✓		
Community Action	(vacant)			✓
Public Education	Michael "MJ" Jackson	✓		✓
Children at Risk	Theresa Harrison <i>ALT 2</i>	✓		
Workforce Dvp Board	Debby Wood	✓		
Medical	Katrice Davis	✓		
FDOT	Debbie "Toni" Prough			
FDCF	(vacant)	✓		
FDOE/VR	Paula Wynn	✓		
FDEA	(vacant)	✓		
AHCA	Ashlee Barton	✓		
APD	Mariah Evans	✓		
Private Trans. Industry	<i>Not Applicable</i>			
Mass/Public Transit	<i>Not Applicable</i>			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the 17th day of June, 2025.

Coordinating Board Chairperson *Interim: Ashlee Barton*

* * * *

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

Development Plan

I. Introduction to the Service Area

A. Background of the Transportation Disadvantaged Program

Transportation is often the vital link between not only quality of life, but also, jobs, access to medical care, and other life sustaining needs for some of the most vulnerable citizens. The Florida Legislature created the Florida Commission for the Transportation Disadvantaged (Commission) in 1989 to coordinate the transportation services provided to the transportation disadvantaged. The authority of the Commission derives from Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The Commission is an independent agency located within the Department of Transportation for administrative and fiscal purposes. In all respects, the Commission operates independently, with rule making and budget authority. The Commission employs staff to administer and monitor the statutory requirements for the program.

Florida's transportation disadvantaged are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk. Chapter 427, Florida Statutes was created to promote the delivery of transportation services to the transportation disadvantaged in a coordinated manner that is cost effective, efficient, and reduces fragmentation and duplication of services, as well as increase planning for transportation services.

In 1990, the Apalachee Regional Planning Council applied for the designation as the official planning agency for the county. In the application, the Apalachee Regional Planning Council noted its qualifications, experienced personnel, and knowledge of planning. Also, the Apalachee Regional Planning Council demonstrated how it would comply with the duties and responsibilities of the designated official planning agency for various activities.

Once appointed by the Commission for the Transportation Disadvantaged as the designated official planning agency for the county, the Apalachee Regional Planning Council applied for and received funding from the Commission through the Transportation Disadvantaged Trust Fund. Since then, the Council has continued to serve as the designated official planning agency for the county.

B. Community Transportation Coordinator Designation Date/History

The Apalachee Regional Planning Council, as the designated official planning agency for the county, initiated a procedure for the selection of a community transportation coordinator in 1990. The Apalachee Regional Planning Council, in consultation with the local transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community transportation coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. Jackson County ARC was selected as the community transportation coordinator.

November 15, 1994 the community transportation coordinator for Jackson County resigned due to the restructuring of the organization. The Apalachee Regional Planning Council, as the official planning agency for Jackson County, initiated a procedure for the selection of a community transportation coordinator. The Apalachee Regional Planning Council, in consultation with the Jackson County transportation disadvantaged coordinating board, contacted local public officials and requested them to post information regarding the community coordinator position in public buildings in the county. Staff also contacted current providers of transportation services. There was only one response related to the position, Jackson County Transportation, Inc. The Apalachee Regional Planning Council and the Jackson County transportation disadvantaged coordinating board then evaluated the provider of transportation services and determined that Jackson County Transportation, Inc. was the best source of providing the needed transportation due to its years of experience and its large fleet of vehicles to provide the services in a cost competitive fashion. Jackson County Transportation, Inc. demonstrated itself to be a reliable transportation service for Jackson County while under the umbrella of Jackson County Association for Retarded Citizens. The Jackson County transportation disadvantaged coordinating board recommended to the Apalachee Regional Planning Council Jackson County Transportation, Inc. as the community transportation coordinator on October 11, 1994. Jackson County Transportation, Inc. was then designated by the Commission on October 27, 1994, as the community transportation coordinator. Jackson County Transportation, Inc. has continued to serve as the community transportation coordinator for Jackson County since that date. The most recent designation was made by the Commission for the Transportation Disadvantaged on December 15, 2022 for the continuation of Jackson County Transportation, Inc. as the community transportation coordinator, effective July 1, 2023 for a five-year term.

C. Organizational Chart

The Florida Coordinated Transportation System is made up of many components. The principal participants in the delivery of transportation disadvantaged services in Florida are described below.

Commission for the Transportation Disadvantaged was created to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency within the Department of Transportation. It administers the Transportation Disadvantaged Trust Fund for the Commission's operations and a statewide local grants program for the delivery of transportation services. The Commission appoints the community transportation coordinators and the designated official planning agency in each service area. The mission statement of the Commission is to "Ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons".

Designated Official Planning Agencies have the responsibility for transportation disadvantaged planning. They recommend to the Commission the community transportation coordinator to serve in the service area. The designated official planning agency also appoints and staffs the local coordinating board.

Transportation Disadvantaged Coordinating Board provides local assistance to the community transportation coordinator. They identify local service needs and provide information, advice, and direction to the coordinator on the coordination of services. Each coordinating board is recognized as an advisory body in its service area and is composed of local representatives from different sectors of the community, such as the elderly, the disabled, the economically disadvantaged, veterans, users, public

education, agencies that purchase transportation services, transportation industry/providers, and local government.

Community Transportation Coordinator occupies a highly visible position in the Florida Coordinated Transportation System and must perform its duties in a thoroughly professional manner. The community transportation coordinator is responsible for the actual arrangement and delivery of transportation services for transportation disadvantaged persons in a service area. All agencies and transportation operators that receive federal, state, or local government transportation funds are required to contract with the community transportation coordinator for transportation services. The coordinator may contract with local transportation operators to provide transportation or, if none exists, may provide all the transportation services.

Transportation Operators are the actual providers of transportation services. Any public, private for-profit, or private non-profit provider of transportation services under contract with a community transportation coordinator is considered a transportation operator. Any social service agency that operates its own vehicles for the delivery of transportation service is also considered a transportation operator if the vehicles are purchased or operated with federal, state, or local government funds, and it must contract with the community transportation coordinator. The community transportation coordinator is itself a transportation operator if it provides some or all of the service.

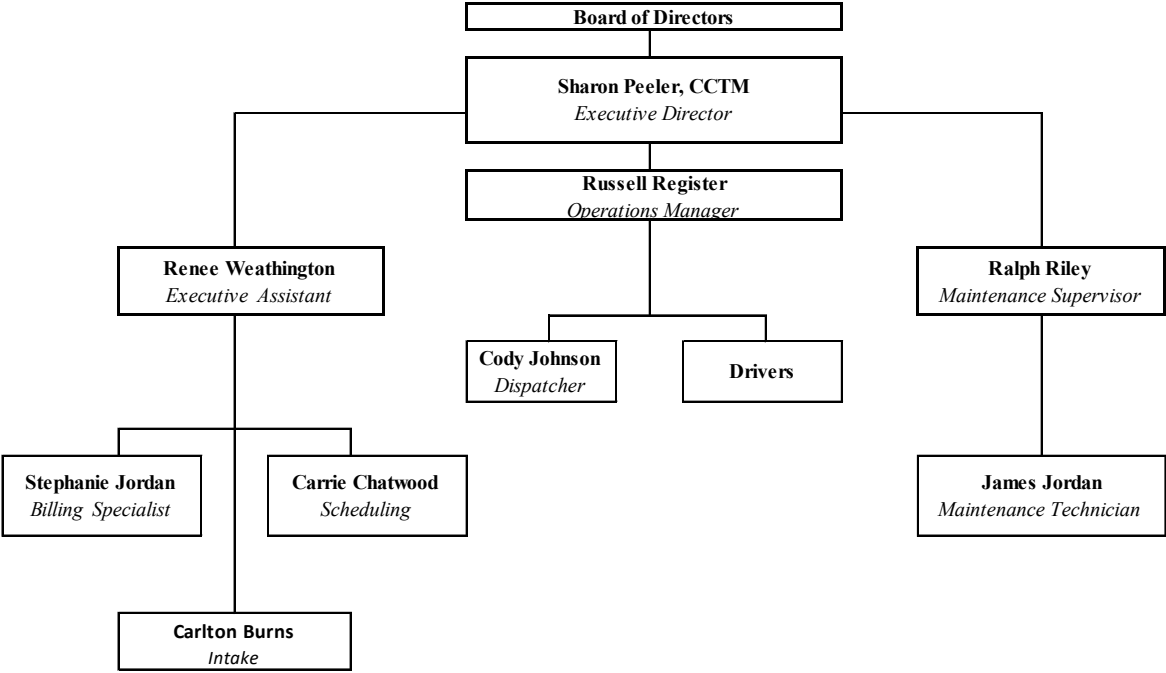
Purchasing and Funding Agencies are those agencies receiving federal, state, or local government funds for transportation. These agencies must purchase service from the community transportation coordinator.

Transportation Disadvantaged Persons are defined in Chapter 427, Florida Statutes, as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities. The legislation also includes children who are “high-risk” or “at-risk” of developmental disabilities.

COORDINATED TRANSPORTATION SYSTEM



Organizational Chart



D. Consistency Review of Other Plans

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

Local Government Comprehensive Plan

Pursuant to Chapter 163, Florida Statutes, each local government in Florida must prepare and adopt a comprehensive plan which inventories existing land uses, infrastructure, housing conditions, transportation systems and establishes goals, objectives and policies designed to manage growth during the planning period, which must be, at a minimum, ten years. Local comprehensive plans must contain at least one or more specific objectives which would “coordinate with the plans of any appropriate metropolitan planning organization, any public transportation authority, any appropriate resource planning and management plan prepared pursuant to Chapter 380, Florida Statutes, and approved by the Governor and Cabinet, and the Florida Department of Transportation’s 5-Year Transportation Plan”.

Apalachee Strategic Regional Policy Plan

The Apalachee Strategic Regional Policy Plan, adopted June 1996, establishes a goal to reduce the number of transportation disadvantaged persons not served by the coordinated system.

Included within this goal are policies and implementation strategies necessary for achieving the goal.

Transit Development Plan

This plan is not applicable to this area.

Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The statewide five-year plan, mandated by Chapter 427, Florida Statutes projects the demand for transportation disadvantaged services over the next five years and compares the cost of meeting that demand with the projected availability of funds. The plan also develops goals, objectives, and implementation strategies for meeting the needs of the transportation disadvantaged. The plan is comprised of many sections; among them are descriptions of the transportation disadvantaged services.

Metropolitan Planning Organization Long Range Transportation Plan

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

Transportation Improvement Program

The county is not located within a metropolitan planning organization and, therefore, this plan is not applicable to this area.

E. Public Participation

It is important that stakeholders be included in the development and implementation of the transportation disadvantaged service plan. A public hearing is held annually to allow residents the opportunity to discuss unmet transportation needs, or any other areas that relate to the local transportation services. All board and committee meetings are advertised in the local newspapers. The quarterly meeting agendas include an opportunity for public comments.

