



**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 or # +1 470-381-2552

Thursday, May 16, 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 February 15, 2024, Meeting and Public Hearing Minutes – Chair Anderson *
4. LCB Membership
 - a. Vacancies
 - b. Draft Advertisement for Vacancies
5. Annual Review of Bylaws*
6. Northeast Florida Regional Council Update – Ms. Jones
 - a. TDSP Annual Review (Roll Call Vote)*
 - b. Proposed LCB Meeting Schedule – 10:00 am on the 3rd Thursday Quarterly:
- 9/19/24, 11/21/24, 2/20/25, 5/15/25, 9/18/25*
 - c. Proposed LCB Annual Hearing – 3rd Thursday in February: 2/20/25
 - d. CTC Evaluation*
7. Community Transportation Coordinator (CTC) System Update – Ms. Harvey
 - a. CTC Quarterly Update
 - b. Grants Update* (if required)
8. Regional Mobility Group Update
 - a. Creating Safe Spaces Plan
 - b. Northeast Florida Coordinated Mobility Plan
9. Old Business
10. New Business
11. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
12. Member and Department Reports
13. Adjournment – Chair Anderson

Next LCB Meeting: September 19, 2024, at 10:00 a.m.
Baker County COA Transit, 9264 Buck Starling Road, Macclenny, Florida



**Baker County Transportation Disadvantaged
Annual Public Hearing**

Thursday, February 15, 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

The Annual Public Hearing of the Baker County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Thursday, February 15, 2024, and via Zoom virtual meeting. Mr. Tony Esterling served as Chair, temporarily taking over the duties of Commissioner Jimmy Anderson. Chair Esterling called the meeting to order at 10:04 a.m. with the following members present:

Representing:	Voting Member:
Vice Chair/Veterans	Tony Esterling (In-Person)
FDOT	Angela Gregory (Virtual)
DCFS	John Wisker (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Children at Risk	Kishia Browning (In-Person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
AHCA/Medicaid	Reeda Harris (Virtual)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)

Members Not Present

Representing:	Voting Member:
Chair	Jimmy Anderson
Regional Workforce Development	Sean Rush
Medical Community	Meaghan Crowley

Community Transportation Coordinator Staff Present

Chris Harvey, Judd Chambers (All In-Person)

Planning Agency Staff Present

Summer Jones and Annie Sieger (In-Person)

Guests

None

2. Presentation – NEFRC

Ms. Jones had a presentation on how the Florida TD Program works and how Baker County residents can access local TD services. Due to no members of the public being present, Ms. Jones chose to forgo the presentation.

3. Service Overview – Baker County Council on Aging

There was no service overview as there were no members of the public present.

4. Public Comment

There was no public comment as there were no members of the public present.

5. Additional Discussion

There was no additional discussion as there were no members of the public present.

6. Adjournment

Chair Esterling adjourned the hearing at 10:05 am.

DRAFT



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

Thursday, February 15, 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, February 15, 2024. Mr. Tony Esterling served as Chair, temporarily taking over the duties of Commissioner Jimmy Anderson. Chair Esterling called the meeting to order at 10:05 a.m. with the following members present:

Representing:	Voting Member:
Vice Chair/Veterans	Tony Esterling (In-Person)
FDOT	Angela Gregory (Virtual)
DCFS	John Wisker (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Children at Risk	Kishia Browning (In-Person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
AHCA/Medicaid	Reeda Harris (Virtual)
Agency for Persons with Disabilities	Sheryl Stanford (Virtual)

Members Not Present

Representing:	Voting Member:
Chair	Jimmy Anderson
Regional Workforce Development	Sean Rush
Medical Community	Meaghan Crowley

Community Transportation Coordinator Staff Present

Chris Harvey, Judd Chambers (All In-Person)

Planning Agency Staff Present

Summer Jones and Annie Sieger (In-Person)

Guests

Jeremy Norsworthy, Fred Jones, Van Christiansen (All Virtual)

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

2. Additions, Deletions, and Changes to the Agenda

There were no changes to the agenda.

3. Approval of November 16, 2023, Meeting Minutes*

Ms. Browning motioned for the approval of the meeting minutes. Ms. Stanford seconded the motion. The November 16, 2023, meeting minutes were approved unanimously.

4. Election of Vice-Chair*

Ms. Jones stated the purpose and action needed for agenda item four (4), Election of Vice-Chair. Ms. Jones clarified the duties of the Vice-Chair as the designee to act as LCB Chair as needed, lead meetings, and review items presented for LCB action. Chair Esterling volunteered to serve in the role for another year. Ms. Browning made a motion to re-elect Mr. Tony Esterling as Vice-Chair, seconded by Ms. Stanford. Mr. Esterling's reappointment passed unanimously.

5. Grievance Committee Appointments*

Ms. Jones stated the purpose and action needed for agenda item five (5), Grievance Committee appointments. She explained that in the event a rider, purchasing agency, or transportation operator complaint is not resolved by the CTC, a committee of LCB members shall meet to review the complaint and provide recommendations to the full LCB or Commission for the Transportation Disadvantaged (CTD) for resolution. Mr. John Wisker and Ms. Sheryl Stanford were nominated to be reappointed. There was a motion to retain Mr. Wisker and Ms. Stanford by Ms. Browning and seconded by Ms. Gregory. The appointments were unanimously approved.

6. Evaluation Committee Appointments*

Ms. Jones reviewed the purpose and action needed for item six (6), Evaluation Committee Appointments. Members of the LCB once a year, are obligated to conduct an on-site observation, ride-along, and survey of riders concerning Baker County's CTC, Baker County Council on Aging, TD service. She recommended that new LCB members or members who have never conducted the evaluation participate, further adding that the process aids in understanding a rider's experience. Ms. Jones recommended that Ms. Browning serve on the committee. Ms. Stanford nominated herself to serve on the committee. The Evaluation Committee nominations passed with unanimous approval with a motion from Ms. Price and Ms. Stanford.

7. LCB Membership – Review/Approval*

LCB Membership was considered next. Ms. Jones noted that Board membership this quarter is an action item, and the NEFRC Board of Directors is to consider this membership for final approval at its March 7, 2024, meeting. Ms. Dickinson stated that Mr. Neil Ambrus would need to be added as her alternate. The membership list as read with the addition of Mr. Neil Ambrus was unanimously approved by a motion from Ms. Dickinson and a second from Ms. Browning.

a) Current Membership Vacancies – Ms. Jones briefly discussed the board vacancies. She asked if anyone had any recommendations on who she should contact for interest. Baker County School Board was suggested. Ms. Jones also mentioned there was an LCB Volunteer Form in the meeting packet.

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

8. Northeast Florida Regional Council Update

Ms. Jones stated that there needs to be a discussion of the date/time for a ride-along for the Annual CTC Evaluation. Ms. Jones, Ms. Harvey, and the Evaluation Committee agreed that Ms. Harvey will email the committee later with available dates for March/April.

Ms. Jones gave a legislative update on the Commission of the Transportation Disadvantaged. For Fiscal Year 2024-25, the Commission is requesting \$5 million in additional recurring budget authority for the CTD Grants and Aids Category. The current base authority is \$56.3 million and if approved this would increase the base authority to \$61.3 million and support the following programs: \$4 million to the Innovative Service Development (ISD) Grant, approx. \$1.9 million for the Planning Grant, approx. \$1.9 million for the Shirley Conroy Grant, and approx. \$53.4 million for the Trip and Equipment Grant.

The House and Senate are proposing \$3 million in additional budget authority under the Transportation Disadvantaged Trust fund, totaling \$59,356,668 for the CTD grant programs. The budget would require the CTD to allocate \$4 million to the ISD Grant, which would result in a \$1 million reduction to the Trip & Equipment Grant compared to the current fiscal year. The state is working with the House and Senate to try to resolve this issue.

9. Community Transportation Coordinator (CTC) Update

a) Ms. Harvey gave the quarterly update:

- Oct. 2023 – 1,994 total paratransit trips
- Nov. 2023 – 1,731 total paratransit trips
- Dec. 2023 – 1,659 total paratransit trips

The total number of paratransit trips for the three (3) months was 5,384. The total paratransit for the three (3) months in 2022 was 4,388.

b) Ms. Harvey stated there are no grant updates at the moment.

10. Regional Transit Working Group Report

Jacksonville Transit Authority gave a presentation introducing Vision Zero, Creating Safe Spaces Action Plan, which is a holistic approach to road safety. It emphasizes preventative measures in collaboration with the City of Jacksonville’s project and will reach all the adjacent counties.

JTA is focusing this plan on the transit experience and the last mile. To develop this plan, much data is needed from across the region. A team of consultants will look at crash data and reports, particularly in locations near bus stops and transit centers. A Creating Safe Spaces steering committee will be established in collaboration with the City of Jacksonville.

This project is just being launched and is anticipated to be completed by fall 2024.

11. Old Business

There was no old business.

12. New Business

There was no new business.

13. Public Comment

There was no public comment.

14. Member and Department Reports

There were no member reports.

15. Adjournment

Without further discussion, Chair Esterling adjourned the meeting at 10:34 a.m. The next LCB meeting will occur on May 16, 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.	5/18/23	9/21/23	11/16/23	2/15/24
1. Chairperson	Jimmy Anderson	a	P	a	a
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	a	P
4. Public Education	John Staples / Vacant	a	-	-	-
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	P	P	a	P
6. Veteran Services	Tony Esterling / Lydia Mangano/ Patrick Barragan	P	P	P	P
7. Community Action (Econ. Disadv)	Celena Farmer / Vacant	a	a	a	-
8. Elderly	Vacant	-	-	-	-
9. Disabled	Jeannette Bullock / Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate / Non-User	Vacant	-	-	-	-
12. Children at Risk	Kishia Browning / Stephanie Bechtel	P	P	P	P
13. Dept. Of Elder Affairs	Janet Dickinson	P	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Reeda Harris / Pamela Hagley	P	P	a	-
16. Agency for Persons w/Disabilities	Sheryl Stanford / Diana Burgos-Garcia	P	a	a	P
17. Regional Workforce Dev. Brd.	Lori McLaughlin / Sean Rush	a	a	P	a
18. Local Medical Community	Meaghan Crowley / ALT	P	P	a	a

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: February 15, 2024
Time: 10:00 a.m.

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

Name	Address	Phone	E-Mail
Summer Jones	100 Festival Park		
Annie Sieger	100 Festival Park		
Kishia Browning	450 W Lower St.		Kishia.Browning@flhealth.gov
TONY ESTERLING	360 E SHUREY AVE		SAME NO CHANGE
Christina Jones	9264 Buck Starling		
Judd Hamble	"		Jchambers@bakercog.org

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				
Ms.	Janell	Damato	FDOT, District 2	FDOT	Alternate				
Ms.	Chris	Nalsen	FDOT, District 2	FDOT	Alternate				
Ms.	Lauren	Adams	FDOT, District 2	FDOT	Alternate				
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	Dept. of Education (Voc. Rehab.)	Voting				
Mr.	Tony	Esterling	Baker County Veterans Service	Veterans	Voting			Vice Chair	Feb-25
Ms.	Lydia	Mangano	Baker County Veterans Service	Veterans	Alternate				
Mr.	Patrick	Barragan	Alachua County Veterans Service	Veterans	Interested Party				
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	Browning	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				
Mr.	Neil	Ambrus	NE Florida Area Agency on Aging /	Dept of Elder Affairs	Alternate				
Ms.	Kym	Washington	NE Florida Area Agency on Aging /	Dept of Elder Affairs	Alternate				
VACANT				Private for Profit Transportation	VACANT				
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA / Medicaid	Voting				
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA / Medicaid	Alternate				
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting	Feb-25	Feb-25		
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate				
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						
			Maccleddy, FL 32063						
			904-259-2223						



VACANT BOARD MEMBERSHIP POSITIONS



**Serve on the
Transportation Disadvantaged Local Coordinating Board**

Vacant memberships:

Community Action (Econ. Disadvantaged)

Elderly

Persons with Disabilities

Citizen Advocate/User

Citizen Advocate/Non-User

Public Education

Private-for-profit Transportation

Interested applicants are invited to inquire at:

sjones@nefrc.org

904-279-0880 ext. 124

**BAKER COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
BYLAWS**

ARTICLE I: PREAMBLE

Section 1: Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Baker County through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: DEFINITIONS, NAME, AND PURPOSE

Section 1: Definitions

Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

Community Transportation Coordinator (also known as the “CTC” or “Coordinator”): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

Designated Official Planning Agency (also known as the “DOPA”): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Non-sponsored Trip: means a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Transportation Disadvantaged: 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 disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (also known as the “TDSP”): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (also known as the “TDTF”): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: one or more public, private for profit, or private non-profit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Section 2: Name

The name of the Local Coordinating Board shall be the Baker County Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the “Board”.

