



**BAKER COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD QUARTERLY MEETING**

MEETING AGENDA

Baker County Council on Aging Transit Building
9264 Buck Starling Road, Macclenny, Florida, 32063
Zoom Meeting ID #: 814 3569 8222
Call in # +1 786-635-1003

Thursday, November 21, 2024, 10:00 a.m.

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Anderson
2. Additions, Deletions, Changes to the Agenda – Chair Anderson
3. Approval of September 19, 2024, Meeting Minutes* – Chair Anderson (page 2-6)
4. LCB Membership (page 7)
5. Northeast Florida Regional Council Update – Ms. Jones
6. Grievance Procedure Review* (page 8-10)
7. Community Transportation Coordinator (CTC) System Update – Ms. Harvey
 - a. CTC Quarterly Update (page 11)
 - b. Grants Update* (if required)
8. Old Business
9. New Business
10. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
11. Member and Department Reports
12. Adjournment – Chair Anderson

Next LCB Meeting: February 20, 2025, at 10:00 a.m.
Baker County COA Transit, 9264 Buck Starling Road, Macclenny, Florida



**Baker County Transportation Disadvantaged
Local Coordinating Board Meeting**

Thursday, September 19, 2024

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Baker County Commission
Hon. Jimmy Anderson, Chair

State of Florida Transportation
Disadvantaged Commission
Dr. Phillip Stevens, Chair

Meeting Minutes

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review

A quarterly meeting of the Baker County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, September 19, 2024. Chair Anderson called the meeting to order at 10:04 a.m. with the following members present:

Representing:	Voting Member:
Chair	Jimmy Anderson (In-Person)
FDOT	Angela Gregory (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans	Tony Esterling (In-Person)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)
Medical Community	Stephanie Bechtel (In-Person)

Members Not Present

Representing:	Voting Member:
DCFS	John Wisker
Children at Risk	Kishia Miller
Dept. of Elder Affairs	Janet Dickinson
AHCA/Medicaid	Reeda Harris
Regional Workforce Development	Sean Rush

Community Transportation Coordinator Staff Present

Chris Harvey, Judd Chambers (All In-Person)

Planning Agency Staff Present

Summer Jones and Annie Sieger (In-Person)

Guests

Liz Peak (In-Person)

Jeremy Norsworthy, Mariana Schwabacher, Eric Houston (Virtual)

After a roll call took place, a quorum was confirmed.

2. Additions, Deletions, and Changes to the Agenda

There were no additions, deletions, or changes at this time.

3. Approval of May 16, 2024, Meeting Minutes*

Ms. Bechtel motioned for the approval of the May 16, 2024, Meeting minutes. Mr. Esterling seconded the motion. The May 16, 2024, Meeting minutes were approved unanimously.

4. Regional Transit Working Group Report

Liz Peak with the Regional Mobility Group and Jacksonville Transportation Authority (JTA) gave a presentation on the Northeast Florida Coordinated Mobility Plan.

The Northeast Florida Coordinated Mobility Plan is a regional effort. The purpose of the plan is to identify transportation needs of individuals with disabilities, older adults, and people with low incomes. It also provides strategies for meeting these needs and prioritizes transportation services for funding and implementation. They are looking to implement the Mobility Plan by the end of the year.

Jeremy Norsworthy with JTA gave a presentation on Creating Safe Spaces Action Plan. Mr. Norsworthy updated us on the Action Plan progress. Over the past couple of months, they have been diligently conducting research and analysis to better understand last-mile safety needs in the region.

5. LCB Membership

Ms. Jones reviewed the LCB membership. Currently, there are seven (7) vacancies. These vacancies include the following: Public Education, Community Action (Economically Disadvantaged), Elderly, Persons w/Disabilities, Citizen Advocate/user, Citizen Advocate/non-user, and Private-for-Profit Transportation.

Ms. Jones is working on public outreach to get the vacancies filled.

6. Northeast Florida Regional Council Update

Ms. Jones gave an update for the Northeast Florida Regional Council.