The Apalachee Regional Planning Council selects the transportation disadvantaged coordinating board’s membership from a cross section of the local community to include representation from (a)

transportation partners, (b) passengers and advocates, (c) human service partners and (d) others. The Apalachee Regional Planning Council contacts agencies and community human services programs and requests their nominations to the transportation disadvantaged coordinating board. User group nominations such as the disabled, users and the elderly are received by recommendation from community advocates in the community. The Apalachee Regional Planning Council submits the transportation disadvantaged coordinating board membership certification to the Commission and certifies that the membership of the local coordinating board, established pursuant to Rule 41-2.012(3), F.A.C., does in fact represent the appropriate parties. The membership varies throughout the year due to term expirations, resignations, and member's inability to attend meetings on a regular basis. Amendments are provided as needed throughout the year.

LOCAL COORDINATING BOARD CERTIFICATION

Representation	Member's Name	Alternate's Name	Term
Chairman	Edward Crutchfield		
Elderly	Charlotte Gardner		July 2026 – June 2029
Disabled	(Vacant)		
Citizen Advocate	Heather Sanders		July 2026 – June 2029
Citizen Advocate/User	Eric Lovely		July 2024 – June 2027
Veterans	Susan Blount		July 2024 – June 2027
Community Action	(Vacant)		
Public Education	Michael "MJ" Jackson	Chris Johnson	July 2025 – June 2028
Children at Risk	Valery Lawton	Theresa Harrison	July 2025 – June 2028
Workforce Dvp Board	Debby Wood	Richard Williams	July 2024 – June 2027
Medical	Katrice Davis	Emily Bass	July 2024 – June 2027
FDOT	Debbie "Toni" Prough	Zach Balassone	July 2025 – June 2028
FDCF	(Vacant)		
FDOE/VR	Paula Wynn	Darlene Boykin	July 2025 – June 2028
FDEA	Denease Rhynes	Rachel Mears	July 2025 – June 2028
AHCA	Ashlee Barton	Latarsha Hampton	July 2025 – June 2028
APD	Mariah Evans	Dwayne Jones	July 2025 – June 2028
Private Trans. Industry	Not Applicable		
Mass/Public Transit	Not Applicable		

Updated June 2026

II. Service Area Profile/Demographics

A. Service Area Description

Jackson County is located in north Florida and is bordered by Holmes, Washington, Calhoun, Gadsden and Bay Counties in Florida; Seminole County, Georgia; and Geneva and Houston Counties in Alabama. Jackson County is the only county in Florida to border two states. The county has 917.76 square miles of land and 36.80 square miles of water for a total area of 954.56 square miles. There are 11 municipalities in the county - Alford, Bascom, Campbellton, Cottondale, Graceville, Grand Ridge, Greenwood, Jacob, Malone, Marianna and Sneads. The City of Marianna serves as the county seat. Concentrated, residential areas include Cypress and Two Egg.

B. Demographics

a. Land Use

The fundamental purpose of any transportation system is to move people between specific points. Therefore, the transportation system has considerable influence on the distribution of land uses, population, and activities. Furthermore, the greater the efficiency of and access to a transportation system, the more vital and productive the economy. An adequate system consists of many different modes, including mass transit, paratransit transportation, and individual travel.

In Florida, the allocation and management of land is governed by Chapter 163, Florida Statutes, which is known as the Local Government Comprehensive Planning and Land Development Regulation Act. Chapter 163, Florida Statutes, required local governments to prepare a comprehensive plan that allocates land by use (e.g., residential, commercial, industrial, etc.) and establishes density and intensity standards for development. The amount of land assigned by a local government usually correlates to past development trends, population changes, the available transportation network and other public infrastructure, such as potable water, and centralized sewer, and expectations of future behavior and trends.

The comprehensive plans for the municipalities and towns indicate that residential land within the municipalities occupies the largest percentage of developed land. Future land use maps indicate that moderate residential growth will occur in areas presently designated as residential. Other areas were designated as commercial, industrial, and public which would contain retail opportunities, employment centers, and governmental services. The future land use allocations indicate that origination points may change within the next ten years while destination points remain similar.

The roadways of the county have been classified according to their primary function or use utilizing standards developed by the Florida Department of Transportation. The existing level of service indicates that traffic flow within the county is relatively stable and free flowing. These factors indicate that travel time within the county will be influenced primarily by distance.

A key factor affecting the use of alternative means of travel is land use. Locating housing in close proximity to services, shopping, employment, and other facilities can provide accessibility for those who can't or choose not to drive, reducing vehicle trips and reducing trip lengths for those who do drive. Furthermore, a long-distance drive to work increases the cost to the employee and the transportation

system. The reverse, increasing the availability of services, shopping, and employment within the rural county, increases accessibility and reduces traffic impacts in the larger counties.

Staff of the community transportation coordinator has indicated that the majority of inter-county trips are medical trips and has Tallahassee and Panama City as their primary destinations. Based on the existing and adopted Level of Service standards, travel time should be primarily influenced by distance. Within the City of Tallahassee, traffic volumes are higher and may increase the travel time to medical care.

b. Population/Composition

In 2020, the United States Census Bureau's Decennial Census reported the county's population as 47,319. The 2025 Florida Population Studies and the 2025 Florida Estimates of Population, compiled by the Bureau of Economic and Business Research (BEBR), University of Florida, along with the United States Census Bureau's American Community Survey (ACS), provide quick, comprehensive overviews of current economic and demographic characteristics of the county. The information provided by BEBR and the ACS are the most recent datasets available and may vary from the Decennial Census. An overview of current economic and demographic characteristics of the county is provided in the following tables.

Population Growth

<i>Year</i>	<i>Total</i>	<i>0-14</i>	<i>15-24</i>	<i>25-44</i>	<i>45-64</i>	<i>65+</i>	<i>18+</i>
2020	47,409	7,137	5,362	12,954	12,543	9,413	38,638
2024	48,250	7,462	5,489	12,922	12,299	10,078	39,155

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table: S0101*

Population Composition

Men	26,334
Women	21,916
Veterans	2,934
Disabled	7,462
Median age (years)	43
Public School Enrollment	9,650
High School Graduate or Higher	83.9%
Bachelor's Degree or Higher	15.1%

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table(s): DP02, DP05*

Population Projections

These chart indicate the anticipated county growth in population based on census counts, estimates and projections.

<i>Jackson</i>	<i>April 1, 2025 (est) 49,728</i>	<i>2030</i>	<i>2035</i>	<i>2040</i>	<i>2045</i>	<i>2050</i>
Low		47,900	46,800	45,700	44,700	43,700
Medium		50,500	51,000	51,500	51,800	52,100
High		53,100	55,200	57,200	59,000	60,600

SOURCE: 2025 Florida Population Studies, Bureau of Economic & Business Research, Volume 59, Bulletin 203, February 2026

Population Distribution

<i>Location</i>	<i>2020 Census</i>	<i>April 1, 2025 (est)</i>	<i>Percentage of Change 2020-2025</i>
Alford	484	482	-0.4%
Bascom	87	89	2.3%
Campbellton	191	193	1%
Cottdondale	848	861	1.5%
Graceville	2,153	2,053	-4.6%
Grand Ridge	882	949	7.6%
Greenwood	539	547	1.5%
Jacob City	217	223	2.8%
Malone	1,959	1,962	0.2%
Marianna	6,245	7,103	13.7%
Sneads	1,699	1,658	-2.4%
Unincorporated	32,015	33,608	5%
County	47,319	49,728	5.1%

SOURCE: 2025 Florida Estimates of Population, Bureau of Economic & Business Research, April 2025

Housing Classifications and Patterns

As the region continues to grow, additional housing will be needed in every county. Where this housing should be located is a major planning issue. Local, state, and federal government regulations can have a major impact on the location of affordable housing. In some instances, there are regulations encouraging the provision of affordable housing, while in other instances they discourage and sometimes prohibit housing in various locations. Government expenditures, for example on roads, schools, and parks, do the same. Nevertheless, local governments are required in their comprehensive plans to ensure the provision of adequate sites for affordable housing for existing residents and anticipated population growth.

Accessibility of facilities such as shopping, schools, mass and paratransit, recreation and employment is a critical issue. The lack of access to these facilities adversely affects independence, costs, and ability to participate as a member of society, especially for individuals who are unable to drive. For many working Floridians, the inaccessibility of affordable housing with respect to their place of employment is a major problem. The longer the distance to work, the higher the cost to the employee, the fewer the transportation choices, and the lower the reliability of available means of transportation. An imbalance in the location of jobs and housing isolates those without automobiles from new employment opportunities; increases traffic congestion; and artificially inflates the value of housing located near employment centers. The failure to conduct land use planning that is sensitive to affordable housing in the areas of density, jobs-housing balance, and urban mobility is directly contributing to the growing affordable housing shortages.

An additional means of measuring demand for housing is to determine the ratio of existing jobs to existing housing units. According to one study, a mismatch between the location of jobs and the location of affordable housing is forcing employees to reside farther from their workplace than they would otherwise choose. This study states that a “balanced” community has a ratio of jobs to housing units within a range of 0.75-1.50. A high ratio suggests that there is an insufficient supply of available housing within the community so employees must live elsewhere. This analysis has its limits. The jobs must match the workforce skills in that community and the housing costs must generally match the income. Also, there will always be residents who work outside the community, regardless of the jobs/housing ratio. Despite these limits, the ratio does provide a comparative indicator of housing availability.

Household Projections

	<i>2010</i>	<i>2020</i>	<i>Percentage of Change 2010-2020</i>	<i>Estimates 2025</i>	<i>Percentage of Change 2020-2025</i>
Households	17,417	17,083	-1.9%	17,688	3.5%
Average Household Size	2.40	2.39	-0.4%	2.39	0%

SOURCE: 2025 *Florida Population Studies*, Bureau of Economic & Business Research, Volume 59, Bulletin 202, December 2025

Automobile Ownership and Use

Historically, automobiles have been used primarily for commuting to work. Not only are the preponderate of American automotive trips employment related, and people in the county do not differ from this norm, the majority of these trips are single occupancy. An analysis of data indicates that a person who is defined as transportation disadvantaged may be underrepresented in the labor market, since this segment of the population does not own transportation or is unable to provide its own transportation. Although the Census data indicates that opportunities exist for the provision of employment related trips through the transportation disadvantaged system, the demand for these trips has not been significant in the county.