Section 3: Purpose

The purpose of the Board is to identify local service needs and to provide information, advice and direction to the Baker County Community Transportation Coordinator, hereinafter referred to as the “CTC”, on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The Board is recognized as an advisory body to the Commission for the Transportation Disadvantaged in its respective service area.

ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE, AND TERMINATION OF MEMBERSHIP

Section 1: Voting Members

In accordance with Chapter 427.012 F.S., all members of the Board shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the "DOPA", after consideration by the Board. The DOPA for the Baker County Transportation Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Northeast Florida Regional Council. The Baker County Board of County Commissioners shall appoint one of its members to serve as the official chairperson for all Coordinating Board meetings. The following agencies or groups are eligible to be represented on the Board as voting members, pursuant to 41-2.012(3)(a-n):

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Family Services;
3. A representative of the Public Education Community;
4. A representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services who shall represent the Department of Education;
5. A person who is recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over 60 representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation;
10. A local representative for children at risk;
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's board, except in cases where they are also the Community Transportation Coordinator;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Ch. 445, F.S.;
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, the local health department or other home and community based services, etc.
17. A local representative of the Agency for Persons with Disabilities.

Section 2: Alternate Members

Each member of the Board may name an alternate who may vote only in the absence of that member on a one-vote-per-member basis. Alternates for voting members may be changed at the discretion of the voting member. The Board member or agency represented shall confirm alternative representation with the DOPA in advance of a meeting where such representation is to be in place, and will indicate if such representation is to be long term.

Section 3: Terms of Appointment

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. Furthermore, the Chair shall serve until replaced by the Baker County Board of County Commissioners, as specified in Rule 41-2.012(4) FAC.

Section 4: Termination of Membership

Any members of the Board may resign at any time by notice in writing to the Chair and the Designated Official Planning Agency. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair and the DOPA. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should make every effort to ensure that the designated alternate will attend in his/her place. The DOPA shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Number

The officers of the Board shall be a Chair and a Vice-Chair.

Section 2: Chair

The Board of County Commissioners shall appoint an elected official to serve as the official Chair to preside at all Board meetings. The Chair shall be an elected official from the county area of the Board. The Chair shall preside at all meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chair shall assume the powers and duties of the Chair. Pursuant to section 41-2.012(4), the Chair shall serve until replaced by the Board of County Commissioners.

Section 3: Vice-Chair

During a regular quarterly meeting each State Fiscal Year, the Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the quarterly meeting. The Vice-Chair shall serve a term of one year starting with the next meeting. The Vice-Chair shall assume the powers and duties of the Chair in his/her absence.

ARTICLE V: BOARD MEETINGS

Section 1: Regular Meetings

Pursuant to Chapter 427.0157 F.S., the Board shall meet quarterly.

Section 2: Special Meetings

The Chair may convene special meetings of the Board as deemed necessary provided that proper notice is given to all members of the Board, other interested parties, and news media within a reasonable amount of time prior to the special Board meeting. For purposes of establishing a quorum for special meetings, Board attendance by conference call is permissible. However, under no circumstance shall the representative from the Community Transportation Coordinator or the DOPA participate in the special meeting via conference call.

Section 3: Notice of Meetings

Notices and tentative agendas shall be sent to all Board members, other interested parties, and the news media (meeting announcement only) within a reasonable amount of time prior to the Board meeting. Meeting notices shall state the date, time, and the location of the meeting.

Section 4: Quorum

At all meetings of the Board, the presence in person of at least two of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall be necessary and sufficient to constitute a quorum for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall

be present. Any such recessed meeting shall be then conducted as a “workshop”. At any such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

Section 5: Voting

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

Section 6: Parliamentary Procedures

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

ARTICLE VI: STAFF

Section 1: General

The DOPA shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157 F.S. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties.

ARTICLE VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2(5) FAC.

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the DOPA;
2. Review and approve the Memorandum of Agreement and the Service Plan;
3. On a continuing basis, evaluate services provided under the approved service plan. Annually, provide the DOPA with an evaluation of the CTC’s performance in general and relative to Commission standards and the completion of the current

service plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report.

4. In cooperation with the CTC, review and provide comments to the Commission and the DOPA, on all applications for local government, state, or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner;
5. Review coordination efforts and service provision strategies in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service available in an effort to increase system ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so. Pursuant to Chapter 427.0157(6) F.S., evaluate multicounty or regional transportation opportunities.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available, and.
8. Review and approve the Transportation Disadvantaged Service Plan (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the Board. The TDSP shall include a complete vehicle inventory for the local system and shall be updated with the assistance of the CTC on an annual basis.

ARTICLE VIII: COMMITTEES

Section 1: Committees

Committees may be designated by the Chair to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance Committee which shall be a standing committee. The Chair may serve as a voting member of all committees, but does not count against the quorum if absent. Each committee may elect a Chair from its membership.

Section 2: Grievance Committee

The Grievance committee will serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the CTC and the full Board for improvement of

service. The Board shall establish procedures to provide ample opportunity for aggrieved parties to be brought before such committee and to address properly filed and documented grievances in a timely manner. Members appointed to the committee shall be voting members of the Board.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

Section 1: General

The Northeast Florida Regional Council authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

ARTICLE X: AMENDMENTS

Section 1: General

The bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) are discussed at a meeting prior to the meeting where action is taken, or are provided to all members in advance of the meeting where bylaws are amended.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the bylaws of this Board as adopted by the Transportation Disadvantaged Coordinating Board on the 16th day of May, 2024.

Hon. Tony Esterling, Vice Chair

2021 - 2026
BAKER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the
Baker County
Transportation Disadvantaged Coordinating Board

9264 Buck Starling Road
Macclenny, Florida
(386) 313-4190

Tony Esterling, Vice Chair

With Assistance From



Northeast Florida Regional Council
100 Festival Park Avenue
Jacksonville, FL 32202
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May 2024

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APPENDICES

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida’s Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those 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 as defined in Section 411.202, Florida Statutes.

Florida’s transportation disadvantaged program is governed by Part 1 of Chapter 427, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Rule 41-2, and is implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged (CTD)
- Local Coordinating Board (LCB)
- Designated Official Planning Agency (DOPA)
- Community Transportation Coordinator (CTC)
- Purchasers of Transportation Services
- Transportation Operators

Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of LCBs and CTCs. Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of “transportation disadvantaged,” and supplemented or modified the responsibilities of the CTD, the LCBs, the DOPAs, and the CTCs.

Community Transportation Coordinator Designation Date and History

The Baker County Council on Aging, Inc. (BCCOA) is a non-profit corporation that was organized and incorporated in 1975 for the purpose of providing services to enhance the quality of life of all persons who are 60 years of age and older in Baker County. The agency has evolved since 1975 into a consolidated support service center for persons age 60+ and is the designated provider of transportation services for all disadvantaged individuals in Baker County.

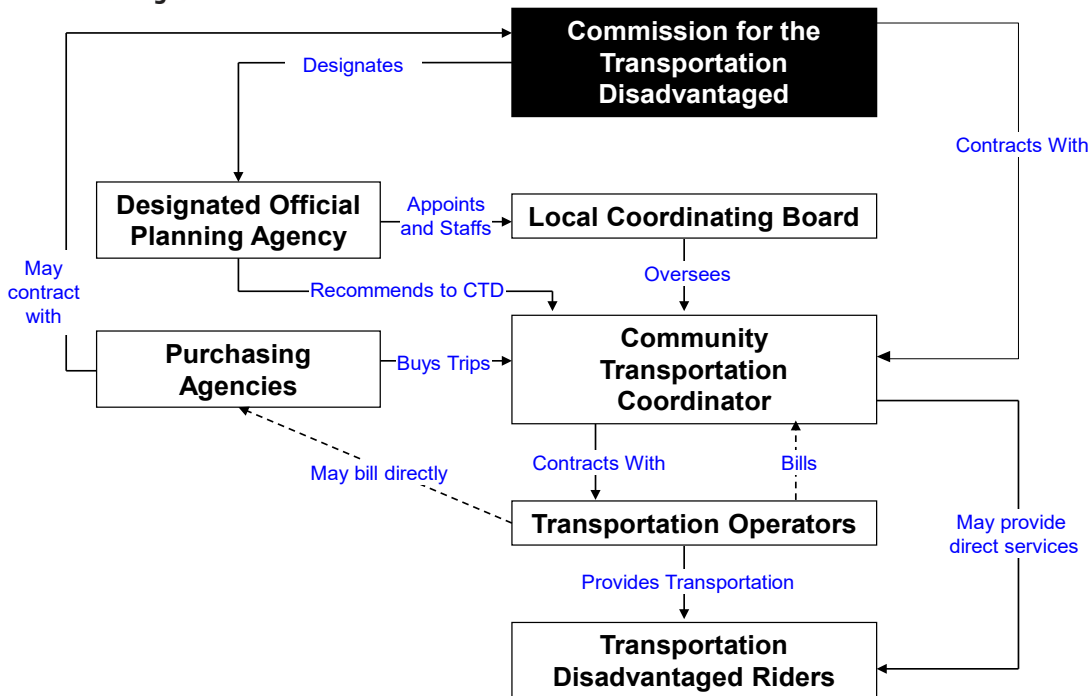
In November of 1982, the Baker County Board of County Commissioners adopted the BCCOA to serve as the Coordinated Community Transportation Provider. The first Memorandum of Agreement was developed and approved on December 12, 1982. At that time, the BCCOA began to coordinate all county resources and execute Purchase of Service Agreements with other agencies that sponsor transportation for their respective eligible clients.

The BCCOA has been the CTC for Baker County on a continual basis since that time. The CTD approved the BCCOA as the CTC for another 5 years at their meeting on April 8, 2016.

Organizational Chart



Coordinated Transportation System Organization



Consistency Review of Other Plans

This Transportation Disadvantaged Service Plan (TDSP) has been developed to be consistent with the various plans compiled by the North Florida Transportation Planning Organization, including the Unified Planning Work Program, the Transportation Improvement Program, and the Long Range Transportation Program. In addition, the following plans have been reviewed and the TDSP is also consistent with them:

Local Government Comprehensive Plan

The Transportation Disadvantaged program in Baker County is addressed in the required Traffic Circulation Element of the Baker County Comprehensive Plan by Objective B.1.6 and related policies.

Strategic Regional Policy Plan

The TDSP is consistent with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan,” which was adopted by the NEFRC by Rule on January 16, 2014. The regional transportation element supports mobility, the transportation disadvantaged and transit in policies 2, 3 and 16.

Commission for the Transportation Disadvantaged 2005 5-year / 20-year Plan

The TDSP is consistent with the themes of the Commission’s 2005 plan, although much of the plan is outdated.

Regional Transit Action Plan

BCCOA was represented in the creation of the Regional Transportation Commission’s Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. BCCOA is represented on the Regional Transit Coordinating Committee, which is working on implementation of the plan.

