

**MINUTES  
REGULAR BOARD MEETING  
JACKSONVILLE TRANSPORTATION AUTHORITY  
WEDNESDAY, JANUARY 31, 2024 – 2:00 P.M.**

The regular Board meeting of the Jacksonville Transportation Authority (JTA) was held on Wednesday, January 31, 2024.

**BOARD MEMBERS**

Deborah Buckland, Chair  
G. Ray Driver, Vice Chair  
Aundra Wallace, Secretary  
Patricia Sams, Treasurer  
Arezou Jolly, Immediate Past Chair

**JTA EXECUTIVE STAFF**

Nathaniel P. Ford Sr., CEO  
Greer Gillis, SVP System Development  
Raj Srinath, SVP Finance and Technology  
Jeffery Smith, Interim SVP Operations  
Jessica Shepler, VP Government Affairs

**BOARD MEMBERS NOT PRESENT**

Greg Evans, FDOT  
Megan Hayward, Board Member

**OTHERS PRESENT**

Katie Smith, Board Administrator  
Richard Milian, General Counsel

**A. CALL TO ORDER** – Chair Buckland called the meeting to order at 2:03 p.m. and thanked the Board for attending the meeting.

Director Driver led the Pledge of Allegiance.

Mrs. Smith completed a roll call confirming a quorum of the Board.

Chair Buckland then provided the safety message for the month of January “Do your work with pride, put safety in every stride.”

**B. APPROVAL OF MINUTES FROM DECEMBER 14, 2023 BOARD WORK SESSION AND BOARD MEETING**

**MOTION** (Jolly/Sams) to approve minutes. Motion Approved (4-0).

**MOTION** to approve minutes from the 2023 Nominating Committee Meeting. Motion Approved. (Jolly/Sams)

**C. COMMENTS FROM COUNCIL LIAISON** – Councilwoman Pittman was not in attendance.

**D. AUTHORITY RECOGNITION AWARDS**

Customer Spotlight: Ishmael Davis

December Employees of the Month:

Bus Operator: Charles Winel

Maintenance: Hoang Vo

Administrative: Tim Merzheku

2023 Employees of the Year:

Bus Operator: Deborah Argo

Maintenance: Floyd McKiever

Administrative: Robert Dutremble

Donald M. Chapman Award: James Holmes

Director Wallace arrived at the meeting.

**E. COMMENTS FROM THE PUBLIC:** There were four public comments.

**1. LeQuanton Timely, Sr.** – He shared his concerns about routes not serving the areas that need service. There is also an issue with some operators being rude and unprofessional. Mr. Timely inquired about why a bus doesn't stop when someone flags them down.

**2. Robert Walter Owen** – He shared his appreciation of the service provided – he is happy with JTA. Mr. Owen congratulated those that were recognized at the meeting. He shared that a bike rack at the terminal would be nice.

**3. John Nooney** – He shared that he and his wife live at Pottsburg Creek. Mr. Nooney is reaching out to public entities regarding making the landing at Pottsburg Creek private. His ask of the JTA is charging stations in his area and there is funding coming from the government that would improve the green space in that area. Adding charging stations to the park would allow for golf carts, bikes and cars to be charged.

**4. LaLeta Matilda McClure** – She shared that she is a customer and federal employee. Ms. McClure shared that she takes bus 50B each morning for work and that the time it takes is too long. She also shared her route to return home and the amount of time that takes. She feels that customers should be receiving better options, amenities and services.

Mr. Ford shared that JTA staff is in attendance to meet with each of the individuals that had public comment to provide further information and assistance.

Director Jolly suggested an acknowledgment in advance of Public Comment be made to advise that there will be staff available to further discuss the concerns from each comment.

**F. CHIEF EXECUTIVE OFFICER'S (CEO) REPORT:** Mr. Ford stated after his report, the Executive Leadership Team (ELT) would provide the Board with details and information related to their divisions.

He shared that on January 4, 2024, the JTA had the privilege of meeting with Representative Kiyon Michael to discuss JTA's transportation services in the Mayport and Beaches communities. Specifically, to explore options to address the issue of food deserts in Mayport and Atlantic Beach.