Automobile Ownership and Use

2024

Labor force (workers 16 years and over)	16,790
Labor force working outside county of residence	21.7%
Labor force with no vehicle(s) available	1.3%
1 vehicle(s) available	22.4%
2 vehicle(s) available	38.2%
3 or more vehicle(s) available	38.2%

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table: S0801*

Means of Transportation for Work Related Trips

Eighty-four percent of Jackson County workers drove to work alone in 2024; 7 percent carpoolled; 0 percent took public transportation; and 9 percent used other means. Among those who commuted to work, it took them on average 27.4 minutes to get to work.

Historic Traditions/Cultural Descriptions

Jackson County is part of the least populous planning region in the State, the Apalachee Region. Although the region has not seen the phenomenal growth experienced by much of the rest of the state, the rate of growth has increased steadily and is projected to continue.

The slower rate of growth in the Apalachee Region has resulted in the preservation of many of the natural, historic, and cultural resources. There are many special features in the region, some of which are unique in the state: wetlands; springs and sinkholes; ridge and ravine systems; and the numerous state and national parks, preserves, and forests. Wetlands cover more than 25 percent of the region's land area and constitute an important natural feature. Wildlife of many species relies on these areas for habitat and cover. In addition, these areas serve a vital function in the hydrologic cycle by acting as a buffer zone for floodwaters, recharging, and discharging the aquifer, and filtering debris and pollutants from run-off. Freshwater springs and sinks are features that enhance the region. Five of the ten largest first magnitude springs in the state are in the Apalachee Region. These crystal-clear springs and sinkholes are important local recreational and aesthetic resources. Some are open to the public, many are privately owned. The ridge and ravine systems of north Liberty and west Gadsden Counties are unique in the state, and the endangered *Torreya* tree is found only in this specific local area and in parts of California and China. In addition to numerous local recreational facilities, the Apalachee Region is home to many state parks and recreation areas; the Apalachee National Forest, the largest national forest in the state; two national wildlife refuges and aquatic preserves; and over 80 historic and archaeological sites. These numerous natural features contribute to the maintenance of a quality of life that includes natural resource harvesting (such as agriculture and silviculture), hunting, outdoor recreation, and low-density development.

Government Descriptions

There are eleven local governments in Jackson County --- 10 incorporated communities and the unincorporated area, which is governed by the Jackson County Board of Commissioners. Due to the inclusion of the state capital within the Apalachee Region, virtually every state agency has an office within the region. Most federal agencies have a state headquarters office in Tallahassee, as well. As is to be expected because of the proximity of the state capital, government is one of the primary employment sectors.

c. Employment

In 2024, for the employed population 16 years and older, the leading industries in Jackson County were educational services and healthcare at 26.4 percent; public administration at 11.5 percent; professional, scientific, administrative, and waste management services at 10.2 percent; construction at 9.8 percent; and retail trade at 9.8 percent. These employers are dispersed throughout the county making the provision of transportation services for employment difficult. The number of persons employed by the employers is relatively small when commuter ratios are considered.

Employment Statistics 2024

Population 16 years and over	40,443
Labor force participation rate	44%
Unemployment rate	4.5%
Percentage of families below the income poverty level	14.3%
Median household income	\$49,149

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table: DP03*

Employment by Industry 2024

<i>Type of Industry</i>	<i>Percentage of workers 16 years and over</i>	<i>Type of Industry</i>	<i>Percentage of workers 16 years and over</i>
Agriculture, forestry, fishing and hunting, and mining	4.1%	Information, Finance and insurance, and real estate and rental and leasing	4.5%
Construction	9.8%	Professional, scientific, and management, and administrative and waste management services	10.2%
Manufacturing	4.1%	Educational services, health care and social assistance	26.4%
Wholesale trade	0.5%	Arts, entertainment, recreation, and accommodation and food services	6.4%
Retail trade	9.8%	Other Services, except public administration	7.3%
Transportation and warehousing, and utilities	5.4%	Public administration	11.5%

SOURCE: *American Community Survey, 2024: ACS 5-Year Estimates Subject Table: DP03*

Occupations and Types of Employers

Among the most common occupations were management, business, science, and arts occupations at 39 percent; service occupations at 21 percent; sales and office occupations at 19 percent; natural resources, construction, and maintenance occupations at 12 percent; and production, transportation, and material moving occupations at 10 percent. Sixty-two percent of the people employed were private

wage and salary workers; 28 percent were federal, state, or local government workers; and 10 percent were self-employed.

d. Major Trip Generators/Attractors

Trip generators are land use from which trips originate, such as residential areas and group homes, while trip attractors are land uses which serve as the destinations of trips. Types of attractors include shopping areas, employment centers, medical facilities, educational facilities, governmental offices and recreational areas.

While many of the trips made by clients occur within the confines of the county, the majority of the trips are located in neighboring counties or even more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the community transportation coordinator in order to deliver these services efficiently.

Trip generators and attractors were identified by the planning agency and the community transportation coordinator and are listed below.

TRIP GENERATORS AND ATTRACTORS

<i>Education</i>	Adult Education	4294 Liddon Street, Marianna
	Baptist University of Florida	5400 College Drive, Graceville
	Chipola College	3094 Indian Circle, Marianna
	Cottondale Elementary School	2766 Levy Street, Cottondale
	Cottondale High School	2680 Levy Street, Cottondale
	Family Services Center	4283 Kelson Avenue, Marianna
	Graceville Elementary School	5331 Alabama Street, Graceville
	Graceville Extension Center	1121 Sanders Avenue, Graceville
	Graceville High School	5539 Brown Street, Graceville
	Grand Ridge School (PK-8)	6925 Florida Street, Grand Ridge
	Hope School	2958 Cherokee Street, Marianna
	Jackson Alternative School	2701 Technology Drive, Marianna
	Jackson County Early Childhood Center	4283 Kelson Avenue, Marianna
	Malone School	5361 9th Street, Malone
	Marianna High School	3546 Caverns Road, Marianna
	Marianna K-8	3807 Caverns Road, Marianna
	Next Step	2660 Gov Rick Scott Drive, Marianna
	Sneads Elementary School	1961 Lockey Drive, Sneads
	Sneads High School	8066 Old Spanish Trail Road, Sneads
	Sunland School	3700 Connally Drive, Marianna

<i>Child Care</i>	Along the Way	2351 Highway 73 South, Marianna
	Along the Way Cottondale	2751 Levy Street, Cottondale
	Along the Way Youth Center	2350 Highway 73 South, Marianna
	Bakers Daycare Center	2837 Barnes Street, Marianna
	Caverns Learning center	3383 Caverns Road, Marianna
	Elias Childcare	4235 Lillianette Street, Marianna
	First Steps ChildCare & Learning Center	5380 11 th Street, Malone
	Kids Kingdom Childcare & Learning Center	3654 Highway 71, Marianna
	Mary's ChildCare Center	4955 Basswood Road, Bascom
	The Learning Tree	3654 Highway 71, Marianna
<i>Nutrition</i>	Aldi's	4478 Market Street, Marianna
	Farmer's Market	Corner of Madison/Clinton Streets
	Greenwood Supermarket	4185 Bryan Street, Greenwood
	Grocery Outlet	4230 Lafayette Street, Marianna
	Jackson County Senior Citizens Center	2930 Optimist Drive, Marianna
	McDaniel Grocery	8166 Highway 90, Sneads
	Piggly Wiggly	5355 Cotton Street, Graceville
	Walmart Super Center	2255 Highway 71 S, Marianna
<i>Health Care Facility</i>	Advanced Medical Equipment	4308 Fifth Avenue, Marianna
	Airis Open MRI of Marianna	3015 Jefferson Street, Marianna
	Care Med Clinic	4719 Highway 90, Marianna
	CareMed Clinic	951 Prim Avenue, Suite 20, Graceville
	Chemical Addictions Recovery Effort	4150 Hollis Drive, Marianna
	Chipola Health and Rehab	4294 3 rd Avenue, Marianna
	Chipola Medical Asso.	4230 Hospital Drive, Marianna
	Chipola Medical Spec-Peds	3028 4 th Street, Marianna
	Chipola Quickcare	1798 Georgia Street, Alford
	Chipola Quickcare	4896-A Highway 90, Marianna
	Chipola Surgical and Medical Specialities	4295 Third Avenue, Marianna
	Chipola Wound Care	4896-B Highway 90, Marianna
	Connection Point Wellness	2540 Lakeshore Dr, Marianna

	Davis Optometry Group, PA	2922 Jefferson Street, Marianna
	DaVita Marianna Dialysis Center	2930 Optimist Drive, Marianna
	Dermatology Asso. Of Tallahassee	3025 Sixth Street, Marianna
	Dermatology Specialist	4357 Lafayette St, Marianna
	Digestive Disease Clinic	4306-B Third Avenue, Marianna
	Fitness Center of Marianna	4966 Highway 90, Marianna
	Florida Therapy	2944 Penn Ave, Ste L, Marianna
	Genesis Care	3031 Carters Mill Road, Marianna
	Graceville Medical LLC	5422 Cliff Street, Graceville
	Graceville Physical Therapy	951 Prim Avenue #7, Graceville
	Internal Medicine Asso. Of Marianna	4318 Fifth Avenue, Marianna
	Jackson Co. Public Health Dept.	4979 Healthy Way, Marianna
	Jackson Hospital	4250 Hospital Drive, Marianna
	Jackson Hospital Therapy Center	4230 Lafayette Street, Marianna
	Lambe Chiropractic Center	3894 West Highway 90, Marianna
	Life Management Center of NW Florida	4094 Lafayette Street, Marianna
	Marianna Family Care Center	2928 Daniels Street, Marianna
	Marianna Health & Rehab center	4295 Fifth Avenue, Marianna
	Marianna OB-GYN Asso.	4230 Hospital Drive, Marianna
	Marianna Pediatric Asso.	4230 Hospital Drive, Marianna
	Marianna Physical Therapy	4285 Lafayette Street, Marianna
	MOC/TOC	3051 Sixth Street, Marianna
	North Florida Eye Institute, PA	3009 Fourth Street, Marianna
	North Florida Pediatrics	7997 Highway 90, Sneads
	North Florida Rehab & Nursing Center	1083 Sanders Avenue, Graceville
	PanCare	5336 10 th Street, Malone
	PanCare	4126 Independence Drive, Marianna
	Panhandle Family Care Asso. Inc.	4284 Kelson Avenue, Marianna
	Panhandle Medical Society	3009 Fourth Street, Marianna
	Quest Diagnostics	4767 Hwy 90, Marianna
	Rotech Oxygen Medical Equipment	4767 Highway 90, Ste C, Marianna
	Signature Health Care	2600 Forest Glen Trail, Marianna