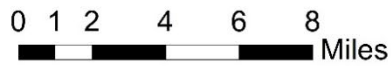
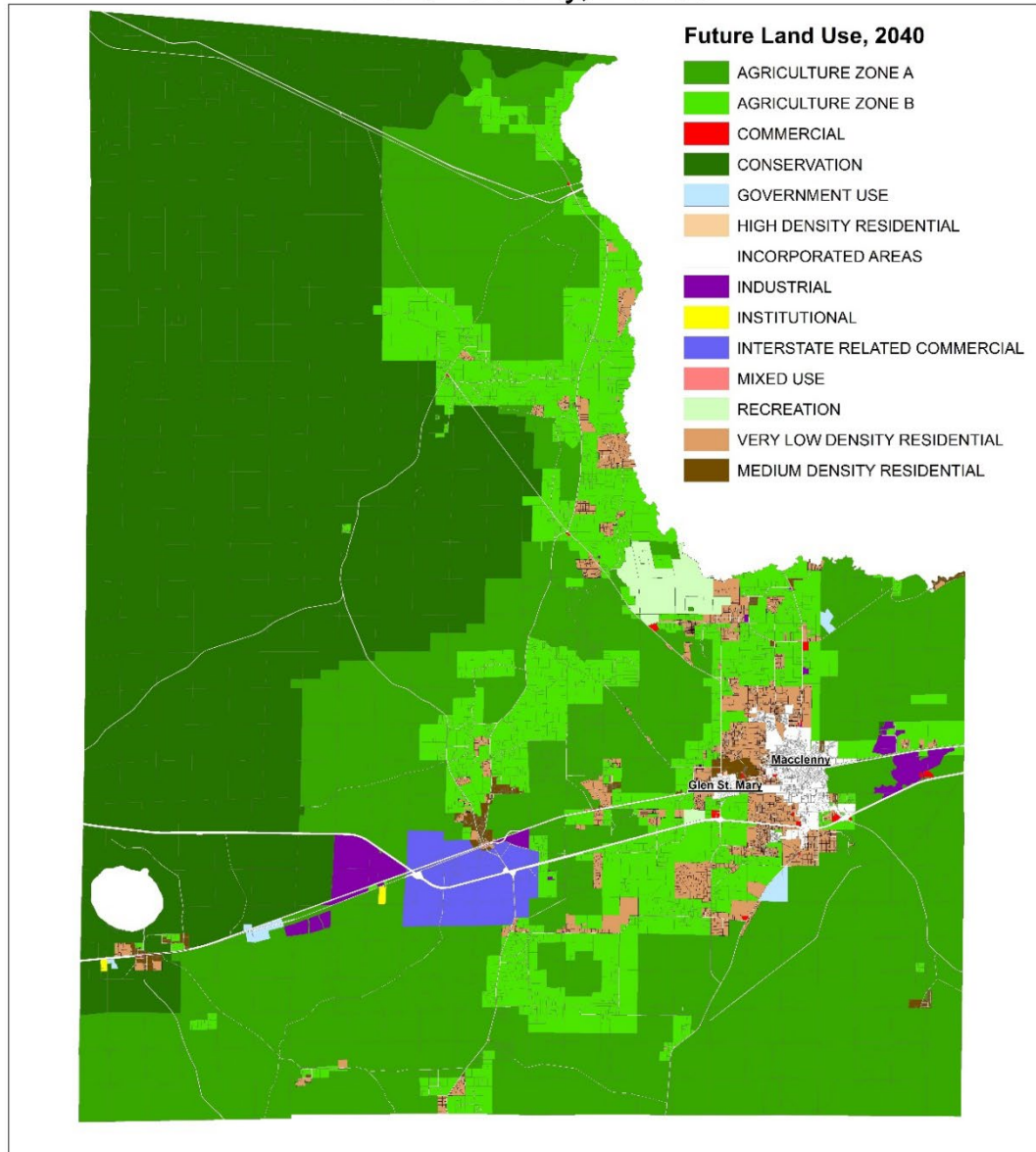
Public Participation

Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the TDSP. Many of the LCB members are staff to these agencies and review the Service Plan at least annually. All LCB members are invited to participate with the development of the plan. The CTC staff have a close relationship with many local churches, health care facilities, independent living centers, and job training and job placement agencies, and receive input on a continuing basis. Staff for the Northeast Florida Regional Council coordinates the efforts to ensure that the policies in the plan are followed fully. A public hearing is held annually in conjunction with a quarterly board meeting for public input.

Service Area Profile/Demographics Land Use

Future Land Use, Baker County, Florida

Source: Baker County,
2020



Population/Composition

Baker County BEBR Population Estimates and Projections

Estimate April 1, 2019	Projections						
	April 1, 2020	April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045	
28,249							
Low	27,100	27,500	27,700	27,700	27,600	27,300	
Medium	28,500	29,900	31,100	32,000	32,900	33,600	
High	29,900	32,400	34,900	37,300	39,700	41,900	
Estimates of Population by County and City April 1, 2019	April 1, 2019		April 1, 2010		Total Change 2010-2019		
Baker County	28,249		27,115		1,134		
Macclenny	6,957		6,374		583		
Glen Saint Mary	454		437		17		
Unincorporated	20,838		20,304		534		

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies.
<https://www.bibr.ufl.edu/population>

Baker County Veterans - Total Population - Projections

Year	Data
2018	1,909
2020	1,845
2025	1,689
2030	1,579
2035	1,462
2040	1,354
2045	1,258

Source: Veterans Administration Website:
https://www.va.gov/vetdata/Veteran_Population.asp

Baker County Population - 5-year Estimates and Projections

Source:
University of
Florida,
Bureau of
Economic
and Business
Research,
Florida
Population
Studies.

Age	Census	Estimate	Projections					
	2010	2018	2020	2025	2030	2035	2040	2045
0-4	1,933	1,860	1,890	1,959	1,953	1,985	1,994	2,022
5-9	1,991	1,827	1,823	1,967	2,035	2,025	2,058	2,062
10-14	1,962	1,905	1,910	1,888	2,033	2,101	2,091	2,118
15-19	1,877	1,832	1,852	1,864	1,840	1,976	2,041	2,027
20-24	1,766	1,862	1,865	1,957	1,957	1,932	2,059	2,114
25-29	1,893	1,943	1,964	1,998	2,084	2,079	2,052	2,170
30-34	1,782	1,886	1,873	2,003	2,036	2,125	2,118	2,085
35-39	1,853	1,934	1,964	1,908	2,039	2,073	2,165	2,153
40-44	1,931	1,839	1,833	2,012	1,947	2,081	2,117	2,205
45-49	2,088	1,956	1,949	1,939	2,120	2,049	2,189	2,219
50-54	1,930	1,901	1,889	1,869	1,855	2,033	1,963	2,098
55-59	1,692	1,877	1,899	1,846	1,821	1,803	1,986	1,907
60-64	1,461	1,721	1,759	1,872	1,815	1,786	1,767	1,942
65-69	1,063	1,389	1,427	1,617	1,723	1,666	1,637	1,615
70-74	766	1,043	1,090	1,259	1,427	1,515	1,468	1,436
75-79	520	704	732	941	1,095	1,250	1,337	1,303
80-84	368	432	450	570	742	866	999	1,072
85+	239	338	350	430	544	703	870	1,046
Total	27,115	28,249	28,519	29,899	31,066	32,048	32,911	33,594

<https://www.bebr.ufl.edu/population>

Statistics Related to County Population Age 60+

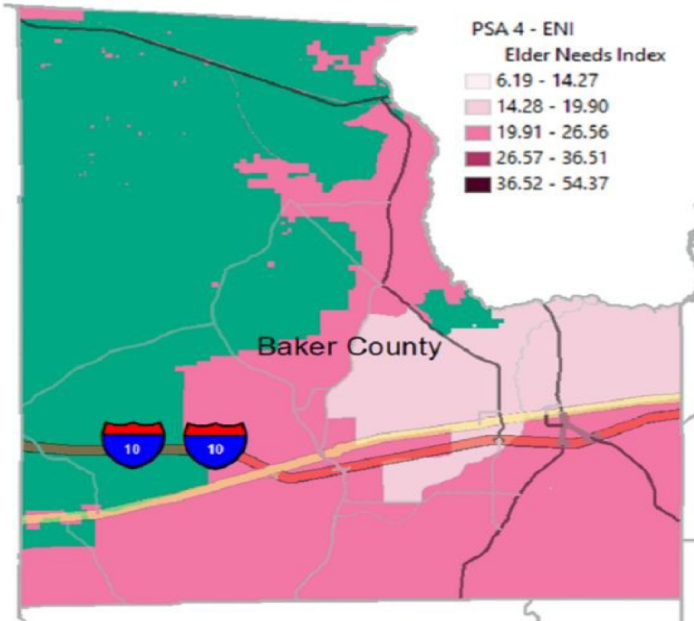


2018 Profile of Older Floridians

Baker County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** The green areas of the map represent bodies of land such as national parks, state forests, wildlife management areas, and local and private preserves. The blue areas of the map represent bodies of water such as lakes, streams, rivers, and coastlines. Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doa/eni_home.php

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Useful Websites

- Bureau of Economic and Business Research (BEBR)
- U.S. Census Bureau, American Community Survey (ACS)
- U.S. Census Bureau, Quick Facts
- Florida Agency for Health Care Administration (AHCA)
- Florida Department of Elder Affairs (DOEA)
- How to Become an Age Friendly Community

- Florida Division of Emergency Management (Shelters)
- Florida Housing Data Clearinghouse
- County Chronic Disease Profile
- Aging Integrated Database (AGID)
- Florida DOEA ENI Maps

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

1

Baker County Demographic Profile

The demographics section presents the population characteristics of those age 60 and older and examines traits about older Floridians, such as the number of veterans, voters, and drivers.

Age Category	Value	Percent
All Ages	27,652	100%
Under 18	6,632	24%
Under 60	22,245	80%
18-59	15,613	56%
60+	5,407	20%
65+	3,742	14%
70+	2,399	9%
75+	1,405	5%
80+	737	3%
85+	325	1%

Source: BEBR, 2019

Gender	Value	Percent
Male	2,591	48%
Female	2,816	52%

Source: BEBR, 2019

Living Alone	Value	Percent
Male Living Alone	320	35%
Female Living Alone	605	65%

Source: AGID 2012-16 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	902	24%
High School Diploma	1,595	43%
Some College, No Degree	551	15%
Associates Degree or Higher	701	19%

Source: U.S. Census Bureau, 2013-2017 ACS

Marital Status	Male	Female
Never Married	75	110
Percentage Never Married	3%	4%
Married	1,635	1,360
Percentage Married	69%	50%
Widowed	195	935
Percentage Widowed	8%	35%
Divorced	475	305
Percentage Divorced	20%	11%

Source: AGID 2012-16 ACS

Note: The American Community Survey (ACS) requires a minimum of 50 cases in a geographic area and therefore a value of 0 may denote fewer than 50 seniors in a region.

Race and Ethnicity	Value	Percent
White	4,852	90%
Black	498	9%
Other Minorities	57	1%
Total Hispanic	80	1%
White Hispanic	73	1%
Non-White Hispanic	7	0%
Total Non-Hispanic	5,327	99%
Total Minority	692	13%

Source: BEBR, 2019

Driver License Holders	Value	Percent
Drivers	5,126	26%

Source: Florida Department of Highway Safety and Motor Vehicles, 2019

Registered Voters	Value	Percent
Registered Voters	4,936	31%

Source: Florida Department of State, 2018

Veterans	Value	Percent
Age 45-64	820	39%
Age 65-84	834	39%
Age 85+	84	4%

Source: U.S. Department of Veterans Affairs

Grandparents	Value	Percent
Living With Grandchildren	410	8%
Grandparent Responsible for Grandchildren	215	4%
Grandparent Not Responsible for Grandchildren	200	4%
Not Living With Grandchildren	4,205	78%

Grandchildren are defined as being under the age of 18.

Source: AGID 2012-16 ACS

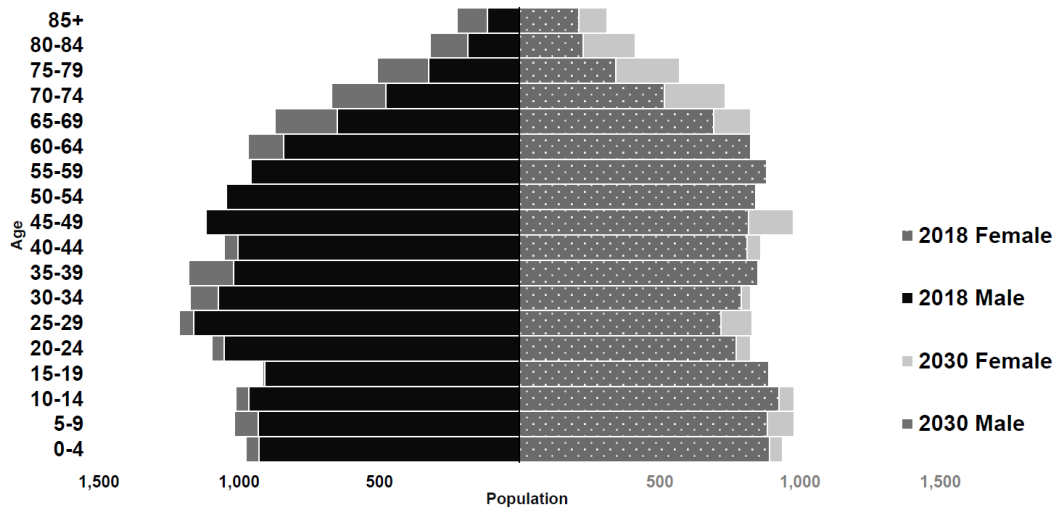
English Proficiency	Value	Percent
With Limited English Proficiency	40	1%