On January 7, 2024, he participated in the 103<sup>rd</sup> Transportation Research Board (TRB) annual meeting, along with about 14,000 attendees from around the world present. TRB is the

premier venue for transportation organizations to come together to exchange their collective knowledge, experience, and innovations to address a myriad of issues from their national and international perspectives. This board was represented by Director Sams, for whom this was her very first TRB meeting.

On January 16, 2024, Mr. Ford was joined by members of the ELT and JTA's Automation & Innovation team, to attend Duval Day in the Florida State Capitol, joining the mayor and several city leaders. This event provided the Authority with a valuable opportunity to engage in meaningful conversations with Florida lawmakers, with a focus on the advancement of autonomous vehicle technology, the U<sup>2</sup>C program, and the role it will play in enhancing safety and mobility within our Northeast Florida communities.

January 2024 marked the end of Mr. Ford's tenure as the Chair of Goodwill of North Florida. Mr. Ford shared what a privilege it was to serve the community through such an impactful organization, and is pleased to report that during his tenure, Goodwill completed its five-year strategic plan, expanded retail employment opportunities by adding two new stores and expanding two other locations, doubled the number of services provided to the community to over 60,000, increased the number of employees to over 1,000, and witnessed a 90 percent increase in net worth. It was an honor to contribute to their board, and he looks forward to seeing their continued success in the years ahead. To the Incoming Goodwill Chair, Director Aundra Wallace, he has Mr. Ford's full support and encouragement.

On January 22, 2024, JTA's newest round of service enhancements went into effect and optimized select bus routes for better on-time performance for JTA patrons. This was done in response to, and in support of, customer feedback.

Lastly, Mr. Ford shared that JTA has begun a series of short videos highlighting the sponsorships of organizations that are helping improve the lives of North Florida communities through their own unique missions. The Board's donation of a parcel of surplus land has been instrumental in helping the North Florida School of Special Education serve the community.

He concluded by sharing his gratitude for each member of the Board of Directors for their unwavering support. Together, the Board and staff are making significant strides in improving the lives of those in the community, and he looks forward to the continued success of the JTA.

A video was shown providing highlights of activities in January.

**G. DIVISION REPORTS**

**1. ADMINISTRATION MONTHLY REPORTS** – Mrs. Shepler, in Mr. Ferguson's absence, shared highlights of the Administration Division through December 2023 and activities in

the Administration division.

2. **FINANCE MONTHLY REPORTS** – Mr. Srinath shared details of the Monthly Finance Reports for December 2023 and activities in his division.

3. **OPERATIONS MONTHLY REPORT** – Mr. Smith provided the Board with a summary of the Operations report through December 2023 and activities in his division.

4. **SYSTEM DEVELOPMENT MONTHLY REPORT** – Ms. Gillis shared details of the System Development Report for December 2023 and activities in her division.

#### **H. CONSENT AGENDA**

There were no items under Consent.

#### **I. ADOPTION AGENDA**

1. **RESOLUTION 2024-01: AUTHORIZATION TO FILE FISCAL YEAR 2024 LOCAL AGENCY PROGRAM AGREEMENT SAFE ROUTES TO SCHOOL - ANDREW ROBINSON ELEMENTARY** – Mr. Srinath stated that staff recommends the Board adopt Resolution 2024-01 authorizing the CEO to enter into a Local Agency Program (LAP) Agreement with the Florida Department of Transportation for \$742,604. This LAP Agreement falls under the Safe Routes to School Program for the construction of sidewalks at various locations near Andrew Robinson Elementary School.

**MOTION** (Driver/Jolly) to Adopt Resolution 2024-01: Authorization to File Fiscal Year 2024 Local Agency Program Agreement Safe Routes to School – Andrew Robinson Elementary. Motion Approved (5-0).