	Southeast Cardiology Clinic, Inc.	4257 Lafayette Street, Marianna
	Southern Home Respiratory	5426 Cliff Street, Graceville
	Southern Uriological Center	4306-A Third Avenue, Marianna
	Veterans Administration Clinic	4970 Highway 90, Marianna
	Vision Center South	4340 Lafayette Street, Marianna
	Waller Chiropractic	2525 Commercial Park Dr, Marianna
	Watson Hearing Aid Center	4422 Lafayette Street, Marianna
	Watson Medequip Plus	4422 Lafayette Street, Marianna
	Women's Healthcare of the Panhandle	4298 Fifth Avenue, Marianna
<i>Pharmacy</i>	Care Rite	4721 Highway 90, Marianna
	Cook Discount Drugs	5324 Brown Street, Graceville
	CVS Pharmacy	4684 Highway 90, Marianna
	Kelson Discount Drugs	3008 Jefferson Street, Marianna
	Paramore's Pharmacy & Gifts	4314 Fifth Avenue, Marianna
	Walmart Pharmacy	2255 Highway 71 S, Marianna
	Yates Pharmacy	5336 Tenth Street, Malone
<i>Physician</i>	Dr. Angelo Consiglio, MD	4306-B Third Avenue, Marianna
	Dr. Ben Saunders, DMD Pediatric Dentistry	4711 Highway 90, Marianna
	Dr. Doyle Bosse, MD	4230 Hospital Drive, Marianna
	Dr. Edward Fletcher, MD	5470 College Drive, Graceville
	Dr. George Sanchez, MD	4230 Hospital Drive, Marianna
	Dr. Gordon Low, MD	3025 Sixth Street, Marianna
	Dr. Henry A Knowles, Jr., DMD	4318 Kelson Avenue, Marianna
	Dr. Joe Gay	4215 Kelson Avenue, Marianna
	Dr. Joseph Sherrel, MD	4316 Fifth Avenue, Marianna
	Dr. Mark Akerson, MD	4284 Kelson Avenue, Marianna
	Dr. Matthew R. Payne, DMD	3015 Jefferson Street, Marianna
	Dr. Murali Krishna, MD	4719 Highway 90, Marianna
	Dr. Orlando Muniz	4230 Hospital Drive, Marianna
	Dr. Richard Brunner, MD, FACS	4896-B Highway 90 East, Marianna
	Dr. Robert Steigler, DPM, MS	3025 Sixth Street, Marianna
	Dr. Terry Nichols, DMD	966 Seventh Avenue, Graceville
	Dr. Val Harmon-Sheffield, MD	2916 Madison Street, Marianna

	Jeremy Lewis, DMD	4307 3rd Avenue, Marianna
	Larry Small, DMD	2822 Highway 71, Unit H, Marianna
<i>Shopping</i>	Big Lots	4700 Highway 90, Marianna
	Dollar General Store	4264 Lafayette Street, Marianna
	Dollar General Store	4722 Lafayette Street, Marianna
	Dollar General Store	2800 Jefferson Street, Marianna
	Dollar General Store	3399 Old US Road, Marianna
	Family Dollar Store	4504 Lafayette Street, Marianna
	Wal-Mart Supercenter	2255 Highway 71 South, Marianna
<i>Banks</i>	All In Credit Union	4695 US 90, Marianna
	Envision Credit Union	4942 Highway 90, Marianna
	First Federal Bank of Florida	4215 Lafayette Street, Marianna
	First Federal Bank of Florida	4701 Highway 90, Marianna
	Hancock Whitney Bank	2900 North Jefferson Street, Marianna
	HNB First Bank	2545 Commercial Park Drive
	Peoples Bank of Graceville	5306 Brown Street, Graceville
	Peoples South	2258 Highway 71, Marianna
	Peoples South Bank	4192 Bryan, Greenwood
	Regions Bank	2889 Green Street, Marianna
	Truist	2235 Highway 71, Marianna
	Tyndall Credit Union	4296 Malloy Plaza, Marianna
	Wells Fargo	4393 Lafayette Street, Marianna
<i>Social Activity</i>	Jackson County Senior Citizens Center	2930 Optimist Drive, Marianna
	Jackson County Library	2929 Green St, Marianna
	JCARC	2973 Penn Ave, Marianna

e. Inventory of Available Transportation Services

The following is a list of all identifiable transportation services that are currently available in the service area. This includes public, private, non-profit, and local commuter service providers.

<i>Name:</i>	<i>Jackson County Transportation, Inc. d.b.a. JTrans</i>	<i>Jackson County School Board</i>
Telephone Number:	850-482-7433	850-482-1323
Contact Person & Title:	Sharon Peeler, Executive Director	Steve Dewitt, Transportation Administrator
Number Vehicles:	26 (14 wheelchair accessible)	115 buses, 7 vans
Provider Type:	Private, Not For Profit	Government
Does the provider receive public funds and transport individuals in connection with the funds?	Yes	Yes
Does the provider provide transportation services to the general public?	Yes	No
What are the criteria for passenger eligibility?	Program participants and general public	School children
Is the provider part of the coordinated transportation program?	Yes, CTC	No

June 2026

III. Service Analysis

In order to ensure service availability, an estimate of the total transportation disadvantaged population and the estimated total demand for trips for the service area must be known. In the coordinated system, the population eligible for program-sponsored trips is larger than the population eligible for trips funded by the Transportation Disadvantaged Trust Fund. Separate population and demand estimates are needed for each of these categories.

This section attempts to estimate the need and demand for transportation services by the various transportation disadvantaged populations. It will provide a quantitative transportation needs profile for the various transportation disadvantaged population segments and will estimate the unmet need for transportation in the service area.

Potential Transportation Disadvantaged Population and the Transportation Disadvantaged Population (formerly referred to as “Category I” and “Category II”)

The Potential Transportation Disadvantaged Population (Category I) refers to the total population of persons who are eligible for trips through the coordinated transportation program (i.e., persons who have a disability, are elderly, children-at-risk, and/or are low income). This population is eligible for trips purchased by social service agencies.

The Transportation Disadvantaged Population (Category II) is a subset of the Potential Transportation Disadvantaged Population and includes those persons who, because of their disability, income status, or age, are unable to transport themselves or to purchase transportation, and children who are “high-risk” or “at risk”. Persons who are included in the Transportation Disadvantaged Population are eligible for trips funded through the Transportation Disadvantaged Trust Fund. This population is eligible for trips purchased through the Transportation Disadvantaged Trust Fund as well as for trips purchased by social service agencies.

Program and General Trips

Program trips are trips made by clients of social service agencies for the purpose of participating in programs of the agencies. Examples of program trips are trips to congregate dining facilities, sheltered workshops, job training facilities, and sponsored agency services. Generally, these trips are purchased by the agencies for their clients. Members of both Transportation Disadvantaged populations are eligible for program trips.

General trips are trips made by transportation disadvantaged persons to destinations of their choice, not to agency programs. Examples of general trips are trips to work or grocery stores, and non-Medicaid medical trips. Most general trips are purchased through the Transportation Disadvantaged Trust Fund, although social service agencies purchase some general trips for their clients. Only persons in the transportation disadvantaged population are eligible for general trips purchased through the Transportation Disadvantaged Trust Fund.

Sponsored and Non-Sponsored

In the transportation disadvantaged system, trips are commonly referred to as either sponsored or non-sponsored. These terms should not be confused with program and general. “Sponsored” and “non-sponsored” refer to the funding source for the trip. Sponsored trips are subsidized by social service agencies, while non-sponsored trips are subsidized with the Transportation Disadvantaged Trust Fund. “Program” and “general” refer to the purpose of a trip. All program trips are sponsored because they

are trips funded by social service agencies for transportation to agency programs. General trips can be either sponsored or non-sponsored.

A. Forecasts of TD Population

General TD Population Forecast	2024	2025	2026	2027	2028
Overlapping Circle Component					
E - Estimate non-elderly/disabled/ low income	1,906	1,912	1,918	1,924	1,930
B - Estimate non-elderly/ disabled/not low income	4,776	4,791	4,806	4,821	4,836
G - Estimate elderly/disabled/low income	769	771	774	776	779
D - Estimate elderly/ disabled/not low income	3,215	3,225	3,235	3,245	3,255
F - Estimate elderly/non-disabled/low income	653	655	657	659	661
A - Estimate elderly/non-disabled/not low income	5,800	5,818	5,836	5,854	5,872
C - Estimate low income/not elderly/not disabled	4,672	4,687	4,701	4,716	4,730
TOTAL GENERAL TD POPULATION	21,791	21,859	21,927	21,995	22,063
TOTAL POPULATION	48,250	48,400	48,550	48,701	48,852

SOURCE: American Community Survey, 2024: PUMA, Center for Urban Transportation Research (CUTR), Florida Statewide Transportation Disadvantaged Plan Population and Demand Forecasts

B. Needs Assessment

The need for transportation is not the same as the demand for transportation. Travel need is the amount of travel necessary to provide an adequate standard of living, a quantity not affected by the price of travel. People may have a need to travel independent of their ability or willingness to pay. On the other hand, demand is based on economic willingness to pay and is related to users' income levels. Demand can be measured by the number of people who will use a service at a given price. Need and demand exist in proportion to each other. High levels of need and low levels of demand more typically characterize rural areas.

Techniques to estimate need are not completely successful, particularly when used in rural areas. The Center for Urban Transportation Research has used an approach that estimates demand based on a correlation between ridership and market characteristics of similar services provided in other areas. The approach uses trip rates derived in a study of paratransit demand in San Francisco, California. This approach was chosen because the trip rates are based on actual experiences of paratransit systems that are meeting most or all of the trip demand in their service areas. The Federal Transit Administration also has recommended this approach for use in estimating demand for Americans with Disabilities Act requirements for complementary paratransit services.

Program trips and general trips will be supplied by operators within the coordinated transportation disadvantaged system and by operators currently outside of the coordinated system. The demand for program trips is a derived demand -- the demand depends on the existence of social service programs. Therefore, assuming that these programs provide sufficient funding to transport their clients to their programs, the supply of program trips will equal the demand for the trips. It is assumed that the demand and supply of program trips within the coordinated system and outside of it will increase at the same rate of growth as the potential transportation disadvantaged population.

General trips will be purchased through the Transportation Disadvantaged Trust Fund, through local subsidies, and by local service agencies. Within the coordinated system, it is assumed that the supply of

general trips purchased through the Transportation Disadvantaged Trust Fund will increase at the same rate as the transportation disadvantaged population and that the supply of general trips purchased through local subsidies and by social service agencies will increase at the same rate as the potential transportation disadvantaged population.

The forecasted unmet demand for transportation disadvantaged trips is the difference between the demand and the supply of these trips. All of the unmet demand consists of demand for general trips.

Since virtually all program trips are sponsored, all demand for “program” trips should be able to be met. A primary objective for the community transportation coordinator is to meet as much demand as possible, although the supply of general trips is dependent on funding from the Transportation Disadvantaged Trust Fund established for non-sponsored trips and other sources.