Source: AGID 2012-16 ACS

2018 Profile of Older Floridians

Baker County Demographic Profile

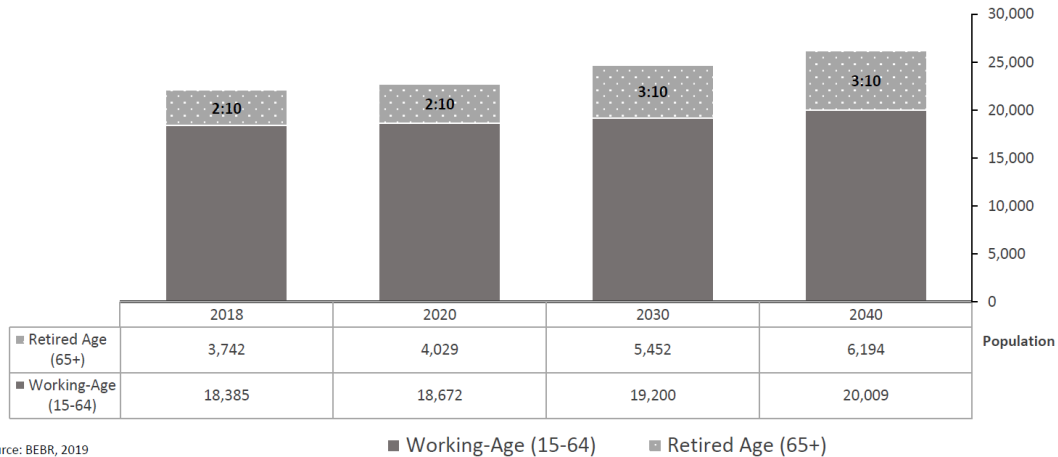
The population pyramid below compares the projected older adult population by gender between 2018 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2019

Senior Dependency Ratio

The dependency ratio contrasts the number of working-age (15-64) individuals compared to the number of individuals age 65 and older who are likely retired from the workforce. This ratio reflects the ongoing contributions of taxes and wages to support the health care and retirement systems used by retirees, as well as the availability of younger individuals to serve as caregivers to older loved ones.



Source: BEBR, 2019

2018 Profile of Older Floridians

Baker County Financial Profile

This section examines financial conditions, poverty rates, and the cost of living for older Floridians. The ratio of income to poverty level graphic below shows the distribution of older adults relative to the poverty level to show the proportion of the senior population who fall below the Federal Poverty Level (FPL). The portrayal of the financial conditions of older adults is detailed in the final graphic, which includes information about income relative to rates of homeownership and partnership status in the consideration of cost of living.

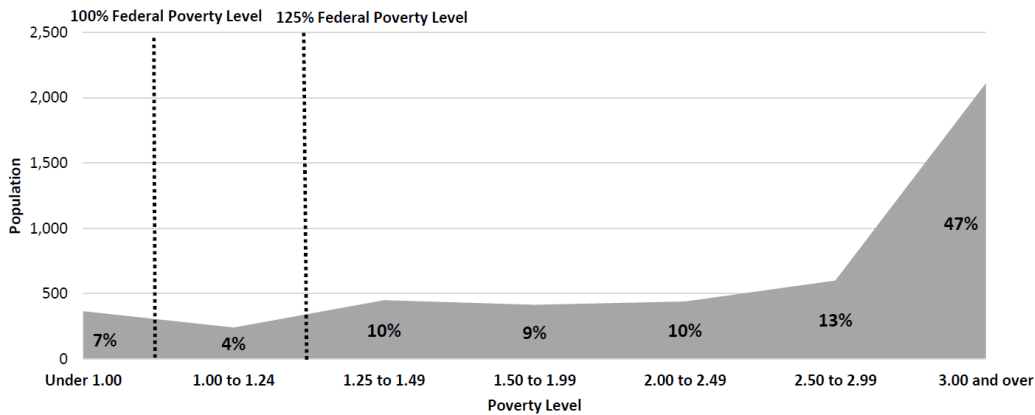
Federal Poverty Level	Value
Single-Person Household	\$12,140
Two-Person Household	\$16,460
125% Single-Person Household	\$15,175
125% Two-Person Household	\$20,575

Source: U.S. Department of Health & Human Services, 2018

Poverty	Value	Percent
At Poverty Level	365	7%
Below 125% of Poverty Level	605	11%
Minority At Poverty Level	70	1%
Minority Below 125% of Poverty Level	80	1%

Source: AGID 2012-16 ACS

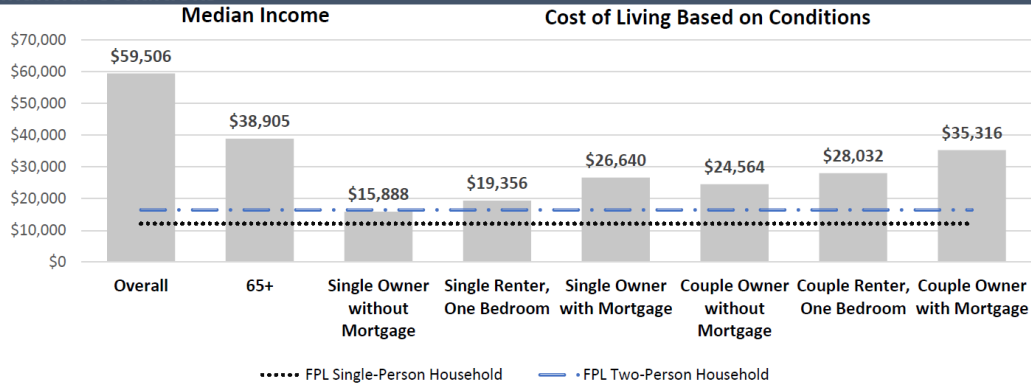
Ratio of Income to Poverty Level



Value is expressed as the percentage of the 60+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2012-16 ACS

Financial Conditions



Cost of living is an index of how much income retired older adults require to meet their basic needs to live in their community without assistance.

Source: U.S. Census Bureau, 2013-2017 ACS and WOW Elder Economic Security Standard Index, 2016

Baker County Livability Profile

The livability section presents new elements, such as available affordable housing for older adults. Many essential community elements are also included below, such as sidewalk safety, the safety of roadways, and availability of green spaces. The rates of older Floridians who have access to a vehicle or public transportation, as well as the availability of internet access and various food resources, are also provided. These provide estimates of older adults' ability to access community resources.

Pedestrian Safety Percent

Sidewalks with Barriers 61%

Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.).

Source: Florida Department of Transportation, 2018

Road Incidents Value

Total Involved in Fatal Car Crashes per 100,000 18

This figure includes occupants and non-occupants involved in a crash.

Source: National Highway Traffic Safety Administration, 2017

SNAP or Food Stamps Value

Participants 586

Potentially Eligible 605

Participation Rate 97%

Source: Florida Department of Children and Families, 2018

Food Resource Centers Value

SNAP Access Site 0

Fresh Access Bucks Outlet 0

Farmer's Market 0

Food Distribution (No Cost) 0

SNAP Retailers 32

Congregate Meal Sites 1

Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.

Source: Feeding Florida.org, USDA, and Florida DOE, 2019

Public Transportation Options Value

Bus Operations at least at the County 1

Rail Operations at least at the County 0

Public Transit Service Area (sq. mi.) Not Reported

Public Transit Service Area Population Not Reported

Annual Unlinked Trips 25,435

Vehicles Operated in Maximum Service (VOMS) 19

Total Miles of Bike Lanes 6

Information on service area is not reported by rural and intercity public transit.

VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.

Source: Federal Transit Administration, 2017, and FDOT, 2018

Green Space Value

Number of Nearby State Parks 2

Nearby refers to the park that has the shortest distance from the center of the county.

Source: Florida Department of Transportation, 2018

Rural-Urban Designation Value

Census Tracts Rural 0%

Census Tracts Urban 100%

Number of Census Tracts 4

Source: U.S. Department of Agriculture, 2019

Households With High Cost Burden (65+) Value

Owner-Occupied Households 1,867

Percent of Owners with High Cost Burden 11%

Renter-Occupied Households 285

Percent of Renters with High Cost Burden 41%

Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.

Source: The Shimberg Center for Housing Studies, 2018

Affordable Housing Inventory Value

Properties 2

Properties Ready for Occupancy 2

Total Units 132

Units with Rent and/or Income Restrictions 132

Units Receiving Monthly Rental Assistance 52

Affordable housing inventory receives funding from HUD, Florida Housing Financing Corp., and the USDA. The inventory above includes older adults as its target population.

Source: The Shimberg Center for Housing Studies, 2018

Housing Units by Occupancy (65+) Percent

Owner-Occupied Housing Units 40%

Renter-Occupied Housing Units 18%

Source: U.S. Census Bureau, 2013-2017 ACS

Vehicle Access (65+) Percent

Owner-Occupied Households with Access to Vehicle(s) 96%

Renter-Occupied Households with Access to Vehicle(s) 100%

Source: U.S. Census Bureau, 2013-2017 ACS

Employment Status (65+) Value Percent

Number of Seniors Employed 437 12%

Number of Seniors Unemployed 0 0%

Source: U.S. Census Bureau, 2013-2017 ACS

Retirement (65+) Value Percent

Social Security Beneficiaries 3,270 61%

SSI Recipients 79 13%

SSI stands for Supplemental Security Income. To qualify, a person must be at least age 65 OR be blind or disabled. Also, the person must have limited income and resources.

Source: U.S. Social Security Administration, 2018

Internet Access (65+) Percent

Have Internet Access 65%

Source: U.S. Census Bureau, 2013-2017 ACS

Baker County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	2
Community Beds	2
Sheltered Beds	0
Veteran Administration Beds	0
Other Beds	0
SNF Beds	188
Community Beds	188
Sheltered Beds	0
Veteran Administration Beds	0
Other Beds	0
SNFs With Community Beds	2
Community Bed Days	68,620
Community Patient Days	60,074
Medicaid Patient Days	45,344
Occupancy Rate	88%
Percent Medicaid	75%

The day the patient is admitted is a patient day. A bed day is a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.
Source: Florida AHCA, 2019

Emergency Medical Services (EMS) Providers	Value
	3

EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2019

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2019

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2019

Dialysis	Value
End-Stage Renal Disease Centers	1

Source: Florida Department of Health, 2019

Baker County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in Census tracts that fall within particular FEMA-designated evacuation zones, as well as the portions of DOEA Home and Community-Based Services (HCBS) clients who reside in these zones. The estimate of electricity-dependent individuals is presented by insurance type to show the number of people who use electricity-dependent medical equipment necessary for things such as survival or mobility. This information can also be used to evaluate the sufficiency of shelters, generators, and evacuation route roadways to handle the needs of seniors and medically fragile adults in emergencies.

Electricity-Dependent	Value
Medicare Beneficiary	288
Medicaid Beneficiary	10

Medicare beneficiary includes the entire Medicare population (65+ and SSI Recipients).