2. **RESOLUTION 2024-02: AUTHORIZATION TO FILE FISCAL YEAR 2024 SURFACE TRANSPORTATION GRANT** – Mr. Srinath stated that staff recommends the Board adopt Resolution 2024-02 authorizing the CEO to file and enter into an agreement with the United States Department of Transportation Federal Transit Administration (FTA) for Fiscal Year 2024 under the FTA Section 5307 Federal Highway Administration Transfer of Surface Transportation Program in the amount of \$1,250,000.

**MOTION** (Driver/Wallace) to Adopt Resolution 2024-02: Authorization to File Fiscal Year 2024 Surface Transportation Grant. Motion Approved (5-0).

3. **RESOLUTION 2024-03: APPROVAL OF REVISED PUBLIC TRANSPORTATION AGENCY SAFETY PLAN** – Mrs. Shepler stated that staff recommends the Board adopt Resolution 2024-03 approving the revised JTA Public Transportation Agency Safety Plan (PTASP) in accordance with regulatory requirements. This requirement by FTA is for all transportation agencies grant recipients to develop safety plans that include the processes and

procedures for implementing Safety Management System. The JTA is required to update the PTASP annually.

**MOTION** (Sams/Wallace) to Adopt Resolution 2024-03: Approval of Revised PTASP. Motion Approved (5-0).

**J. SAFETY, AUDIT AND COMPLIANCE COMMITTEE** (Sams, Committee Chair)

No items for the committee.

However, Director Sams did share with the Board that she and Director Hayward had the opportunity to meet with JTA staff to receive an in-depth presentation and discussion on JTA metrics and how these are determined and measured.

She also provided a report out from the TRB's annual conference that she attended January 7 – 11, 2024.

**K. FINANCE AND ADMINISTRATION COMMITTEE** (Wallace, Committee Chair)

**ACTION ITEMS**

1. **APPROVAL OF CONTRACT AWARD FOR MYSTERY SHOPPER AND CUSTOMER SERVICE SURVEY (P-23-035)** - Mr. Smith stated that staff recommends the Board approve the ranked shortlist and authorize the CEO to execute a contract with C Robinson Associates, Inc., the highest ranked responsive and responsible proposer, for a not-to-exceed amount of \$1,570,640 for five years with no additional options to renew. Approval of this item will allow the JTA to monitor and evaluate the Authority's customer services through a representative sampling of customers riding Fixed Route Bus, Skyway, Ferry, ReadIRide, Express Select, Connexion and Connexion Plus Services. The program will provide quantitative and qualitative information that will aid leadership in identifying opportunities for improvement, employee coaching, and training.

A DBE goal of 30 percent was assigned to this project and C Robinson Associates, Inc. has agreed to meet that goal.

**MOTION** (Wallace/Jolly) to Approve Contract Award for Mystery Shopper and Customer Service Survey (P-23-035). Motion Approved (5-0).

2. **APPROVAL OF CONTRACT AMENDMENT FOR MICROSOFT PRODUCTS AND SERVICES** - Mr. Srinath stated that staff recommends the Board authorize the CEO to amend Contract B-23-005 for Microsoft Licenses, Products and Services to increase the contract value by \$1,200,000 to support the evolving organizational needs for Microsoft technology requiring additional application licenses for users and the data center along with cloud storage and technical support services. The amended total contract value is \$2,112,782.

He stated that there are three reasons for this amendment: (1) The need for Microsoft 365 Licenses has expanded beyond the JTA's current license capacity necessitating the purchase of additional licenses for users; (2) The need for Microsoft cloud storage has increased as the quantity of data backup to the cloud for disaster recovery and business continuity purposes have grown; (3) To ensure that JTA receives prompt and prioritized support for the various Microsoft products, purchase of Unified support from Microsoft is needed as well as to ensure that JTA optimally configures, deploys, manages and maintains the increasingly complex technology product suite from Microsoft.

Mr. Ford shared that there are some unknowns as it relates to the data load as the Ultimate Urban Circulator (U<sup>2</sup>C) comes online.

Director Sams inquired about where the JTA falls with other agencies on this issue. Mr. Srinath responded that JTA is below other agencies.