To solicit concerns and comments regarding the transportation needs and the program, a public hearing is held annually. Concerns can be expressed verbally or written. All concerns are noted in the minutes of the public hearing and responded to in a timely manner.

During the annual evaluation of the community transportation coordinator, the local coordinating board will survey riders of the system. The survey evaluates the transportation program and the services it provides, but it also addresses unmet needs of the users. Rider surveys may be conducted by telephone or on-board during a scheduled trip during a designated period of time.

The Transportation Disadvantaged Improvement Program identifies transportation improvements (such as capital purchases, renovations to buildings), indicates the transportation disadvantaged coordinating board’s priorities, groups improvements into staging periods, and includes realistic estimates of costs and revenues for the program period.

New vehicles will be needed to replace old vehicles and to allow for the service expansion that is necessary to provide the increasing number of transportation disadvantaged trips that are forecast during the study period. Transportation disadvantaged trips are provided by a variety of vehicles including automobiles, buses, and vans. Each type of vehicle has unique operating characteristics and replacement cycles. The number of new vehicles required to replace old vehicles was forecasted based on the assumption of the average useful life, increase in vehicle miles required to supply the additional trips forecasted during the period, current average trip lengths and current average service efficiency.

Five-Year Transportation Disadvantaged Improvement Plan

	<i>Project</i>	<i>Improvement</i>	<i>Estimated Cost</i>	<i>Estimated Revenue Source</i>
1	Purchase replacement paratransit vehicle to provide transportation for the elderly, disadvantaged and disabled.	4 – 14-passenger buses 5– buses, lift equipped 2 - SUV's	\$419,750 \$780,000	CTD, FTA/DOT Section 5310, Section 5339
2	Provide public transportation in the rural area of the county.	Operating Assistance	\$5,000,000	FTA/DOT Section 5311
3	Refurbish and enhance infrastructure and physical plant. Capital Equipment. Preventative Maintenance.	Improvements to current conditions of many facets of the buildings/grounds. Vehicle repair parts.	\$1,000,000	FTA/DOT Section 5311, Capital

Updated June 2026

C. Barriers to Coordination

The community transportation coordinator and the local transportation disadvantaged coordinating board have worked together to address and eliminate known barrier to coordination of transportation disadvantaged trips within their control.

Known Barriers

The need to transport out of the service area is the primary barrier. The need for specialized medical services, medical services for veterans, and employment opportunities are not as available in the rural counties as in the urban areas. Transportation to neighboring urban areas to supply these needs is increasing at a remarkable rate. Grouping trips and purposes is difficult and becomes more intricate when going out of the service area.

The lack of funding continues to be a barrier to coordination. Additional funds are needed to increase the availability of core transportation needs such as employment and shopping trips for the non-sponsored.

Local Efforts to Eliminate Barriers

The community transportation coordinator and the local transportation disadvantaged coordinating board will:

- communicate to the public the various routes and schedules. Information about transportation services will continually be provided through brochures, public service announcements, public speaking engagements, interagency affiliations, and attendance at County Commission and Regional Planning Council meetings;
- monitor the performance of the system;

- ➡ continue to educate the public about the Voluntary Dollar Program when purchasing and renewing automobile tags so that these donations can be used to increase local revenues for expanded services;
- ➡ continue to advocate for transportation disadvantaged persons with local and state government leaders regarding the need for additional funds;
- ➡ monitor spending of the non-sponsored funds and work with agencies to include transportation when developing its budget;
- ➡ reach out to non-traditional partners that have a desire to improve transportation in the county;
- ➡ work cooperatively with local WAGES coalitions to provide assistance in the development of innovative transportation services for WAGES participants; and
- ➡ continue coordinating out-of-service-area trips to destinations such as Gainesville, Lake City, Dothan, Pensacola, etc.

IV. Goals, Objectives, and Strategies

Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan and each component. They are important policy statements that have been carefully considered by the community transportation coordinator, the designated official planning council with the direction and support of the transportation disadvantaged coordinating board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area.

The goals and objectives are based on requirements of Chapter 427, Florida Statutes, and those of the Commission, but are adapted to the local planning area. It should also be noted the goals and objectives would be used, in conjunction with findings of the needs/demands analysis, to develop strategies for goal attainment.

The goals and objectives will be evaluated annually with the required Commission for the Transportation Disadvantaged evaluation elements, noting deficiencies and corrective actions, service improvements and expansions. The information will be based on the most recent annual operating report.

GOAL: Increase the number of transportation disadvantaged persons served by the coordinated system.

Objective 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

- Increase the number of sponsored and non-sponsored trips
- Maintain and expand the client database relating to the clients' needs and capabilities
- Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds
- Prepare a user's guide and update when needed
- Provide announcements to local newspapers announcing public hearings

Measures:

- Percentage of change in the number of sponsored and non-sponsored trips provided
- Percentage of change in the number of passengers
- Availability of the user's guide in the community
- Number of persons in attendance at public hearings

Objective 2: Ensure that service is delivered in the most cost-effective and efficient manner.

- Maintain an operational fleet of vehicles to meet all needs
- Evaluate and revise routes and schedules when needed
- Develop a workable budget and keep within budget expectations
- Review driver logs for areas of inefficient use of time, drivers, and miles
- Review driver non-revenue hours and reduce when possible
- Review routes, schedules and type of services being provided
- Contract with an adequate number of operators to meet the needs

Measures:

- Operating cost/passenger trip

- Operating cost/vehicle mile
- Operating cost/driver hour
- Reduced average trip length
- Passenger trips/vehicle
- Passenger trips/driver hour
- Passenger trips/vehicle mile
- Miles/trip
- Miles/passengers

Objective 3: Ensure that safe and quality service is provided.

- Provide training on customer satisfaction
- Provide training on passenger assistance techniques
- Maintain an operational fleet of vehicles to meet all needs
- Review routes, schedules and type of services being provided
- Report accidents and roadcalls to the LCB
- Review operator contracts for compliance with safety requirements
- Annually review SSPP and amend as needed
- Provide opportunities for riders to express concerns and suggestions on service delivery
- Sponsor at least one public hearing each year for public comment
- Schedule an opportunity for public comments on all LCB agendas
- Address public organizations and agencies regarding services

Measures:

- Completion of training programs
- Number of grievances filed
- Complaints/trips
- Number of Ombudsman calls recorded regarding service
- Percent of on-time pick-ups to meet or exceed standard
- Percent of on-time to destinations to meet or exceed standard
- Accidents/vehicle miles
- Vehicle miles between roadcalls
- Satisfactory review of operator contracts
- Proof of an annual review of SSPP and updated as needed
- Percent of trip requests denied/unmet
- Satisfactory rider survey results (80% or better)
- Number of persons attending the public hearing

Objective 4: Secure necessary funding to support the TD program.

- Address public organizations and agencies on the need of local financial support
- Promote the Voluntary Dollar Program

Measures:

- Percent of local funds are of total operating revenue
- Increase in voluntary dollars donated
- Increase in funding from new sponsors/sources

Objective 5: Ensure program accountability.

- Provide copies of reports to the LCB for review

- ➡ Provide, at least quarterly, operational, and financial information to the LCB
- ➡ Provide a copy of audit or annual financial report to LCB
- ➡ Provide copies of purchasing agency evaluation/monitoring reports to LCB
- ➡ Perform annual evaluation of CTC

Measures:

- ➡ Submittal of accurate AOR
- ➡ Submittal of on-time MOA
- ➡ Submittal of on-time TDSP
- ➡ Submittal of TDTF Trip/Equipment grant application
- ➡ Submittal of accurate reports to LCB
- ➡ Satisfactory audit or annual financial report
- ➡ Compliance with annual evaluation findings and recommendations
- ➡ Compliance with sponsoring agency's monitoring/evaluations findings and recommendations

V. Implementation Schedule

The Implementation Schedule reiterates the goals and objectives discussed previously. Each goal and objective will be reviewed annually at the time of the community transportation coordinator's evaluation to determine progress made in each area. A determination will be made in each area as to whether the component was met satisfactorily or unsatisfactorily. Unsatisfactory responses will be followed with a corrective action plan.

Objective 1: Improve the availability of transportation service to persons who are transportation disadvantaged.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Increase the number of sponsored and non-sponsored trips	CTC	July 1, 2023 – June 30, 2028
Maintain and expand the client database relating to the clients' needs and capabilities	CTC	July 1, 2023 – June 30, 2028
Utilize Purchase of Service Agreements or rate agreements with all agencies that purchase transportation services with public funds	CTC	July 1, 2023 – June 30, 2028
Prepare a user's guide and update when needed	CTC, LCB	July 1, 2023 – June 30, 2028
Provide announcements to local newspapers announcing public hearings	PA	July 1, 2023 – June 30, 2028

Objective 2: Ensure that service is delivered in the most cost-effective and efficient manner.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2023 – June 30, 2028
Evaluate and revise routes and schedules when needed	CTC, LCB	July 1, 2023 – June 30, 2028
Develop a workable budget and keep within budget expectations	CTC	July 1, 2023 – June 30, 2028
Review driver logs for areas of inefficient use of time, drivers, and miles	CTC, LCB	July 1, 2023 – June 30, 2028

Review driver non-revenue hours and reduce when possible	CTC, LCB	July 1, 2023 – June 30, 2028
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2023 – June 30, 2028
Contract with an adequate number of operators to meet the needs	CTC	July 1, 2023 – June 30, 2028

Objective 3: Ensure that safe and quality service is provided.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide training on customer satisfaction	CTC	July 1, 2023 – June 30, 2028
Provide training on passenger assistance techniques	CTC	July 1, 2023 – June 30, 2028
Maintain an operational fleet of vehicles to meet all needs	CTC	July 1, 2023 – June 30, 2028
Review routes, schedules and type of services being provided	CTC, LCB	July 1, 2023 – June 30, 2028
Report accidents and roadcalls to the LCB	CTC	July 1, 2023 – June 30, 2028
Review operator contracts for compliance with safety requirements	CTC, LCB	July 1, 2023 – June 30, 2028
Annually review SSPP and amend as needed	CTC	July 1, 2023 – June 30, 2028
Provide opportunities for riders to express concerns and suggestions on service delivery	CTC, LCB	July 1, 2023 – June 30, 2028
Sponsor at least one public hearing each year for public comment	PA	July 1, 2023 – June 30, 2028
Schedule an opportunity for public comments on all LCB agendas	PA	July 1, 2023 – June 30, 2028
Address public organizations and agencies regarding services	CTC, LCB, PA	July 1, 2023 – June 30, 2028

Objective 4: Secure necessary funding to support the TD program.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Address public organizations and agencies on the need of local financial support	CTC, LCB, PA	July 1, 2023 – June 30, 2028
Promote the Voluntary Dollar Program	CTC, LCB, PA	July 1, 2023 – June 30, 2028

Objective 5: Ensure program accountability.