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA and U.S. Centers for Medicare & Medicaid Services, 2018

Shelter Resources	Value
Number of General Shelters	19
General Shelter Max Capacity in People	3,489
Number of Special Needs Shelters	1
Special Needs Shelters Max Capacity in People	79

Source: FDEM, 2018

Evacuation Zones	Value	Percent
Total Population Residing in Evac Zone:	707	13%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	707	13%
DOEA HCBS Clients	122	100%
Zone A	0	0%
Zone B	0	0%
Zone C	0	0%
Zone D	0	0%
Zone E	0	0%
Lives in an Evac Zone and Has Memory Problems	0	0%
Lives in an Evac Zone and Lives Alone	0	0%

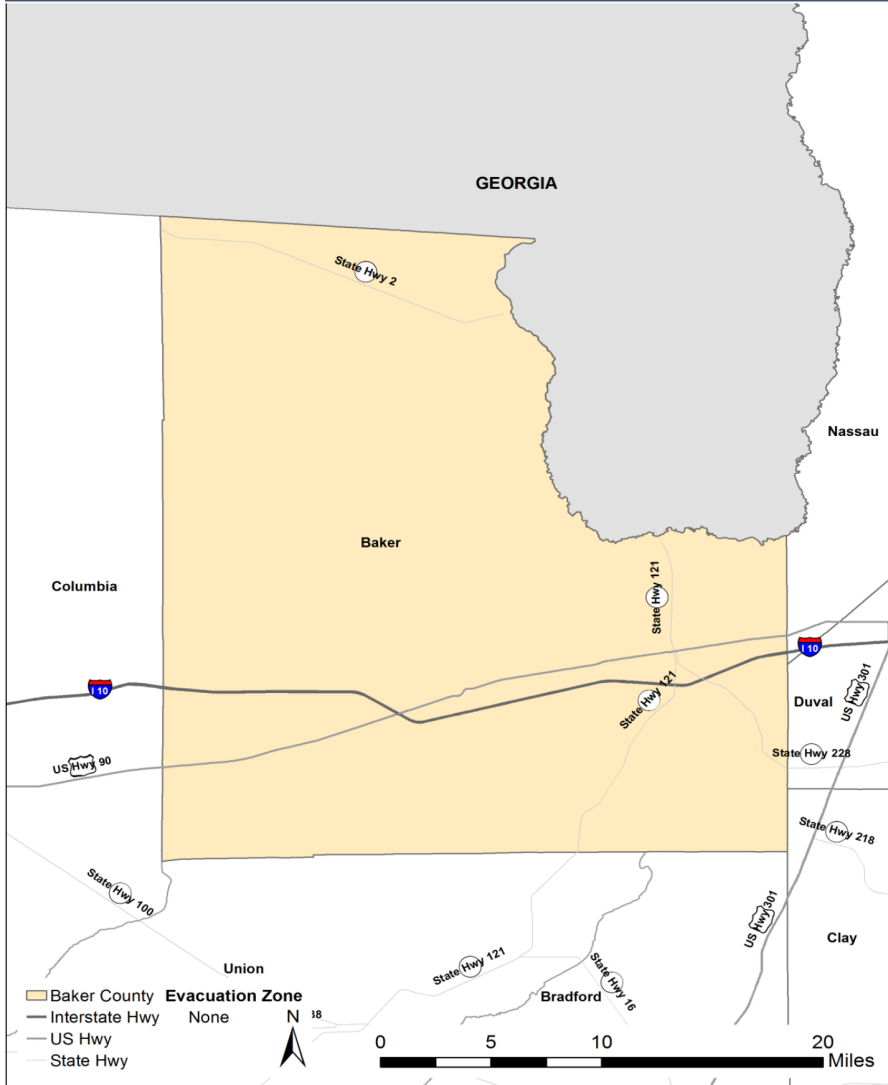
Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

Source: Florida DOEA CIRTS, ACS, Florida Division of Emergency Management (FDEM), 2019

Baker County Disaster Preparedness

Evacuation Zones



Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.
Source: FDEM, 2018

Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older.

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http://elderaffairs.state.fl.us/doea/pubs/stats/County_2018/Counties/Baker.pdf

Number of Homeless Students PK-12 in Baker County, 2017-2018

Total Homeless Students 2017-18 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
98		<11	87	<11	<11

Source: Florida Department of Education's website:

<http://www.fldoe.org/policy/federal-edu-programs/title-x-homeless-edu-program-hep.stml>

The Percentage of Population Below the Poverty Line by Age in Baker County, 2018

<u>Age</u>	<u>Total Estimate</u>	<u>Total Margin of Error</u>	<u>Total Below Poverty Line Estimate</u>	<u>Total Below Poverty Line Margin of Error</u>	<u>Percent Below Poverty Line Estimate</u>	<u>Percent Below Poverty Line Margin of Error</u>
<u>Under 18 years</u>	6,559	+/-136	1,266	+/-473	19.3%	+/-7.2
<u>Under 5 years</u>	1,554	+/-126	268	+/-181	17.2%	+/-11.2
<u>5 to 17 years</u>	5,005	+/-155	998	+/-388	19.9%	+/-7.9
<u>Related children of householder under 18 years</u>	6,513	+/-158	1,235	+/-469	19%	+/-7.2
<u>18 to 64 years</u>	15,088	+/-602	2,102	+/-555	13.9%	+/-3.6
<u>18 to 34 years</u>	5,066	+/-450	959	+/-367	18.9%	+/-7.1
<u>35 to 64 years</u>	10,022	+/-303	1,143	+/-322	11.4%	+/-3.3
<u>60 years and over</u>	4,984	+/-316	407	+/-156	8.2%	+/-3.1

65 years and over 3,399 +/-206 296 +/-145 8.7% +/-4.1

Note: The poverty line is based on the U.S. Census’s Poverty Threshold which is the minimum annual income determined by the age, household type, and the number of children in a household for each family unit. The number of family units below that minimum annual income for each group are considered living below the poverty line. The minimum breakdown for each group is found at <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

Source: The American Community Survey 2018-Five Year Estimates
https://data.census.gov/cedsci/table?q=S1701&g=0500000US12003&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT_2018_050_00_PY_DI

Employment

Subject	Baker County, Florida				
	Total		Labor Force Participation Rate		Employment/Population Ratio
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 16 years and over	21,823	+/-155	52.3%	+/-3.2	49.3%
AGE					
16 to 19 years	1,195	+/-183	27.4%	+/-10.4	23.3%
20 to 24 years	1,969	+/-245	69.8%	+/-11.9	60.8%
25 to 29 years	1,920	+/-121	63.8%	+/-11.7	56.6%
30 to 34 years	1,756	+/-153	66.7%	+/-11.6	61.7%
35 to 44 years	3,513	+/-265	71.7%	+/-6.7	68.9%
45 to 54 years	4,096	+/-238	66.3%	+/-6.0	65.7%
55 to 59 years	1,778	+/-225	58.7%	+/-7.7	56.1%
60 to 64 years	1,769	+/-263	31%	+/-8.7	29.7%
65 to 74 years	2,451	+/-176	18.5%	+/-6.9	18.5%
75 years and over	1,376	+/-57	2%	+/-2.1	2%
RACE AND HISPANIC OR LATINO ORIGIN					
White alone	17,960	+/-205	55.4%	+/-3.1	52.7%
Black or African American alone	3,097	+/-117	38.9%	+/-12.4	35.8%
American Indian and Alaska Native alone	67	+/-72	0%	+/-40.2	0%
Asian alone	152	+/-40	41.4%	+/-33.7	41.4%
Native Hawaiian and Other Pacific Islander alone	9	+/-13	0%	+/-100	0%
Some other race alone	234	+/-135	56.4%	+/-21.6	25.2%
Two or more races	304	+/-108	19.7%	+/-16.5	19.7%
Hispanic or Latino origin (of any race)	574	+/-75	30.7%	+/-19.4	17.4%
White alone, not Hispanic or Latino	17,639	+/-119	56%	+/-3	53.4%
Population 20 to 64 years					
SEX					
Male	9,208	+/-216	58.1%	+/-7	54.4%
Female	7,593	+/-192	69.2%	+/-4.7	65.8%
With own children under 18 years	3,011	+/-328	82.4%	+/-6.1	76%
With own children under 6 years only	567	+/-190	77.4%	+/-17.4	76%

With own children under 6 years and 6 to 17 years old	559	+/-162	84.8%	+/-12.5	81%
With own children to 6 to 17 years	1,885	+/-334	83.1%	+/-7.5	74.4%
POVERTY STATUS IN THE PAST 12 MONTHS					
Below poverty level	2,010	+/-551	42.9%	+/-11.8	26.2%
At or above the poverty level	12,630	+/-775	77.1%	+/-3.7	75%
DISABILITY STATUS					
With any disability	2,479	+/-491	31.7%	+/-9.4	30.4%
EDUCATIONAL ATTAINMENT					
Population 25 to 64 years	14,832	+/-286	62.2%	+/-4.2	59.4%
Less than high school graduate	2,249	+/-480	29.3%	+/-9.5	26.4%
High school graduate (includes equivalency)	6,124	+/-713	60.8%	+/-6.6	56.8%
Some college or associate degree	4,401	+/-496	71.8%	+/-4.8	70.2%
Bachelor's degree or higher	2,058	+/-366	81.4%	+/-7.1	79.9%

Subject	Baker County, Florida		
	Employment/Population Ratio	Unemployment rate	
		Margin of Error	Estimate
Population 16 years and over	+/-3.1	5.5%	+/-2.5
AGE			
16 to 19 years	+/-9.4	15.2%	+/-17.9
20 to 24 years	+/-11.3	11.8%	+/-11.1
25 to 29 years	+/-12.5	11.3%	+/-10.6
30 to 34 years	+/-12.8	7.4%	+/-8.3
35 to 44 years	+/-7.3	3.9%	+/-4.3
45 to 54 years	+/-5.9	0.9%	+/-0.9
55 to 59 years	+/-7.7	4.4%	+/-4.1
60 to 64 years	+/-8.3	4%	+/-6
65 to 74 years	+/-6.9	0%	+/-8.4
75 years and over	+/-2.1	0%	+/-63.3
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	+/-3.3	4.6%	+/-2.3
Black or African American alone	+/-11.7	8.0%	+/-12.6
American Indian and Alaska Native alone	+/-40.2	-	**
Asian alone	+/-33.7	0%	+/-41.5
Native Hawaiian and Other Pacific Islander alone	+/-100	-	**
Some other race alone	+/-19.8	55.3%	+/-34.9
Two or more races	+/-16.5	0%	+/-42.5
Hispanic or Latino origin (of any race)	+/-16.7	43.2%	+/-35
White alone, not Hispanic or Latino	+/-3.2	4.6%	+/-2.3
Population 20 to 64 years	+/-4.3	5.5%	+/-2.6

SEX			
Male	+/-6.5	6.1%	+/-4.2
Female	+/-5.2	4.8%	+/-3.2
With own children under 18 years	+/-7.4	7.8%	+/-6
With own children under 6 years only	+/-16.7	1.8%	+/-3.2
With own children under 6 years and 6 to 17 years	+/-13.0	4.4%	+/-7.1
With own children under 6 to 17 years only	+/-9.8	10.5%	+/-9.2
POVERTY STATUS IN THE PAST 12 MONTHS			
Below poverty level	+/-8.8	38.9%	+/-14.3
At or above the poverty level	+/-3.5	2.5%	+/-1.7
DISABILITY STATUS			
With any disability	+/-9.3	4.3%	+/-4.8
EDUCATIONAL ATTAINMENT			
Population 25 to 64 years	+/-4.2	4.5%	+/-2.4
Less than high school graduate	+/-9.3	10%	+/-12.6
High school graduate (includes equivalency)	+/-6.3	6.7%	+/-4.6
Some college or associate degree	+/-5	2.2%	+/-1.7
Bachelor's degree or higher	+/-7.1	1.8%	+/-2.3

Source: The American Community Survey 2018-Five Year Estimates

https://data.census.gov/cedsci/table?q=S2301&g=0500000US12003&tid=ACSST5Y2018.S2301&vintage=2018&layer=VT_2018_050_00_PY_D1

Overview of Land Use, Population/Composition and Employment

The future land use map and demographics, when considered together indicate that Baker is a rural County that was significantly impacted by the 2008/2009 recession and recovered. The COVID-19 pandemic has impacted all Florida counties, although Baker has been less impacted than more densely populated counties such as Duval/the City of Jacksonville. The census simply defines “Rural” as encompassing all population, housing, and territory not included within an urban area. Based on the county-wide population density of just over 49 persons per square mile, Baker County is a rural area. Jobs are increasing and unemployment is falling. The population is projected to grow and is aging. The ALICE (Asset Limited, Income Constrained, Employed) report, done in 2018 by the United Way of Florida, analyzed households that earn more than the U.S poverty level but less than the basic cost of living for the County. In the case of Baker County, the median household income is \$61,769 which is slightly higher than the statewide average at \$55,462. The ALICE report identifies the household survival budget for a single adult as \$20,616, and for a family with two working parents, an infant and a Pre-K child as \$60,504. The transportation expenses for a family with two parents and two children in childcare exceeds food and housing costs and is only second to childcare. The number of households below the poverty level (14%) combined with the number of ALICE households who earn less than the household survival budget (27%), make up 41% of Baker County’s total households. These households are among those in need of transit, so they can save money and build wealth.

Major Trip Generators/Attractors

In addition to trip generated by the needs of individual rural residents, trips are generated by nursing homes and long-term care facilities, and public or multi-family housing. Council on Aging facilities, doctor's offices and shopping areas are attractors for trips, as are the "downtowns" of Macclenny and Glen St. Mary. Gateway Community College in Lake City, the VA hospital in Gainesville and the City of Jacksonville are all attractors outside of the county, for those seeking education, health care and/or jobs.

Inventory of Available Transportation Services

Other than transportation network companies that may provide rides to or from Baker County, the BCCOA is the only known transit provider based in Baker County.