**MOTION** (Sams/Wallace) to Approve Contract Amendment for Microsoft Products and Services. Motion Approved (5-0).

**L. SERVICE DELIVERY** (Hayward, Committee Chair)

No items for the committee.

**M. LONG RANGE PLANNING AND SYSTEM DEVELOPMENT** (Driver, Committee Chair)

**ACTION ITEMS**

1. **APPROVAL OF CONTRACT AWARD FOR ULTIMATE URBAN CIRCULATOR PHASE 2 SKYWAY CONVERSION AND BATTERY ELECTRIC BUS ELECTRIFICATION (P-23-011)** - Ms. Gillis stated that staff recommends the Board approve the ranked shortlist and authorize the CEO to negotiate and execute a contract with HNTB Corporation for the U<sup>2</sup>C Phase 2 Skyway Conversion and Battery Electric Bus Electrification for a total contract not-to-exceed amount of \$6,500,000.

She added that the contract consists of performing the Project Development & Environmental study, developing thirty percent plans for the conversion of the existing JTA Skyway monorail superstructure into a Connected Automated Vehicle corridor, and the design of battery electric bus on-route charging technologies to serve transit bus routes along the Skyway.

Ms. Gillis also shared how the PD&E study and design being evaluated now will prepare staff for the next steps and evaluate future options for this project.

**MOTION** (Wallace/Jolly) to Approve Contract Award for U<sup>2</sup>C Phase 2 Skyway Conversion and Battery Electric Bus Electrification. Motion Approved (5-0).

**2. DECLARATION OF SURPLUS AND APPROVAL OF REAL PROPERTY DISPOSITION - ZOO PARKWAY** - Mrs. Shepler stated that staff recommends the Board

officially declare certain real property as surplus and eligible for disposal through public sale or transfer to other governmental agencies. Staff also recommends the Board authorize the Chief Executive Officer (CEO) to enter into negotiations with San Marco Properties for sale of the property in the amount of \$950. The subject parcel is identified as Part Lots 7 and 8, Block 1, Bon Air, Book 21, Page 80, Duval County, Florida. Land adjacent to 169 Zoo Parkway. The property is approximately .145 acre. She added that the property is very small and of minimal value.

**MOTION** (Jolly/Wallace) to Approve Declaration of Surplus and Real Property Disposition – Zoo Parkway. Motion Approved (5-0).

**N. OLD BUSINESS**

**1. RATIFICATION OF CONTRACT AWARD FOR SIGNAL IMPROVEMENTS ON FAYE ROAD AT ALTA DRIVE (B-24-008)** - Ms. Gillis stated that staff recommends the

Board authorize the CEO to approve the use of the established unit rate City of Jacksonville (City) Contract #70177-23 with Miller Electric Co. for a not-to-exceed amount of \$430,736 to provide all materials, labor, and equipment for the construction of a new traffic signal at eastbound Faye Road and Alta Drive.

She added that upon substantial completion of the Alta Drive Road Widening project, Local City officials requested a new signal be added to the project providing a left turn movement for eastbound Faye Road at Alta Drive. The JTA piggybacked on the City’s contract to allow this project to move forward to have a completion date of March 2024 and close out the entire Alta Drive project.

**MOTION** (Sams/Jolly) for Ratification of Contract Award for Signal Improvements on Faye Road at Alta Drive (B-24-008). Motion Approved (5-0).

**2. APPROVAL TO AMEND RESOLUTION 2023-20** – Mr. Srinath stated that staff requests the Board amend Resolution 2023-20 to correct a scrivener’s error. He explained that the only change is in the title. There is no changes in the body of the resolution.

**MOTION** (Driver/Wallace) to Approve the amendment to Resolution 2023-20. Motion Approved (5-0).

**O. NEW BUSINESS**

There was no New Business

Chair Buckland announced that the next Board meeting is scheduled for February 29, 2024.

There being no further business, the meeting adjourned at 3:32 p.m.

SEAL

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Debbie Buckland, Chair

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Aundra Wallace, Secretary