<i>Strategies</i>	<i>Responsible Party for Accomplishment</i>	<i>Anticipated Beginning & Ending Dates</i>
Provide copies of reports to the LCB for review.	CTC, PA	July 1, 2023 – June 30, 2028
Provide, at least quarterly, operational, and financial information to the LCB	CTC	July 1, 2023 – June 30, 2028
Provide a copy of audit or annual financial report to LCB	CTC	July 1, 2023 – June 30, 2028
Provide copies of purchasing agency evaluation/monitoring reports to LCB	CTC	July 1, 2023 – June 30, 2028
Perform annual evaluation of CTC	LCB, PA	July 1, 2023 – June 30, 2028

(CTC/Community Transportation Coordinator, LCB/Local Coordinating Board, PA/Planning Agency)

Service Plan

VI. Operations

A. Types, Hours, and Days of Service

Transportation reservations can be made Monday through Friday from 8:00 a.m. to 4:00 p.m.

Transportation services are available Monday through Friday from 5:00 a.m. to 5:00 p.m. Requests for services outside the normal operating hours will be scheduled based on need and availability.

Offices are closed in observance of the following holidays: New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Day and Floating day at Christmas. If the holiday falls on a weekend, it will be observed on the nationally recognized day.

Transportation services are provided to all municipalities of Jackson County. JTrans provides curb-to-curb, door-to-door or door-through-door depending on the need of those persons who are ambulatory, wheelchair, or stretcher bound. Drivers may not assist wheelchairs up and down more than one step unless it can be performed safely as determined by the driver and JTrans staff. Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical service. Services are provided on vans and mini-buses for both ambulatory and non-ambulatory passengers at the approved mileage rate. Passenger mileage costs are assigned from first passenger pickup to last passenger drop-off.

Specific service requirements and corresponding rates are detailed in the purchase of service contracts for those purchasing agencies that have entered into such contracts with JTrans. Other purchasers will obtain services as described in the service plan.

- Reservation: Requests are made in advance for passengers to travel from specified locations to their appointments. The passengers will notify the transportation office upon the completion of their appointments, and are then returned to their beginning location.
- Subscription: Requests are made in advance for passengers to travel to and from the same pickup point, destination and at the same scheduled time. The passengers or facility will notify the transportation office of any changes to the scheduled times.
- Flex: Requests are made in advance and remains the same until the agency responsible for arranging transportation and payment to day-treatment or training facilities notifies the CTC. The transportation is for the same passengers, picked up at the same location and time, then being transported to the same location and returned to the point of origin in the same manner.
- Demand Response/Same Day Request: No advance notice required. This service has been approved for urgent medical purposes only, depending on vehicle and driver availability.
- Special Order/Private Pay: Transportation services provided for groups of ten (10) or more to specific areas will be arranged upon request.

B. Accessing Services

Services for sponsored customers may be ordered and canceled only by the sponsoring agencies authorized staff member. Transportation requests should be in writing, giving 72-hour notice.

Transportation Disadvantaged funds are to be used only after all other transportation options have been exhausted. If it is determined that a person in the client's household owns a vehicle, documentation must be provided that the vehicle is not available to provide transportation for the client.

JTrans may deny service for those clients that violate the code of conduct. Service may also be denied if other members of the household are harassing and/or intimidating the drivers through such means as intimidating language, verbal threats, etc.

- ➡ Trip Requests: Passengers must request transportation 72 hours in advance. If transportation is needed within the 72 hour required advanced notice window, trips cannot be guaranteed but may be scheduled based on driver and vehicle availability. Services for sponsored customers must be ordered and canceled in writing only by the sponsoring agency's authorized staff member. Trip requests will be scheduled based on available funding stream and system capacity. Non-sponsored funding is not intended for use by agencies for program related trips. Transportation must be scheduled during regular business hours. After hours emergency phone numbers are listed below. An answering machine is available for passengers needing to cancel transportation after the regular scheduled office hours. To coordinate trips effectively, the CTC reserves the right to request clients to make reasonable adjustments.

Service may be scheduled or canceled at the transportation office by phone, fax, or mail in accordance with the above stated guidelines.

Mail: JTrans
P.O. Box 1117
Marianna, FL 32446

Address: JTrans
3988 Old Cottondale Road
Marianna, FL 32448

Telephone: (850) 482-7433, normal business hours
(850) 209-5164, after hours emergency
(850) 693-5755, after hours emergency

Answering Machine: (850) 482-7433, after hours, weekends, holidays

Facsimile: (850) 482-8582, 24 hours/seven days per week

Office hours: 6:00 A.M. – 5:00 P.M., Monday – Friday (except holidays)

Audio/Braille information will be provided on request for the vision/hearing impaired.

- ➡ Trip Cancellation/No Show Policy: Scheduled trips should be canceled with 24 hours notice. Agency cancellations should be in writing. All cancellations received after vehicle has departed yard will result in a “no show”. Continued excessive “no shows” could result in permanent suspension. JTrans does not receive payment for a trip unless there is a passenger. A cancellation or “no-show” costs the transportation system money. In addition, the space reserved for a passenger who does not ride increases the cost to other passengers on the trip and may require someone else to reschedule a trip for another date.

Passengers should call the office between 3:00 and 5:00 P.M. the day prior to transport for estimated pick-up time. Passengers scheduled for transport within the county should be prepared for boarding vehicle a minimum of 30 minutes prior to estimated pick-up time. Passengers scheduled for out of county trips should be prepared for boarding vehicle a minimum of one hour prior to estimated pick-up time. If a passenger does not arrive at his/her destination by the appointment time, due to a JTrans error, the trip co-pay fare will be waived. If the customer is not ready for pick-up within the pick-up window, a “no show” will be charged and the appointment must be re-scheduled.

- ➡ Customer Contact: Customers must provide an emergency contact telephone number. This allows for passenger notification should the schedule change or for call back if trip cannot be scheduled at the time of request.
- ➡ Transport of Minor Children: A parent or legal guardian must accompany minors (under 18). Exceptions will include riders under 18 years of age who are parents or legal guardians. Documentation or verification will be required.
- ➡ Wait Time: Maximum wait time is 10 minutes for passengers to board or disembark. Passengers who cannot be left at destinations due to extenuating circumstances will be returned to the destination predetermined by the purchasing agency and the vehicle mileage rate will be charged for the return trip.
- ➡ Responsibilities: JTrans assumes total responsibility for the safe and timely transportation of each rider. Purchasing agencies are responsible for determining customer eligibility for transportation as well as the need for escorts or Personal Care Attendants (PCA) to assist customers who are frail, impaired, or too young to ride unaccompanied. The purchasing agency will provide an escort trained to respond to their clients’ specific need. The PCA will be allowed to ride at no additional cost to the agency. Extra family members or friends who may wish to ride with the customer will be charged at the regular rate. The CTC reserves the right to require an escort or PCA for customers who require personal assistance. If one is not provided, the CTC reserves the right to refuse service.
- ➡ Eligibility for Non-Sponsored Beneficiaries: JTrans requires each applicant to complete an Eligibility Application. Eligibility will be determined by the following: income (below 200% poverty level), age (must be 60 years of age or older), disability, if the applicant has a vehicle or valid driver’s license and if the applicant has other resources for transportation. Along with the application information, JTrans will take into consideration current needs of the applicant.

C. Transportation Operators and Coordination Contractors

The CTC identifies the need for contracting with transportation operators or agencies and will make the initial contact with the responsible person. The CTC will negotiate a contract with the operator or agency pending approval by the TDCB. The CTC and the TDCB work closely to complete the Commission's request for proposal (RFP), or other appropriate bidding process. The TDCB plays a major role in requesting additional proposals. An agreeable contract is presented to the TDCB at a regularly scheduled meeting and, if approved, becomes effective on the implementation date.

The CTC has the authority to enter into short-term contracts when new or expanded services must be initiated before the next TDCB meeting. JTrans does not have an operator contract at this time.

D. Public Transit Utilization

Jackson County does not currently have a public transit system; therefore, this portion of the service plan is not applicable.

E. School Bus Utilization

There is not a Joint School Bus Use Agreement between JTrans and the Jackson County School Board. The barriers are:

- A. Cost:** The geography of Jackson County and the need to transport 45 passengers simultaneously does not justify the expense.
- B. Insurance:** The Jackson County School Board will not furnish insurance coverage for the CTC drivers.
- C. Rule:** School buses are not air-conditioned.