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2019 is 10,964 or 39% of the total population. The forecast for 2020 considers that of the TD population, 1,559 persons are considered to be of critical need. This is comprised of 1,192 persons who are considered to have severe disabilities and 367 persons of low income without access to an automobile or transit. The critical need population could be expected to make 768 daily trips and 192,735 annual trips in 2020. The forecast model is included as Appendix 6.¹

Needs Assessment

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The CTC provides paratransit service inside the County and to outside destinations, supplemented by local ambulance service to meet the demand for stretcher trips. In addition, they provide inter-county shuttle service. In 2013, the BCCOA assumed operation of the Baldwin Shuttle from the Jacksonville Transportation Authority, and rebranded it as the Wildcat Shuttle. This unique operation is a joint venture between the two transportation agencies, providing for the continued operation of a shuttle between the areas around Macclenny and Glen St. Mary, the western portion of Duval County, including the Town of Baldwin, and downtown Jacksonville. In 2014, the BCCOA established inter-county service from Macclenny to Lake City, which is known as the Bobcat Shuttle.

Section 5310 - Transit for the Elderly and Persons with Disabilities – This program provides formula funding to states for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities where the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

Section 5311 – Rural and Small Urban Areas – This program provides formula funding to states for the purpose of supporting public transportation in areas with less than 50,000 people. Funds may be used for capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofits organizations and operators of public transportation services.

¹Baker County did not have its own Age by Disability Status by Poverty Status so the Public Use Microdata Area (P.U.M.A.) for Baker and Nassau County was used. To determine the percentage of the attributes within Baker County alone, the A.C.S. 2019 estimates for Baker County's Total Population, were used and the percentage of Baker County's population compared to the Baker and Nassau P.U.M.A.'s Total Population was determined to be 25.3447%. The attributes from the Age by Disability by Poverty Status for the Baker and Nassau County P.U.M.A. were then multiplied by this percentage to determine Baker County's equivalent attributes.

5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results				
Fiscal Year	Section 5310	Section 5311	Section 5339	Funded (updated the next year)
16/17	Expansion vehicle, laptops and maintenance equipment \$95,485. Operational grant for \$206,150.	Operating expenses of \$365,184.	Expansion vehicle and 2 replacements \$178,732.	5310 Capital \$83,000 and \$12,458 (local share 10%), 5310 Operating \$160,000 (local share 50%)
17/18	Operating \$164,370, Capital \$117,918		\$239,474	Operating \$164,370 (local share 50%)
18/19	Operating \$198,728			Operating \$198,728 (local share \$99,364)
19/20	Operating \$198,728		1 23' bus w 10 amb. and 2 w/c positions	Operating \$198,728 (local share 50%) \$78,126 for bus
20/21	Operating \$219,137	\$444,264	2 replacement 23' cutaways with 10 amb. and 2 w/c positions. Total Fed. \$165,540	5310 - Operating \$219,137 (Federal Share \$109,568 , Local Share \$109,569) 5311 - \$444,264 (Federal Share \$222,132, Local Share \$222,132) 5339 - Federal Share (100%) \$165,540
21/22	\$132,000 Operating funds (CRRSAA/ARP)	\$494,545 Operating funds (CRRSAA/ARP)	Requesting \$89,487 in federal CAPITAL funds for one (1) REPLACEMENT 23' Ford Odyssey cutaway with ten (10) ambulatory seats and two (2) W/C positions.	5339 - \$160,600 (full federal funding)
22/23	\$132,000 Operating funds (CRRSAA/ARP)	\$494,545	Requesting \$76,085 in federal CAPITAL funds for one (1) REPLACEMENT minivan with two (2) AMB and one (1) W/C position.	5310 – \$113,733 (full federal funding)
23/24	\$132,000 in federal operating matching funds			

Barriers to Coordination

The following are identified barriers to the Coordination process:

- Continued funding cuts for transportation services from Medicare and other purchasing agencies.

- Agencies that are not paying the fully allocated operating cost for transportation services. This causes other agencies to pay a higher cost for transportation services in effect subsidizing the agencies that do not pay the fully allocated operating cost.
- Agencies that do not budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
- Lack of a dedicated funding source for operating and capital expenses.
- Lack of adequate funding for coordinating transportation services.
- Increasing cost of vehicles, fuel and insurance.
- Lack of specialized medical care available within Baker County itself, which results in numerous trips being made outside of the service area for specialized care.
- Poor infrastructure in rural areas, including dirt roadways and lack of sidewalks.

Goals, Objectives, Strategies and Implementation Schedule

Goal 1: Coordination of transportation disadvantaged services

OBJECTIVE 1.1: Contract with agencies purchasing transportation services using public funds.

Strategy 1.1.1: Utilize executed Purchase of Service Agreements (POS) as necessary with all agencies purchasing transportation services with public funds prior to service being initiated. Such POS Agreements shall specify the service and cost of each type of transportation service to be provided (fixed, direct, indirect, per mile, etc.).

Implementation Schedule: The CTC will act as soon as it becomes aware of the need for a POS. Reporting will be as needed or in the final quarter, when the TDSP is reviewed.

Goal 2: Focus on consumer choice and efficiency.

OBJECTIVE 2.1: Arrange transportation services to maximize consumer choice and vehicle efficiency.

Strategy 2.1.1: As funding permits, maintain operations of deviated fixed-route systems.

Strategy 2.1.2: Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.

Strategy 2.1.3: Survey transportation system users for potential ridership levels and develop routes accordingly.

Strategy 2.1.4: Increase number of clients/riders served.

Strategy 2.1.5: Maximize the multi-loading of vehicle trips as practical to reduce cost per trip and maximize efficiency.

Strategy 2.1.6 As the State and County allow, and as the CTD develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Baker County or regionally to maximize efficiency and choice.

Implementation Schedule: The CTC will track data and report in the final quarter, when the TDSP is reviewed.

OBJECTIVE 2.2: Market the system within Baker County and regionally.

Strategy 2.2.1: Promote service availability to agencies and consumers through advertising efforts, social media, partnerships, the distribution of flyers to social service agencies and consumers, and to the general public at County events.

Strategy 2.2.2: Maintain an on-time performance of at least 92 percent, as this will help the system “sell itself” by word of mouth.

Implementation Schedule: The CTC will market on an ongoing basis. On-time performance will be reported with the annual evaluation done by the LCB.

Goal 3: **Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.**

OBJECTIVE 3.1: Adhere to strict budget of non-sponsored funding to prevent over-spending or under-spending of non-sponsored trip monies at end of grant year cycle.

Strategy 3.1.1: Delineate budget utilizing non-sponsored monies with monthly allocation. Provide report to LCB on status of these funds at each meeting.

Implementation Schedule: The CTC will track the budget on an ongoing basis and report quarterly to the LCB.

Goal 4: **Utilize the expertise of the Local Coordinating Board.**

OBJECTIVE 4.1: Complete all reports in a timely fashion, which require Coordinating Board approval and/or review, including all reports requested by the Coordinating Board.

Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.

Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.

Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the CTD on or before September 15.

- Strategy 4.1.4: Present rate calculation for the LCB approval.
- Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.
- Implementation Schedule: The CTC and Planning Agency will provide timely reporting to the LCB and the Commission on an ongoing basis. A written report format for the LCB will be utilized beginning no later than the second quarter of FY 17/18.

Goal 5: Customer Satisfaction.

- OBJECTIVE 5.1: The LCB shall monitor the quality of service provided by the CTC.
- Strategy 5.1.1: The CTC shall report complaints to the LCB.
- Strategy 5.1.2: The CTC will to respond to grievances as specified by the bylaws of the LCB.
- Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 6: Maintain and plan for a safe and adequate fleet.

- OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.
- Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.
- Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.
- Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 7: Support regional transit.

- OBJECTIVE 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.
- Strategy 7.3.1: Continue to participate in the Northeast Florida Regional Transit Working Group (RTWG) in implementing the Regional Transit Action Plan.
- Strategy 7.3.2: Coordinate multi-county trips and service enhancement between Baker County and other counties by cooperating and working with nearby counties, the Suwannee Valley Transit Authority, and the Community Transportation Coordinators represented on the RTWG (Clay, Duval, Nassau, Putnam and St. Johns Counties).

Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTWG as needed. Other efforts are ongoing.

Performance Measures

These measures will assist in determining if the goals, objectives and strategies are being met:

Performance Measure	Target
Call Hold Time	Less than 3 minutes
On-Time Performance	At least 92%

SECTION 3: SERVICE PLAN OPERATIONS

The operations element is a profile of the Baker County coordinated transportation system operated by the Baker County Council on Aging.

Eligibility

Eligibility to ride with Baker County Council on Aging, Inc. is determined through an application process. To complete an application, individuals may call Baker County Council on Aging, Inc. at (904)259-9315, download the application from the Baker County Transportation webpage at www.bakercoa.org or complete the application online at the aforementioned webpage. The eligibility process will include the application, possible medical documentation to be filled out by a physician or other medical professional, and a potential in-person interview and functional assessment performed by Baker County Council on Aging, Inc. The Baker County Council on Aging, Inc will determine a person's eligibility for TD funding.

Eligibility Criteria for TD Funded Trips

The Baker County Transportation Disadvantaged Coordinating Board has established an eligibility process for the provision of non-sponsored service to Baker County residents.

Recognizing that the non-sponsored funding is very limited the CTC has decided to recertify clients every two years. Clients will need to reapply every two years to continue eligibility. If there is change in a customer's financial or medical condition, they should contact eligibility immediately to discuss. Proof of income and medical verification are required to qualify for non-sponsored funding.

Upon expiration or failure to re-certify for eligibility, a customer will not be able to utilize transportation until the process is completed. Applications for non-sponsored eligibility determination process requires a multi-step qualification process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F.S. The applicants must meet the following criteria:

- Are not eligible for transportation services sponsored or provided by another program or agency as part of an agency's eligible services.
- Must be a resident of Baker County
- Do not have access to your own or a household member's automobile, and are therefore transportation dependent on others

AND

- Have a documented household income which does not exceed 150% of the federal poverty guidelines. Household income includes ALL income that an applicant receives prior to disbursement to any assisted living facility or care provider.

Temporary Eligibility for the TD Life Sustaining (TDLS) Program

Baker County Council on Aging, Inc will provide temporary eligibility for a period not to exceed 6 months for applicants receiving life sustaining dialysis or oncology/chemo medical appointments. After the six-month period, applicants must meet all criteria to be TD service eligible.

Trip Prioritization

Baker County Council on Aging, Inc can prioritize services purchased with Transportation Disadvantaged Trust Funds based on the following criteria:

- ✓ Cost effectiveness and efficiency
- ✓ Purpose of the trip
- ✓ Unmet needs
- ✓ Available resources

Baker County Council on Aging, Inc is authorized to apply trip prioritization strictly when funding provided by the TD Commission is under or over the assigned monthly allocation. When trip demand exceeds available funding allocation Baker County Council on Aging, Inc may have to limit to medical trips only until funding levels are restored or increased. The Baker County Transportation Disadvantaged Coordinating Board has endorsed trip prioritization based on the following priorities:

- ✓ Life-Sustaining (dialysis, oncology treatments)
- ✓ Medical trips
- ✓ Nutritional (meal sites and grocery shopping)
- ✓ Employment
- ✓ Educational
- ✓ Social Service Agency Trips
- ✓ Shopping
- ✓ Recreation and other

Transportation Disadvantaged Out —of—County Trips

The Baker County Transportation Disadvantaged Coordinating Board has established limited out-of-county trips. The TD program primarily serves Baker County. Out-of-area trips are considered on a case-by-case basis and only for medical trips. Baker County Council on Aging, Inc. has the right to ask individuals to seek service from the closest medical provider or from a medical provider within the TD service area.

Escorts and Attendants Escorts

An escort is an individual traveling with a TD eligible individual as a companion or is a specifically designated person to assist with the eligible individual's needs. Escorts may travel with the customer at any time, provided space is reserved when the trip is booked, and they have

the same origin and destination as the eligible client. When scheduling a trips, Customers will need to tell the reservationist that they will be traveling with an escort. Drivers cannot add escorts not scheduled on the reservation.

Types, Hours and Days of Service

BCCOA provides both ambulatory and non-ambulatory transportation services. The rate structure for these services is broken into three categories: Demand/Response service, Group Service, and Subscription Service.

Stretcher service can be arranged by the BCCOA if requested, with the auspices of licensed stretcher service providers out of Jacksonville, Gainesville and Lake City, at the respective provider's current rate for stretcher service. The BCCOA will continue to be receptive to all safe and practical opportunities for expansion of service, including direct provision of stretcher transport, to the transportation disadvantaged of Baker County.

Types of Service

Subscription Service

Subscription service is defined as a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner.