- On Wednesday, September 18th, the Florida Department of Transportation hosted a Regional Workshop for the 2055 Transportation Plan which gave opportunities to collaborate with local agencies in the community, provide feedback on the Florida Transportation Plan vision and goals, and learn more about regional objectives.
- Ms. Jones is attending the FPTA/CTD Conference September 22nd – 24th in West Palm Beach.
- Mobility week is from October 25th until November 2nd.
- The Northeast Florida Regional Council has moved from the WJCT Building to the Jessie Ball DuPont Center.

7. Community Transportation Coordinator (CTC) Update

a) Annual Operation Report*

There was a review of the Annual Operation Report. There was a motion from Ms. Stanford to approve the Annual Operation Report. There was a second from Ms. Price. The Annual Operation Report was approved unanimously.

b) CTC Quarterly Update:

Ms. Harvey reviewed the quarterly update:

For the months April, May, and June, there was a total of 5,122 paratransit trips. For this same period in 2023, there was a total of 4,819 paratransit trips. This equates to a 6.3% increase.

c) Grants Update*

There are no grants update at this time.

8. Old Business

There was no old business.

9. New Business

There was no new business.

10. Public Comment

There was no public comment.

11. Member and Department Reports

Stephanie Bechtel – Local Medical Community-Ms. Bechtel stated Ms. Kishia Browning recently got married. Her last name needs to be updated to Miller.

12. Adjournment

Without further discussion, Chair Esterling adjourned the meeting at 10:36 a.m. The next LCB meeting will occur on November 21, 2024, at 10:00 a.m. in the Baker County Council on Aging (BCCOA) Transit meeting room.

ATTENDANCE RECORD
BAKER COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/16/23	2/15/24	5/16/24	9/19/24
1. Chairperson	Jimmy Anderson	a	a	a	P
2. Dept. of Transportation	Angela Gregory / Janell Damato/ Chris Nalsen/ Lauren Adams	P	P	P	P
3. Dept. Of Children and Families	John Wisker	a	P	P	a
4. Public Education	Vacant	-	-	-	-
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	P	P	P
6. Veteran Services	Tony Esterling / Lydia Manganol Patrick Barragan	P	P	P	P
7. Community Action (Econ. Disadv)	Celena Farmer / Vacant	a	-	-	-
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate / Non-User	Vacant	-	-	-	-
12. Children at Risk	Kishia Miller	P	P	P	a
13. Dept. Of Elder Affairs	Janet Dickinson/ Kym Washington / Neil Ambrus	P	P	P	a
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Reeda Harris / Pamela Hagley	a	P	P	a
16. Agency for Persons w/Disabilities	Sheryl Stanford / Diana Burgos-Garcia	a	P	a	P
17. Regional Workforce Dev. Brd.	Lori McLaughlin / Sean Rush	P	a	a	a
18. Local Medical Community	Stephanie Bechtel / ALT	a	a	P	P

VACANCIES

Public Education
Community Action (Econ. Disadv.)
Elderly
Disabled
Citizen Advocate / User
Citizen Advocate / Non-User
Private For Profit Transportation

PLEASE SIGN IN!



**COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED**

Date: September 19, 2024
Time: 10:00 a.m.

Baker County Council on Aging Transit Bldg., 9264 Buck Starling Road, Macclenny, FL

Name	Address	Phone	E-Mail
Stephanie Bechtel	480 W. Lowder Macclenny, FL	904 653-5274	Stephanie.becht1@flhealth.gov
Add Phone	9264 BUCK STARLING	(904) 259-9315	Echambers@BakerCOA.org
TONY ESTERLING	360.E. SADEY A4	904-259-2576	
Jimmy Anderson	Macclenny	904 591 2790	
Chris Harvey	Baker COA		
Summer Jones	NEFRC		
Annie Sieger	NEFRC		
Liz Peak			