F. Vehicle Inventory

J TRANS CURRENT VEHICLE INVENTORY													
J TRANS ID #	YEAR	MAKE/SIZE/TYPE	FDOT#	VIN# (last 6)	RAMP/ LIFT	SEATS & W/C SPACES	OTHER EQUIP	CURRENT MILEAGE	AVG MILES/ YEAR	PURCHASE DATE	PURCHASE PRICE	EXPECTED RETIREMENT DATE	FUNDING SOURCE
121	2011	Ford E250	-	B29963		STR	Mobile Radio	30,040	12,000	09/26/11	\$34,152.00	09/26/15	CTD
128	2013	Ford Escape	-	D32219		4+0	N/A	106,621	17,500	06/18/13	\$23,066.50	06/18/17	CTD
130	2014	Ford Edge	-	A51036		4+0	N/A	53,029	17,500	04/15/14	\$26,620.20	04/15/18	CTD
135	2015	Chevy Silverado C2500	92391	522608		2+0	Mobile Radio	25,609	13,000	03/23/15	\$29,529.00	03/23/19	5339
139	2015	Chevy Passenger Van	92398	250087		7+0	Mobile Radio	97,568	35,000	09/09/15	\$23,659.00	09/09/19	5339
141	2016	Dodge Grand Caravan (Braun)		171323	RAMP/LIFT	2+1	Mobile Radio	164,305	35,000	06/14/16	\$43,892.00	06/14/21	CTD
147	2017	Ford E450 (Goshen Coach)	93395	C58447	LIFT	8+2	Mobile Radio	261,381	35,000	01/11/18	\$70,759.00	05/12/22	5310
149	2019	Ford Transit U4X	-	A66435		12+0	Mobile Radio	192,884	35,000	06/25/19	\$64,197.00	06/25/23	RCAP
150	2019	Ford E450 Turtle Top	30032	C34472		14+0	Mobile Radio	175,574	35,000	07/08/19	\$73,457.00	07/08/23	5339
151	2019	Ford E450 Turtle Top	30033	C34473		14+0	Mobile Radio	196,361	35,000	07/08/19	\$73,457.00	07/08/23	5339
152	2020	Ford Transit U4X	-	B86005		12+0	Mobile Radio	204,885	35,000	04/13/20	\$64,197.00	04/13/24	RCAP
154	2020	Ford Transit U4X	30063	B30468		12+0	Mobile Radio	145,628	35,000	02/04/21	\$64,197.00	02/04/26	5339
155	2021	Ford E450 (Goshen Coach)	-	C02747	LIFT	10+2	Mobile Radio	237,445	35,000	03/02/21	\$76,970.00	03/02/26	RCAP/CTD
156	2021	Ford E450 (Goshen Coach)	30070	C37283	LIFT	10+2	Mobile Radio	186,316	35,000	06/10/21	\$76,970.00	06/10/26	5310
157	2022	Chevrolet Traverse	-	174471		7+0	N/A	16,818	35,000	06/16/22	\$29,522.00	06/16/26	RCAP
158	2024	Ford Turtle Top Odyssey	30101	D17120	LIFT	8+3	Mobile Radio	63,462	35,000	08/07/24	\$139,771.00	08/07/28	5310
159	2024	Ford Turtle Top Odyssey	30100	D00826	LIFT	8+3	Mobile Radio	75,634	35,000	09/05/24	\$139,771.00	09/05/28	5310
160	2024	Ford Turtle Top Odyssey	30099	D17110	LIFT	8+3	Mobile Radio	71,572	35,000	09/05/24	\$139,771.00	09/05/28	5310
161	2024	Ford Turtle Top Odyssey	30102	D00910	LIFT	8+3	Mobile Radio	74,246	35,000	09/25/24	\$139,771.00	09/25/28	5339
162	2024	Ford Turtle Top Odyssey	30103	D17104	LIFT	8+3	Mobile Radio	74,172	35,000	09/25/24	\$139,771.00	09/25/28	5339
163	2025	Ford Turtle Top Odyssey	30111	D25575	LIFT	8+3	Mobile Radio	44,163	35,000	02/12/25	\$139,771.00	02/12/29	5339
164	2025	Ford Turtle Top Odyssey	30112	D25726	LIFT	8+3	Mobile Radio	59,519	35,000	02/26/25	\$139,771.00	02/26/29	5339
165	2024	Chrysler Braun Van	-	163677	RAMP/LIFT	2+1	N/A	51,778	35,000	04/17/25	\$67,640.00	04/17/29	RCAP
166	2025	Toyota Sienna Van	-	272457		4+0	N/A	1,503	35,000	07/30/25	\$39,442.91	07/30/29	RCAP
167	2026	Ford Turtle Top Odyssey	30158	D16284		14+0	Mobile Radio	11,634	35,000	02/06/26	\$131,652.00	02/06/31	5310
168	2026	Ford Turtle Top Odyssey		D20831	LIFT	8+3	Mobile Radio	3,134	35,000	03/03/26		03/03/31	5339

G. System Safety Program Plan Certification

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE 14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2025.

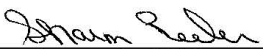
DATE: January 30, 2026

TRANSIT SYSTEM: Jackson County Transportation, Inc. dba JTrans

ADDRESS: 3988 Old Cottondale Road Marianna, FL 32448

In accordance with Florida Statue 341.061, the Bus Transit System named above and Private Contract Bus Transit System(s) (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP & SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: 

Name: Sharon Peeler Title: Executive Director
(Type or Print)

Name and address of entity (ies) which has (have) performed safety inspections:

Name/Company: Ralph Riley, Jackson County Transportation, Inc. dba JTrans

Address: 3988 Old Cottondale Road Marianna, FL 32448

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)

Attachment # 12

H. Intercounty Services

JTrans has an informal agreement with surrounding counties to coordinate out of county trips when feasible

I. Emergency Preparedness and Response

The CTC is part of the Emergency Management (EM) services for Jackson County as the alternate transportation source during natural disaster and emergencies. JTrans is prepared, trained and responsive to the needs of Jackson County. In the event of a service delivery schedule change caused by natural disaster emergencies, the CTC will notify each contracting agency so that they may notify their programs and customers. The CTC will notify all scheduled riders of the changes to include cancellation of their reservation if transport is considered hazardous. During an emergency only medically necessary trips will be provided.

In the event of a natural disaster, JTrans will provide service as directed by Jackson County EM for transporting disadvantaged citizens (this includes the elderly, disabled, low income and any other citizens of Jackson County) to shelters and/or evacuation. JTrans will set up a station at EM to direct the operations during times of emergencies.

All CTC vehicles are equipped with radios for immediate communication with the base dispatcher. Vehicles exceeding the radio communications range are provided with cellular phones. Every driver has instructions to contact the transportation office during work hours, or a member of the management team after work hours, weekends and holidays if an emergency occurs. When the office receives information concerning breakdowns, delays or accidents, the purchasing agency whose customers are involved will be notified as quickly as possible. The responsible contact person will assist agency personnel to help resolve problems. The Jackson County Safety System Program Plan (SSPP) contains additional emergency procedures.

If an accident occurs, the law enforcement agency for that area will be notified and a relief vehicle will be dispatched to ensure that passenger delays are kept to a minimum. The CTC will notify the sponsoring agency of the delay as soon as possible. Emergency Medical Services will be called in the event of injury.

In the event of a breakdown a relief vehicle and mechanic will be dispatched to ensure the passengers are as close to schedule as possible. The CTC will call the destination to ensure the passenger will be seen when they arrive if the passenger is going to be more than 15 minutes late.

J. Education Efforts/Marketing

The CTC utilizes various media forums to inform the public of transportation services. The information is disseminated through brochures, public service announcements in the local newspaper The Floridan, public speaking engagements, interagency affiliations and attendance at County Commission and TDCB meetings.

K. Acceptable Alternatives

The CTC continues to look for acceptable transportation alternatives. There are no willing volunteers to assist with the transportation program.

L. Service Standards

Service standards are an integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The Transportation Disadvantaged Coordinating Board will annually evaluate the Community Transportation Coordinator's compliance of the established service standards. The Transportation Disadvantaged Coordinating Board will accept any agency's review of the Community Transportation Coordinator, which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards.

Commission Service Standards

Drug and Alcohol Policy.....41-2.006(4)(a)

Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

Escorts and Children.....41-2.006(4)(b)

An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

Local Policy: Children under age 10 shall be required to travel with a parent/guardian or an adult over the age of 18 years. The only exception to the age requirement will be from one controlled environment to another (for example, home to school). Medicaid passengers are allowed to travel with an escort if the escort is needed, due to age or physical handicap. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

Child Restraint Devices.....41-2.006(4)(c)

Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Local Policy: Children 3 and younger must be secured in a federally approved child-restraint seat. Children aged 4 - 5 must be secured by either a federally approved child restraint seat or child booster seat. The CTC will provide child restraint devices. All passengers under age 18 must wear a seat belt.

Passenger Property.....41-2.006(4)(d)

Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount.

Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Local Policy: Passengers are responsible for their personal property, packages and bags of groceries. Drivers will not be allowed to carry packages, other than on and off the vehicle. The driver may not enter a home to pick-up/deliver personal property. The size of personal property is restricted to what can be held by the passenger or stowed in an area not to interfere with other passengers or becomes a safety hazard. No animals, with the exception of service animals, will be transported. All items left on vehicles have five working days to be claimed. After that, the items will be disposed of appropriately.

Vehicle Transfer Points.....41-2.006(4)(e)

Vehicle transfer points shall provide shelter, security, and safety of passengers.

Local Toll Free Telephone Number For Consumer Comment.....41-2.006(4)(f)

A local toll free telephone number for complaints or grievances shall be posted inside the vehicles. The TD Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local coordinating board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.

Out-of-Service Area Trips.....41-2.006(4)(g)

Out-of-service area trips shall be provided when determined locally and approved by the local coordinating board, except in instances where local ordinances prohibit such trips.

Local Policy: The coordinator will provide out-of-service area trips for medically necessary referrals and for services not offered in the service area.

Vehicle Cleanliness.....41-2.006(4)(h)

Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

Billing Requirements to Contracted Operators.....41-2.006(4)(i)

Billing requirements of the community transportation coordinator to subcontractors shall be determined locally by the local coordinating board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the community transportation coordinator, in accordance with Section 287.0585, F.S.

Passenger/Trip Data Base..... 41-2.006(4)(j)

Passenger/trip database must be maintained or accessible by the community transportation coordinator on each rider being transported within the system.

Adequate Seating.....41-2.006(4)(k)

Adequate seating for paratransit services shall be provided to each rider and escort, child, or 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 provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care

attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

Driver Identification.....41-2.006(4)(l)

Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

Passenger Assistance.....41-2.006(4)(m)

The paratransit drivers 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, 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 may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

Smoking, Eating, and Drinking On Vehicles.....41-2.006(4)(n)

Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

Local Policy: The use of any tobacco products on the vehicles is prohibited. In general, eating and drinking on board the vehicle will not be allowed. Reasonable accommodation for eating or drinking on board a vehicle shall be provided where it does not fundamentally alter service, pose a direct safety threat and where an undue administrative or financial burden is experienced. If a passenger with a medical condition requests to eat or drink aboard a vehicle in order to avoid adverse health consequences, the request will be granted. Stops will be made to accommodate the needs of the passengers as pre-determined by the dispatcher. The driver will determine comfort stops.

No-Show Policy.....41-2.006(4)(o)

The community transportation coordinator and the local coordinating board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Local Policy: Scheduled trips should be canceled with 24 hours notice. Agency cancellations should be in writing. All cancellations received after vehicle has departed yard will result in a “no show”. Continued excessive “no shows” could result in permanent suspension.

No-Shows will not exceed 1% of the requested trips.

Two-Way Communication Equipment.....41-2.006(4)(p)

All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

Local Policy: All vehicles shall have cellular telephones or two-way radios.

Vehicle Air Conditioning and Heating Equipment..... 41-2.006(4)(q)

All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

First Aid Policy.....41-2.006(4)(r)

First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers are certified in First Aid upon hire.

Cardiopulmonary Resuscitation (CPR) Policy.....41-2.006(4)(s)

Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers are certified in CPR upon hire.

Driver Background Screening.....41-2.006(4)(t)

Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers receive an approved Level II background screening immediately after hire.

Public Transit Ridership.....41-2.006(4)(u)

In areas where fixed route transportation is available, the community transportation coordinator should jointly establish with the local coordinating board a percentage of total trips that will be placed on the fixed route system.

Local Policy: CTC provides a limited route in the greater Marianna area. Ridership is too uncertain to determine a transfer goal. Information is provided frequently regarding the availability of the city route. Paratransit passengers are required to utilize the public bus service when transportation is needed within the service area.