Demand Response Service

This type of service is characterized by same-day flexible routing and scheduling of relatively small vehicles to provide door-to-door or point-to-point transportation at the user's request, utilizing a street and highway system or a guideway. BCCOA transit service operates on a street and highway system.

Hours of Service

Hours of operation: Monday through Friday, 6:00 a.m. to 5:00 p.m.

Office hours: Monday through Friday, 6:00 a.m. to 5:00 p.m.

Same day service may be provided for medical trips within the service area subject to availability of drivers and vehicle capacity.

Accessing Services

Advance Notification

Trips must be scheduled by calling the BCCOA 904-259-9315, at least three days prior to the day the transportation is needed. Historically, the BCCOA has not routinely provided after-hours transportation because of a lack of demands for the service, with calls typically numbering less than five requests per year. If after-hours service is requested, it is handled on a case by case basis.

Trip Cancellation / No-Show Policy

Late cancellations and “no-shows” are time consuming and costly to everyone who utilizes the system. To help keep these practices at a minimum, the following policies have been implemented:

All users of the system shall:

- Cancel all scheduled but impossible to keep appointments as soon as possible, and
- Call the scheduling office to cancel or reschedule; (Informing a driver **DOES NOT** constitute adequate notification).

Cancellations at the door or less than two hours prior to the scheduled pick-up time will be considered a “no-show,” and will fall under the following no-show policy of the CTC:

- After the first no-show cancellations, rider will receive a verbal warning along with a door hanger with “no-show” policy on it;
- After the second no-show, rider will receive a written warning along with a written copy of the no-show policy; and
- After the third no-show within a 30 day period, rider will be given a written 30 day suspension of services and a copy of the BCCOA client grievance procedures.

Backup and After-Hours Service

Designated BCCOA staff is available by cell phone for after-hours service.

Transportation Disadvantaged Trust Fund Program Eligibility

It is the policy of the LCB that Transportation Disadvantaged funds are to be used only after all other transportation options have been exhausted. Clients who meet the criteria for ridership may be denied service if it is determined by BCCOA that they are not eligible based on the following policies.

Vehicle Availability

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.

Hazardous Driveways

BCCOA may deny service to any client on a private driveway where it is determined by some organization (e.g., Police, Fire, Public Works, School Board) providing verification that the private driveway is hazardous and not

appropriate for public vehicles.

Transportation Disadvantaged Trust Fund Trip Priorities

Due to the limited Transportation Disadvantaged Trust Funds available to Baker County, medical trips will be prioritized over all other needs.

Transportation Operators and Coordination Contractors

At the present time, the Baker County market is small and rural. As evidenced by an RFQ process completed in 2006 and the lack of transportation operators based in the County, the potential does not appear adequate to support the inclusion of additional transportation operators or coordination contractors at this time.

Public Transit Utilization

The BCCOA supports and hopes to expand the deviated flex service of the Wildcat and Bobcat Shuttles.

School Bus Utilization

Currently, the BCCOA does not utilize school buses to provide transportation services and does not contemplate doing so due to overlapping time of peak utilization. Utilization of both the BCCOA and the Baker County School vehicles will be coordinated by Emergency Management in times of disaster or other emergencies. If BCCOA determines a need to use school buses in the future for other than authorized emergency purposes, the Baker County School Board will be contacted for assistance.

CTC Organizational Structure

An organizational chart for the BCCOA is included as Appendix 3.

Vehicle Inventory

Vehicle inventories for BCCOA are included as Appendix 4.

System Safety Program Plan Certification

BCCOA's System Safety Program Plan Certification is included as Appendix 5.

Intercounty Services

BCCOA presently does not have any formal intercounty agreements with neighboring counties.

Emergency Preparedness and Response

The System Hazard and Security Plan for the BCCOA is included as Appendix 10.

Education Efforts/Marketing

Rider pamphlets and other information about the system are made available at various focal points such as doctor's

offices and the County Health Department and are distributed to the general public at local special events. BCCOA uses its Facebook page extensively.

Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Baker County.

Service Standards

Service standards are 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 LCB will evaluate the CTC's compliance of the established service standards annually. The LCB will accept any agency's review of the CTC which encompasses any of the established standards as part of the evaluation to determine compliance for that standard. The CTC will adhere to the following standards:

Commission Service Standards

Drug and Alcohol Testing

All safety sensitive job positions shall comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration if Section 18 funds are utilized.

Vehicle Transfer Points

Vehicle transfer points shall be located in a safe and secure place that provides rider shelter.

Local Toll Free Telephone Number

A local toll free telephone number shall be posted in all vehicles within the transportation system. This telephone number shall be included in the complaint process.

Vehicle Cleanliness

Interior of all vehicles shall be free of 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. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

Passenger/Trip Database

The CTC shall collect on each passenger the rider name, telephone number, address, funding source eligibility and special requirements, in a comprehensive and accessible database.

Billing Requirements

The CTC shall pay all subcontractor bills within 15 days of receipt of said payment by the CTC.

Adequate Seating

Vehicle seating shall not exceed the manufacturer's recommended capacity.

Driver Identification

Drivers 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 except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

Smoking, Eating, & Drinking on Vehicles

Smoking, eating and drinking are not permitted on board. However some exceptions may be made if a passenger is diabetic, coming off a dialysis machine or for other physical/medical reasons that may require a passenger to eat or drink if held over for an extended time period of time on the vehicle. Drivers are not to transport passengers who appear to be under the influence of alcohol. Such passenger will be returned home with an explanation of the CTS's policy; the dispatcher will be contacted; and an incident report completed.

Passenger Assistance

All drivers at time of employment are properly trained on passenger assistance and sensitivity, and all drivers are charged with the responsibility of operating their vehicle in a safe manner. Passenger assistance includes loading and unloading of the vehicle, assistance with seatbelts and wheel chair securement, and will provide door service when necessary or needed.

Two-Way Communications

All employees are issued a cellular radio for two way communications with the dispatcher, and all radios are equipped with the capability of calling 911 in an emergency. Training is provided at time of hire on how to operate and communicate on the radio system.

Air Conditioning/Heating of Vehicles

All vehicles are to be equipped with properly working heating and air conditioning. Drivers are instructed to make the riders comfortable by adjusting temperature according to riders' preference.

Local Service Standards

Transport of Escorts and Dependent Children

The BCCOA requires that all children under the age of 18 be accompanied by an escort, with the exception that riders under the age of 18 but over the age of 14 who are pregnant may ride the system alone without an escort or permission from a parent/guardian.

If an escort is required or needed for a child or an adult, it is up to the sponsoring agency or the rider to provide said escort prior to the trip. Under no circumstances will the vehicle driver be designated as the escort for any passenger.

Use, Responsibility and Cost of Child Restraint Devices

All passengers under the age of four and/or weighing less than 45 pounds shall be required to use a child restraint device. Clients are to provide their own restraint device. In the event a restraint device is not provided by the client, transportation will not be provided. It is the responsibility of the person requesting the reservation to ensure that a restraint device is available.

Passenger Property

Property that can be carried on board by the passenger in one trip and can be safely stored on the vehicle may be brought on board the vehicle at no charge. The amount of passenger property allowed will depend on the number of clients in the vehicle. Passenger property does not include wheelchairs, child seats, secured oxygen bottles or personal assistance devices.

On-Time Performance

The BCCOA currently utilizes Trapeze software to book and schedule all appointments. After the daily reservation cut off time, the scheduler produces a manifest from Trapeze for the following day for each scheduled driver.

At the time of scheduling a reservation, clients may be asked to be ready for pick up from 1 to 2 hours before the scheduled appointment because of travel distance or rural locale. On a scheduled return trip clients are advised that they will be picked up within one hour after notification to the CTC but most are picked up much sooner.

Accidents / Road calls

The CTC includes in its quarterly report to the LCB the number of all road calls and reportable accidents.

Call-Hold Time

The BCCOA transportation department has three dedicated phone lines for call-intake purposes. Persons calling to schedule transportation services will not remain on hold for longer than three minutes.

CPR/First-Aid Training

The added expense for ad hoc availability of training opportunity or contract trainer, coupled with a lack of readily available local resources makes it impractical to provide CPR / First Aide training immediately upon hire for all employees. All employees will however receive CPR/First aid training within the first year of employment.

Employee Background Checks

All drivers are required to complete a request for personal criminal history background check at time of employment. The BCCOA will not employ anyone who has a criminal history of abuse or violent crimes against children or the elderly.

Pick-Up Window

All passengers using BCCOA transportation services will have up to a two-hour pickup window (HMO riders are exempt) either before or after their scheduled pickup time.

Trip Cancellation and No-Show Policy

Late cancellations and “no-shows” are time consuming and costly to every one utilizing the system. To help keep these practices at a minimum, the following policies have been implemented:

All users of the system shall:

- cancel all scheduled but impossible to keep appointments as soon as possible, and
- call the scheduling office to cancel or reschedule; (Informing a driver **DOES NOT** constitute adequate notification).

Cancellations at the door or less than two hours prior to the scheduled pick-up time will be considered a no-show, and will fall under the following no-show policy of the CTC:

- after the first no-show cancellations rider will receive a verbal warning;
- after the second no-show rider will receive a written warning along with a written copy of the no-show policy;
- after the third no-show within a 30 day period, rider will be given a written 30 day suspension of services and a copy of the BCCOA client grievance procedures.

Backup and After-Hours Service

Designated BCCOA staff are available by cell phone for after-hours service.

Out of Service Area Trips

The CTC will provide out-of-service area trips as needed with approval of the funding source when applicable. The service / treatment must be necessary or not provided in the service area.

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

Cost/Revenue Allocation and Rate Structure Justification

Service Rates

COMMUNITY TRANSPORTATION COORDINATOR: BAKER

EFFECTIVE DATE: MAY 2023

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT #
AMBULATORY	PASSENGER MILE	\$1.91
WHEELCHAIR	PASSENGER MILE	\$3.28
PASSANGER CHARGE	PER TRIP	\$1.50

SECTION 4: QUALITY ASSURANCE

CTC Evaluation Process

CTC Evaluation

The LCB conducts an annual evaluation of the Baker County TD program pursuant to Rule 41-2, *Florida Administrative Code* (FAC) and utilizing guidelines established by the Commission for the Transportation Disadvantaged. This evaluation utilizes, at a minimum, Chapters 5 (Competition), 7 (Cost Effectiveness & Efficiency) and 12 (Availability) of the Commission’s *Workbook for CTC Evaluations*.

CTC Monitoring Procedures of Operators

The Baker County TD program does not have any sub-contracted operators at this time.

Coordination Contract Evaluation Criteria

The Baker County TD program does not have any coordination contracts at this time. Any future coordination contracts shall be evaluated on an annual basis and the performance of these coordination contracts shall be included in the annual joint LCB/Planning Agency evaluation of the CTC.

Planning Agency Evaluation Process

The Florida Commission for the Transportation Disadvantaged conducts biennial reviews of the planning agency’s performance based upon established procedures utilizing staff from the CTD’s Quality Assurance & Program Evaluation (QAPE) section. The most recent evaluation is included as Appendix 7.