Salutation	First Name	Last Name	Organization	Representing	Voting/Non-Voting	Grievance Committee	Evaluation Committee	Comments	VC Expire
BAKER COUNTY									
Hon.	Jimmy	Anderson	Baker BOCC	Baker County Elected Official	Voting			Chair	
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Voting				
<i>Ms.</i>	<i>Janell</i>	<i>Damato</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>				
<i>Ms.</i>	<i>Chris</i>	<i>Nalsen</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>				
<i>Ms.</i>	<i>Lauren</i>	<i>Adams</i>	<i>FDOT, District 2</i>	<i>FDOT</i>	<i>Alternate</i>				
Mr.	John	Wisker	Dept of Children and Families	DCFS	Voting	Feb-25			
VACANT			Baker County School Board	Public Education	VACANT				
Ms.	Rochelle	Price	FL Dept. of Vocational Rehab/Dept of	Dept. of Education (Voc. Rehab.)	Voting				
Mr.	Tony	Esterling	Baker County Veterans Service	Veterans	Voting			Vice Chair	Feb-25
<i>Ms.</i>	<i>Lydia</i>	<i>Mangano</i>	<i>Baker County Veterans Service</i>	<i>Veterans</i>	<i>Alternate</i>				
<i>Mr.</i>	<i>Patrick</i>	<i>Barragan</i>	<i>Alachua County Veterans Service</i>	<i>Veterans</i>	<i>Interested Party</i>				
VACANT				Community Action (Econ. Disadv)	VACANT				
VACANT				Elderly	VACANT				
VACANT				Persons w/disabilities	VACANT				
VACANT				Citizen Advocate/User	VACANT				
VACANT				Citizen Advocate/Non-User	VACANT				
Ms.	Kishia	Miller	Florida Dept of Health Baker County	Children at Risk	Voting		Feb-25		
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Dept of Elder Affairs	Voting				
<i>Mr.</i>	<i>Neil</i>	<i>Ambrus</i>	<i>NE Florida Area Agency on Aging / El</i>	<i>Dept of Elder Affairs</i>	<i>Alternate</i>				
<i>Ms.</i>	<i>Kym</i>	<i>Washington</i>	<i>NE Florida Area Agency on Aging / El</i>	<i>Dept of Elder Affairs</i>	<i>Alternate</i>				
VACANT				Private for Profit Transportation	VACANT				
Ms.	Reeda	Harris	Agency for Health Care Administratic	AHCA / Medicaid	Voting				
<i>Ms.</i>	<i>Pamela</i>	<i>Hagley</i>	<i>Agency for Health Care Administratic</i>	<i>AHCA / Medicaid</i>	<i>Alternate</i>				
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting	Feb-25	Feb-25		
<i>Ms.</i>	<i>Diana</i>	<i>Burgos-Garcia</i>	<i>Agency for Persons with Disabilities</i>	<i>Agency for Persons with Disabilities</i>	<i>Alternate</i>				
Mr.	Sean	Rush	CareerSource Northeast Florida	Regional Workforce Development	Voting				
Ms.	Stephanie	Bechtel	Florida Dept of Health Baker County	Medical Community	Voting				
Mr.	Judd	Chambers	Baker County Council on Aging	Council On Aging	Non Voting			CTC Transportation Manager	
Ms.	Christina	Harvey	Baker County Council on Aging	Council On Aging	Non Voting			Baker COA Director	
Ms.	Elizabeth	Hale	Baker County Council on Aging		Interested Party			Baker COA Receptionist	
Ms.	Robin	Keller	Agency for Persons with Disabilities		Interested Party				
Ms.	Leslie	Richards	Agency for Persons with Disabilities		Interested Party				
			Meetings are held at:						
			Baker County COA Transit Bldg						
			9264 Buck Starling Road						
			Macclenny, FL 32063						
			904-259-2223						

Local Complaint and Grievance Procedure/Process

Definition of a Complaint

For the purpose of this Section, a complaint is defined as:

An issue brought to the attention of the Community Transportation Coordinator (CTC) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor, addressing one or more issues concerning transportation services of the CTC or operators used or employed by the CTC.

Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to the CTC. If a system user/advocate, sponsoring agency, or community service provider/subcontractor has a complaint, the CTC will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action to address each complaint. Complaints that cannot be resolved by the CTC directly or through mediation with operators and/or sponsoring agency can be brought before the County Transportation Disadvantaged Coordinating Board Grievance Committee.