Passenger Pick-Up Window.....41-2.006(4)(v)

The community transportation coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

Local Policy: The coordinator will have a 95% on-time performance for all scheduled pick-ups within the established windows.

Passengers scheduled for transport should be prepared for boarding as follows:

Within county: 30 minutes prior to the estimated pick-up time

Out of county: 60 minutes prior to the estimated pick-up time

Passengers will arrive at their destination at their appointment times. If passengers do not arrive at their destinations by the appointment times due to JTrans' errors, the trip co-payments/fares will be waived. The return trip pick-up windows are the same and are based on the notification time that the passengers are ready for pick-up.

On-Time Performance.....41-2.006(4)(w)

The community transportation coordinator and the local coordinating board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the community transportation coordinator's evaluation of its contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: The coordinator will have at least a 95% on-time performance rate for all completed trips.

Advanced Reservation Requirements.....41-2.006(4)(x)

The community transportation coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: There will be a 72 hour notice requirement for all trips scheduled within the coordinated system, except under special circumstances.

Safety (Accidents).....41-2.006(4)(y)

The community transportation coordinator and the local coordinating board should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: 1 chargeable accident per 100,000 miles shall be the maximum allowable number of accidents for the evaluation period.

Reliability (Roadcalls).....41-2.006(4)(z)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the community transportation coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: There should be no less than 25,000 miles between each road call.

Accessibility (Call Hold Time).....41-2.006(4)(aa)

This performance measure can be used to address the accessibility of the service. The community transportation coordinator and the local coordinating board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: 90% of all incoming calls will be answered within an average of one (3) minutes.

Quality (Complaints).....41-2.006(4)(bb)

The community transportation coordinator and the local coordinating board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the community transportation

coordinator's evaluation of the contracted operators, and the local coordinating board's evaluation of the community transportation coordinator.

Local Policy: 1 complaint for 100,000 miles shall be the maximum number of complaints for the evaluation period.

M. Service Animal Policy

In accordance with the Americans with Disabilities Act (ADA), all transit passengers will be permitted to travel with a service animal trained to assist them. ADA regulations at 49 C.F.R. Section 37.3 define a service animal as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items."

Please notify Jackson Transportation, Inc. in advance if you intend to bring a service animal with you.

Animals that are not trained to do work or perform tasks are not considered to be service animals (49 C.F.R. Section 37.167(d)). For example, emotional support animals, which provide emotional support, well-being, comfort, or companionship to an individual with disabilities, but are not trained to do work or perform tasks, are not considered to be service animals.

If you are planning on riding on Jackson Transportation, Inc. with a service animal, please follow these guidelines:

- Service animals are to be properly leashed and/or harnessed and under the control of their handlers at all times.
- The service animal must remain at your feet or on your lap. The service animal may not sit on a vehicle seat.
- The service animal must not be aggressive toward people or other animals.
- You are responsible for any damages or soiling caused by the service animal.
- The rider may be asked to remove his/her service animal from the vehicle if:
 - The animal is out of control and the rider does not take effective action to control it.
 - The animal poses a direct threat to the health or safety of others.

You are responsible for the care and supervision of your service animal while on board the vehicle.

N. Local Complaint and Grievance Procedure/Process

- a. The aggrieved person is to present a formal (written) grievance to the Community Transportation Coordinator within 10 working days of the incident.
- b. The Community Transportation Coordinator will have 10 working days from the date of receipt of the grievance to respond in writing to the aggrieved person. The response will include the right to appeal to the Transportation Disadvantaged Coordinating Board Grievance Committee. The Community Transportation Coordinator shall submit a copy of the grievance and the response to the Transportation Disadvantaged Coordinating Board Grievance Committee.

- c. The aggrieved person, dissatisfied with the response from the Community Transportation Coordinator, has 5 working days of the received response to request in writing a hearing with the Transportation Disadvantaged Coordinating Board Grievance Committee.
- d. The Transportation Disadvantaged Coordinating Board Grievance Committee has 10 working days from the date of receipt of the request to hear the grievance and recommend to the Community Transportation Coordinator in writing any actions that may assist in dealing with the stated grievance. The Grievance Committee will report to the Transportation Disadvantaged Coordinating Board at the next regular meeting.
- e. The aggrieved person, dissatisfied with the advice of the Grievance Committee, has 10 working days from the date of receipt of the response to request in writing a hearing before the Transportation Disadvantaged Coordinating Board.
- f. The Transportation Disadvantaged Coordinating Board will hear the grievance within 60 calendar days, either at its next regular meeting or special called meeting as requested by the Grievance Committee Chairman, based on severity of the issue. The findings, explanations and recommendations of the Transportation Disadvantaged Coordinating Board will be in written form, recorded and transmitted to the aggrieved person and the Community Transportation Coordinator within 10 working days following the hearing. The determination of the Transportation Disadvantaged Coordinating Board is final.
- g. The Community Transportation Coordinator will have 10 working days from receipt of the recommendations to address in writing the Transportation Disadvantaged Coordinating Board's recommendations.
- h. The Transportation Disadvantaged Coordinating Board will review the Community Transportation Coordinator's response to the recommendations at the next meeting of the Transportation Disadvantaged Coordinating Board. A record of the grievances, their status (i.e., resolved, unresolved) and the response to the Transportation Disadvantaged Coordinating Board's recommendations will be included in the Community Transportation Coordinator's annual evaluation. The grievance record will also be reviewed during the development of the Community Transportation Coordinator's service plan.
- i. The customer, dissatisfied with the advice of the Transportation Disadvantaged Coordinating Board, can file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450 or through the TD Helpline (1-800-983-2435), or by email (CTDOmbudsman@dot.state.fl.us). Upon request of the customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.
- j. 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.

Aggrieved persons with proper standing may also have recourse through the Chapter 120, Florida Statutes' administrative hearing process. Nothing in this process is intended to preclude the aggrieved person from pursuing legal action. Aggrieved persons may contact the Commission for the Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

O. CTC Monitoring Procedures for Operators and Coordination Contractors

The Coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the Coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the Coordinator will be used annually to evaluate the operators.

P. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the Coordinator will be used annually to evaluate the Coordination Contractors. The evaluation results will be provided to the Transportation Disadvantaged Coordinating Board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

VII. Cost/Revenue Allocation & Rate Structure Justification

A. Service Rates Summary & Rate Calculation Worksheets

The Cost Revenue Allocation and Rate Structure are determined by The Commission for Transportation Disadvantaged Rate Calculation Model. The Rate Calculation Model Worksheets are reviewed annually to determine Rate adjustments. Rate changes are calculated annually by changes to the level of service, expenditures and Revenues. The Rate Calculation Model Worksheets are included.

SERVICE RATES SUMMARY

Jackson Transportation Inc,

d.b.a. JTrans

Jackson County Coordinated Transportation System

Effective: July 1, 2026

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT
Ambulatory	Passenger Mile	\$1.97
Wheelchair	Passenger Mile	\$3.38
Stretcher	Passenger Mile	\$7.04

Quality Assurance

VIII. Quality Assurance

The Quality Assurance Element contains the steps the transportation disadvantaged coordinating board will take to monitor and evaluate the services provided by or coordinated through the community transportation coordinator, based on the locally established service standards consistent with those of the Commission for the Transportation Disadvantaged.

Service standards are an integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The transportation disadvantaged coordinating board will annually evaluate the community transportation coordinator's compliance of the established service standards. The community transportation coordinator and any transportation operator from whom service is purchased or arranged by the community transportation coordinator shall adhere to Commission approved standards.

A. Coordinator Evaluation Process

Annually, the transportation disadvantaged coordinating board evaluates the community transportation coordinator to ensure quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated and unfragmented manner. The transportation disadvantaged coordinating board makes a recommendation to the Apalachee Regional Planning Council. The Apalachee Regional Planning Council reviews the evaluation and the recommendation of the transportation disadvantaged coordinating board and recommends to the Commission for the Transportation Disadvantaged the designation of the community transportation coordinator for the next fiscal year.

The evaluation of the coordinator is conducted utilizing the Commission for the Transportation Disadvantaged approved format. A copy of the most recent coordinator evaluation follows.

The transportation disadvantaged coordinating board has agreed to not evaluate any area of service delivery that was recently evaluated by a purchasing/sponsoring agency or the Commission for the Transportation Disadvantaged. The board will appraise the results of the reviews and, if satisfactory, the coordinating board will incorporate the results into their evaluation.

B. Coordinator Monitoring Procedures of Operators and Coordination Contractors

The coordinator is responsible for evaluating its operators and coordination contractors to ensure contractual compliance. The evaluation is done on a periodic basis depending on the needs and requirements of the coordinator. A comprehensive annual evaluation is to include compliance with the System Safety Program Plan, locally approved standards, Commission standards, annual operating data, and insurance requirements. The same criteria used to evaluate the coordinator will be used annually to evaluate the operators.

C. Coordination Contract Evaluation Criteria

The same criteria used to evaluate the coordinator will be used annually to evaluate the coordination contractors. The evaluation results will be provided to the transportation disadvantaged coordinating board to determine whether the issuance or continuation of a coordination contract will be the most cost-effective and efficient utilization of local state, or federal dollars.

D. Planning Agency Evaluation Process

The transportation disadvantaged coordinating board will participate and assist the Commission for the Transportation Disadvantaged in its quality assurance review of the planning agency.

**LOCAL COORDINATING BOARD ANNUAL REVIEW
COMMUNITY TRANSPORTATION COORDINATOR
FINDINGS AND RECOMMENDATIONS
REVIEW PERIOD: FY 25-26**

CTC Being Reviewed

Jackson County Transportation, Inc./JTrans

Review Date

03/10/26

General Information

Jackson County Transportation/JTrans was designated as the CTC for Jackson County for Fiscal Years July 1, 2023-June 30, 2028. The CTC is a private non-profit organization, operating as a sole source provider in a rural area.

Findings and Recommendations

Compliance with Chapter 427, F.S.	Area of Noncompliance: None
Compliance with Rule 41-2, F.A.C.	Area of Noncompliance: None
Commission Standards and Local Standards	Area of Noncompliance: Yes Suggestion: Look for ways to increase on-time performance and reduce the number of Brokered No Shows.
On-Site Observation of the System	Area of Noncompliance: None
Rider/Beneficiary Survey Summary	Area of Noncompliance: None
Contractor Survey Summary	Area of Noncompliance: None
Purchasing Agency Survey Summary	Area of Noncompliance: None
Level of Cost – Worksheet 1	Area of Noncompliance: None
Level of Competition – Worksheet 2	Area of Noncompliance: None
Level of Coordination – Worksheet 3	Area of Noncompliance: None
Status Report Follow-Up From Last Review	Area of Noncompliance: None

Report completed by: Austin Britt, LCB/ARPC staff

Approved by the LCB: March 10, 2026