Recording of Complaints

The Community Transportation Coordinator will keep a MEMO OF RECORD file of all complaints received. A copy of the MEMO OF RECORD file will be made available on request to the Community Transportation Coordinating Board.

Appeal to the Grievance Subcommittee

The Community Transportation Coordinator (CTC) shall advise and provide directions to all persons, system user/advocates, sponsoring agencies, and/or community service providers from which a complaint has been received by the CTC of the right to file a formal written grievance. If after the CTC attempts to resolve the complaint, the complainant is not satisfied with the action taken by the CTC, the individual should proceed to the next grievance step.

Definition of a Grievance

For purposes of this section, a grievance is defined as:

A circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance.

Grievance Procedures

The following Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. When a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services, proper grievance procedures which are described below should be followed in sequence.

Filing a Grievance

1. If a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a complaint as defined in Section 1, the party should first discuss the

matter with the staff involved for immediate resolution, if possible. If no resolution or satisfaction is reached, the individual should proceed to the grievance level.

2. If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (CTC) within five working days of the incident. All grievances must be in writing and shall include the following:
 1. The name and address of the grievant;
 2. Transit route, date and approximate time of the incident(s);
 3. A statement of the grounds for the grievance and supporting documentation;
 4. An explanation of the relief desired by the grievant.

Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within 15 working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (CTC) staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance. The Community Transportation Coordinator's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

The Community Transportation Coordinator will keep a GRIEVANT RECORD file of all grievances received. A copy of the GRIEVANT RECORD file will be made available to the Community Transportation Coordinating Board on an as needed basis.

Appeal to the Grievance Subcommittee

The decision of the Community Transportation Coordinator may be appealed to the Grievance Subcommittee of the Transportation Disadvantaged Coordinating Board within 15 working days of the receipt of the Community Transportation Coordinator's final decision. Within 30 days of receipt of the appeal the Grievance Subcommittee will meet and render a decision.

The grievant will be notified in writing of the date, time and place of the subcommittee meeting at which the appeal will be heard. This written notice will be mailed at least 10 days prior to the meeting. The notice shall clearly state the purpose of the discussion and a statement of issues involved. A written copy of the decision will be forwarded to the Board and all parties involved within 10 days of the date of the decision. Written decisions will include the following information:

1. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position;
2. A statement that clearly defines the issues discussed;
3. An opinion and reasons for the decision based on the information provided; and,
4. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Appeal to the County Transportation Disadvantaged Coordinating Board

The decision of the Grievance Subcommittee may be appealed to the Transportation Disadvantaged Coordinating Board within 15 working days from the date when the Grievance Subcommittee makes its final decision. Within 30 days of receipt of the appeal, the Board will meet and render a decision. A written copy of the decision will be forwarded to the Board and all parties involved within 10 days of the date of the decision.

Appeal to the State Transportation Disadvantaged Commission

Should a grievant remain dissatisfied with the decision, appeal may be made directly to the Transportation Disadvantaged Commission. The appeal should be addressed to:

Florida Transportation Disadvantaged Commission
605 Suwannee Street, MS - 49
Tallahassee, Florida 32399

**BAKER COUNTY COUNCIL ON AGING, INC. / BAKERTRANSIT
OPERATING REPORT as of Sept 30 2024**

3 MONTHS ENDING Sept 30th					6 MONTHS ENDING Sept. 30th					
	2024	2023	Difference	% Difference		2024	2023	Difference	% Difference	
1	307	597	(290)	(48.6)%	MEDICAID	681	1,396	(715)	(51.2)%	1
2	1,098	1,105	(7)	(0.6)%	TRANSPORTATION DISADVANTAGED - TD	2,300	2,588	(288)	(11.1)%	2
3	1,080	737	343	46.5%	5311	1,860	1,082	778	71.9%	3
4	1,975	2,819	(844)	(29.9)%	5310	4,223	4,188	35	0.8%	4
5	443	366	77	21.0%	MNR/FWNH	961	794	167	21.0%	5
6	4,903	5,624	(721)	(12.8)%	TOTAL PARATRANSIT TRIPS	10,025	10,048	(23)	(0.2)%	6
7	72	78	(6)	(7.7)%	OPERATING DAYS (excl. holidays, Sun)	148	156	(8)	(5.1)%	7
8	205	216	(11.0)	(5.1)%	TOTAL PARATRANSIT TRIPS PER DAY	409	386	23.13	6.0%	8
9	6,616	7,941	(1,325)	(16.7)%	BUS OPERATOR HOURS WORKED	13,644	15,157	(1,513)	(10.0)%	9
10	2	0	0.10	4.9%	TOTAL PARATRANSIT TRIPS PER HOUR WORK	4	0	0.47	11.8%	10
11	361	267	94	35.2%	WILDCAT SHUTTLE	695	610	85	13.9%	11
12	237	248	(11)	(4.4)%	BOBCAT SHUTTLE	656	429	227	52.9%	12
13	598	515	83	16.1%	TOTAL PUBLIC TRANSIT TRIPS	1,351	1,039	312	30.0%	13
14	8.3	6.6	1.7	25.8%	TOTAL PUBLIC TRANSIT TRIPS PER DAY	9.1	6.7	2.5	37.1%	14
15	5,501	6,139	(638)	(10.4)%	TOTAL TRIPS	11,376	11,087	289	2.6%	15
16	6,616	7,941	(1,325)	(16.7)%	BUS OPERATOR HOURS WORKED	13,644	15,157	(1,513)	(10.0)%	16
17	0.83	0.77	0.1	7.6%	TOTAL TRIPS PER HOUR WORKED	0.83	0.73	0.1	14.0%	17
18	72	78	(6.0)	(7.7)%	OPERATING DAYS (excl. holidays, Sat & Sun)	148	156	(8)	(5.1)%	18
19	76.4	78.7	(2.3)	(2.9)%	TOTAL TRIPS PER OPERATING DAY	76.9	71.1	5.8	8.2%	19
20	91.9	101.8	(9.92)	(9.7)%	HOURS WORKED PER OPERATING DAY	92	97	(4.97)	(5.1)%	20
21	0.83	0.77	0.06	7.6%	TOTAL TRIPS PER HOUR WORKED	0.83	0.73	0.10	14.0%	21
22	92,108	109,576	(17,468)	(15.9)%	TOTAL VEHICLE MILES	187,141	208,601	(21,460)	(10.3)%	22
23	18.8	19.5	(0.7)	(3.6)%	TOTAL MILES / PARATRANSIT TRIP	19	21	(2.1)	(10.1)%	23
24	1,279.3	1,404.8	(125.5)	(8.9)%	TOTAL MILES / OPERATING DAY	1,264.5	1,337.2	(72.7)	(5.4)%	24
25	13.9	13.8	0.1	0.9%	AVERAGE TOTAL MILES / HOUR WORKED	13.7	13.8	(0.0)	(0.3)%	25
26	12,720	14,612	(1,892)	(12.9)%	TOTAL FUEL GALLONS	25,920	27,893	(1,973)	(7.1)%	26
28	7.2	7.5	(0.3)	(3.4)%	AVERAGE MILES / GALLON	7.2	7.5	(0.26)	(3.5)%	28
29	176.7	187.3	(10.7)	(5.7)%	AVERAGE GALLONS / OPERATING DAY	175.1	178.8	(3.66)	(2.0)%	29
29	1.9	1.8	0.1	4.5%	AVERAGE GALLONS / HOUR WORKED	1.9	1.8	0.06	3.2%	29
30	10	10	(\$0.70)	(6.9)%	AVG FUEL COST / GALLON	19	20	(\$1.05)	(5.1)%	30
31	\$ 1.31	\$ 1.36	(\$0.05)	(3.5)%	AVG FUEL COST / MILE	\$ 2.69	\$ 2.74	(\$0.05)	(1.7)%	31
					ROADCALLS					