**TRANSPORTATION DISADVANTAGED SERVICE PLAN
BAKER COUNTY LOCAL COORDINATING BOARD
ROLL CALL VOTE**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Comm. Jimmy Anderson			
2. Dept. of Transportation	Angela Gregory / ALT			
3. Dept. Of Children and Families	John Wisker			
4. Public Education Community	VACANT			
5. Dept. of Education (Voc. Rehab)	Rochelle Price			
6. Veteran Services	Tony Esterling / ALT			
7. Econ. Disadvantaged (Comm. Action)	VACANT			
8. Elderly	VACANT			
9. Disabled	VACANT			
10. Citizen Advocate/User	VACANT			
11. Citizen Advocate/Non-User	VACANT			
12. Children at Risk	Kishia Browning			
13. Dept. Of Elder Affairs	Janet Dickinson / ALT			
14. Private for Profit Transportation Industry	VACANT			
15. Dept. of Health Care Adm.	Reeda Harris / ALT			
16. Agency for Persons w/Disabilities	Sheryl Stanford / ALT			
17. Regional Workforce Dev. Brd.	Sean Rush			
18. Local Medical Community	Stephanie Betchel			

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: **05/16/24**

Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

Executive Director

**NORTHEAST FLORIDA
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS
2024/2025 SCHEDULE**

Baker County <i>3rd Thursday</i>	Clay County <i>3rd Monday, 2nd Monday in February</i>	Duval County <i>1st Thursday, 4th Thursday in February</i>	Flagler County <i>2nd Wednesday</i>	Nassau County <i>3rd Thursday</i>	Putnam County <i>3rd Monday, 2nd Monday in February</i>	St. Johns County <i>2nd Tuesday</i>
9/19/24 Board Mtg. 10:00 a.m.	9/16/24 Board Mtg. 2:00 p.m.	9/05/24 Board Mtg. 2:00 p.m.	9/11/24 Board Mtg. 10:00 a.m.	9/19/24 Board Mtg. 1:00 p.m.	9/16/24 Board Mtg. 10:30 a.m.	9/10/24 Board Mtg. 1:30 p.m.
11/21/24 Board Mtg. 10:00 a.m.	11/18/24 Board Mtg. 2:00 p.m.	11/07/24 Board Mtg. 2:00 p.m.	11/13/24 Board Mtg. 10:00 a.m.	11/21/24 Board Mtg. 1:00 p.m.	11/18/24 Board Mtg. 10:30 a.m.	11/12/24 Board Mtg. 1:30 p.m.
2/20/25 Board Mtg. 10:00 a.m. (Annual PH)	2/10/25 Board Mtg. 2:00 p.m. (Annual PH)	2/27/25 Board Mtg. 2:00 p.m. (Annual PH)	2/12/25 Board Mtg. 10:00 a.m. (Annual PH)	2/20/25 Board Mtg. 1:00 p.m. (Annual PH)	2/10/25 Board Mtg. 10:30 a.m. (Annual PH)	2/11/25 Board Mtg. 1:30 p.m. (Annual PH)
5/15/25 Board Mtg. 10:00 a.m.	5/19/25 Board Mtg. 2:00 p.m.	5/01/25 Board Mtg. 2:00 p.m.	5/14/25 Board Mtg. 10:00 a.m.	5/15/25 Board Mtg. 1:00 p.m.	5/19/25 Board Mtg. 10:30 a.m.	5/13/25 Board Mtg. 1:30 p.m.
9/18/25 Board Mtg. 10:00 a.m.	9/15/25 Board Mtg. 2:00 p.m.	9/04/25 Board Mtg. 2:00 p.m.	9/10/25 Board Mtg. 10:00 a.m.	9/18/25 Board Mtg. 1:00 p.m.	9/15/25 Board Mtg. 10:30 a.m.	9/09/25 Board Mtg. 1:30 p.m.

Please note that this is a **tentative** meeting schedule and all dates and times are subject to change.
PH = Public Hearing

Baker County Council on Aging Transit Building, 9264 Buck Starling Road, Macclenny, FL
Clay County BCC Mtg Rm, 4th Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL
Duval County WJCT Building Board Room, 2nd Floor, 100 Festival Park Ave., Jacksonville, FL
Flagler County Gov. Service Building Budget & Finance Mtg. Rm, 3rd floor, 1769 East Moody Blvd, Building 2, Bunnell, FL
Nassau County Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL
Putnam County Planning & Development Training Room, 2509 Crill Avenue, Suite 300, Palatka, FL
St. Johns County Council on Aging Senior Center Board Room, 179 Marine Street, St. Augustine, FL



Serving the communities of Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns Counties

100 Festival Park Avenue
Jacksonville, FL 32202

 (904) 279-0880

 (904) 279-0881

 www.nefrc.org

 info@nefrc.org

Bringing Communities Together

DATE: May 16, 2024

TO: **BAKER COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB)**

FROM: SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

RE: **BAKER COUNTY COUNCIL ON AGING (BCCOA) COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION**

On March 27, 2024, Baker County Council on Aging (BCCOA) was evaluated by the Northeast Florida Regional Council (NEFRC). After an on-site observation of the coordinated system, inspection of service vehicles, and review of documents based on the Commission for the Transportation Disadvantaged approved evaluation criteria, BCCOA has been reviewed as compliant with Florida Statutes 427 and Florida Administrative Code 41-2.

At this time, the Northeast Florida Regional Council have no findings to present:

Action Recommendation

The Northeast Florida Regional Council recommends the Baker Local Coordinating Board approve BCCOA's Annual CTC Evaluation.

Follow Us.



EQUAL OPPORTUNITY EMPLOYER

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: _____)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents

ITEMS TO REQUEST:

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- Measuring Tape
- Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors

- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.

- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
 2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? Yes No
(Make a copy and include in folder)
Is the process being used? Yes No
 3. DOES THE CTC HAVE A COMPLAINT FORM? Yes No
(Make a copy and include in folder)
 4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
 Yes No
 5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
 Yes No
- Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**
6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
 Yes No
 7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
 Yes No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

Yes No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.
“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? Yes No

IS THE CTD’S STANDARD CONTRACT UTILIZED? Yes No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?
 Yes No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report Yes No
- Any issues that need clarification? Yes No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement Yes No
- c. Transportation Disadvantaged Service Plan Yes No
- d. Grant Applications to TD Trust Fund Yes No
- e. All other grant application (____%) Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? Yes No

If no, is the planning agency currently reviewing applications for TD funds?
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).
*“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? Yes No

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
 Yes No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? Yes No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

Name of Provider: Baker County Council on Aging

Vehicle Number (either VIN or provider fleet number): Fleet # 10

Type of Vehicle: Minivan Van Bus (>22')
 Minibus (<= 22') Minibus (>22')

Person Conducting Review: Summer Jones

Date: 3/27/24

Review the owner's manual, check the stickers, or ask the driver the following:

- The lift must have a weight limit of at least 600 pounds.
- The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- One securement system that can be either forward or rear-facing.
- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____ / ____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
/ ____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

3-27-2024

Please list any special guests that were present:

Location:

Baker County

Number of Passengers picked up/dropped off:

1

Ambulatory

1

Non-Ambulatory

1

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Yes No

Does the vehicle have working heat and air conditioning?

Yes No

Does the vehicle have two-way communications in good working order?

Yes No

If used, was the lift in good working order?

Yes No

Was there safe and appropriate seating for all passengers?

Yes No

Did the driver properly use the lift and secure the passenger?

Yes No

If No, please explain:

Driver did not need to use lift.
No passengers required the lift.
use of

CTC: Baker County Council on Aging

County: Baker

Date of Ride: 3-27-2024

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Baker County Council On Aging
 Daily Rides
 3/27/2024

PICKUP TIME
 AND LOCATION.

DROP OFF
 TIME.

Name	From	P/T	To	A/T	Acct	Mo
CURRAN, ROBERT	6022 Saddle Trl, Glen Saint Mary, FL, 32040	13:25	32 North 5th Street, Macclenny, FL, 32063	13:45	TD Amb	A
Wilson, Daniel	11336 North Thomas Drive, Macclenny, FL, 32063	13:55	896 South 6th Street, Macclenny, FL, 32063	14:10	TD Amb	A

Transportation Request

Baker County Council On Aging

Date Tuesday Mar 26, 2024

Trip Number: 4

Rider Name: ROBERT CURRAN	Account: TD Amb	Phone: (904)271-0648
DOB: 02/14/1962	# Children: 0	ID#:
Appointment Date: Wed Mar 27, 2024	P/U: 13:25	D/O: 13:45
Escort: N	Mob: A	
Origination: Home: 6022 Saddle Trl, Glen Saint Mary, FL 32040		
Destination: DMV: 32 North 5th Street, Macclenny, FL 32063		

Purpose: Shopping

Special Assistance:

Comments: Booked 3/25/24 @ 10:23am - BC

Rider Name: ROBERT CURRAN	ID#:
Appointment Date: Wed Mar 27, 2024	
Origination: Home: 6022 Saddle Trl, Glen Saint Mary, FL 32040	
Destination: DMV: 32 North 5th Street, Macclenny, FL 32063	
Comments:	

Confirmation #: 199591

Time Pickup: _____ **Time Arrival:** _____ **End:** _____ **Miles:** _____

I certify that this information is true and accurate. _____
(signature)

Transportation Request

Baker County Council On Aging

Rider Name: Daniel C Wilson
DOB: 10/17/1947

Account: TD Amb
Children: 0

Phone: (904)401-1246
ID#:

Appointment Date: Wed Mar 27, 2024 **P/U:** 13:55 **D/O:** 14:10 **Escort N Mob:** A

Origination: Home: 11336 North Thomas Drive, Macclenny, FL 32063

Destination: AutoZone Auto Parts: 896 South 6th Street, Macclenny, FL 32063

Purpose: Shopping

Special Assistance:

Comments: Booked 3/22/24 @ 2:10pm - Liz *** REMIND client 2-3 Hrs Maxx on None Medical Appointments ***

Rider Name: Daniel C Wilson

ID#:

Appointment Date: Wed Mar 27, 2024

Origination: Home: 11336 North Thomas Drive, Macclenny, FL 32063

Destination: AutoZone Auto Parts: 896 South 6th Street, Macclenny, FL 32063

Comments:

Confirmation #: 199414

Time Pickup: _____ **Time Arrival:** _____ **End:** _____ **Miles:** _____

I certify that this information is true and accurate.

_____ (signature)

RIDER/BENEFICIARY SURVEY

Staff making call: Summer J.
Date of Call: 5/9/24

County: Baker
Funding Source: _____

1) Did you receive transportation service on 3/27/24? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on _____?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes No

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

5. Does the CTC give your facility adequate time to report statistics?

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? _____

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.



**Transportation
Disadvantaged**

CTC Expense Sources

County: Baker

CTC Status: Complete

CTC Organization: Baker County
Council On Aging,
Inc.

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 627,506	\$ 0	\$ 627,506	\$ 516,663	\$ 0	\$ 516,663
Fringe Benefits	\$ 131,797	\$ 0	\$ 131,797	\$ 86,826	\$ 0	\$ 86,826
Services	\$ 61,781	\$ 0	\$ 61,781	\$ 49,391	\$ 0	\$ 49,391
Materials & Supplies Consumed	\$ 283,579	\$ 0	\$ 283,579	\$ 230,234	\$ 0	\$ 230,234
Utilities	\$ 26,350	\$ 0	\$ 26,350	\$ 22,309	\$ 0	\$ 22,309
Casualty & Liability	\$ 136,047	\$ 0	\$ 136,047	\$ 102,781	\$ 0	\$ 102,781
Taxes	\$ 1,290	\$ 0	\$ 1,290	\$ 806	\$ 0	\$ 806
Miscellaneous	\$ 4,730	\$ 0	\$ 4,730	\$ 4,276	\$ 0	\$ 4,276
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 6,628	\$ 0	\$ 6,628	\$ 9,075	\$ 0	\$ 9,075
Capital Purchases	\$ 30,625	\$ 0	\$ 30,625	\$ 89,487	\$ 0	\$ 89,487
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 1,310,333	\$ 0	\$ 1,310,333	\$ 1,111,848	\$ 0	\$ 1,111,848

<h2 style="margin: 0;">Level of Competition</h2> <h3 style="margin: 0;">Worksheet 2</h3>
--

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____
Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

Capabilities of operator
Age of company
Previous experience
Management
Qualifications of staff
Resources
Economies of Scale
Contract Monitoring
Reporting Capabilities
Financial Strength
Performance Bond
Responsiveness to Solicitation

Scope of Work
Safety Program
Capacity
Training Program
Insurance
Accident History
Quality
Community Knowledge
Cost of the Contracting Process
Price
Distribution of Costs
Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

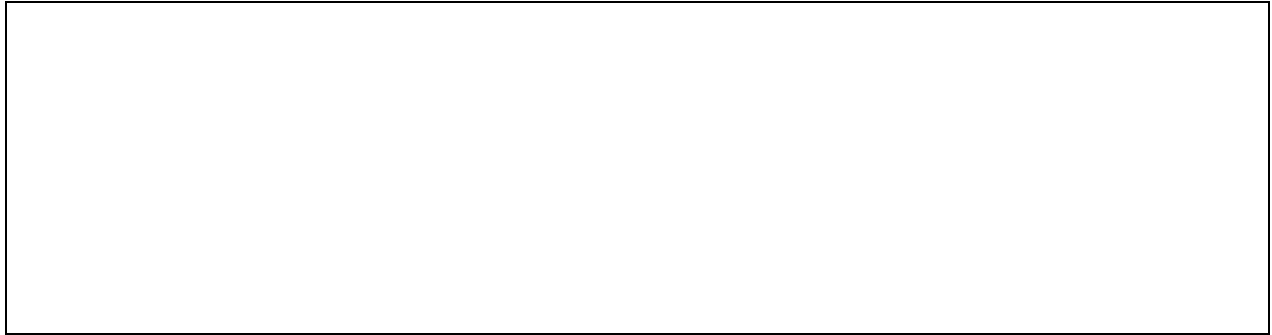
Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

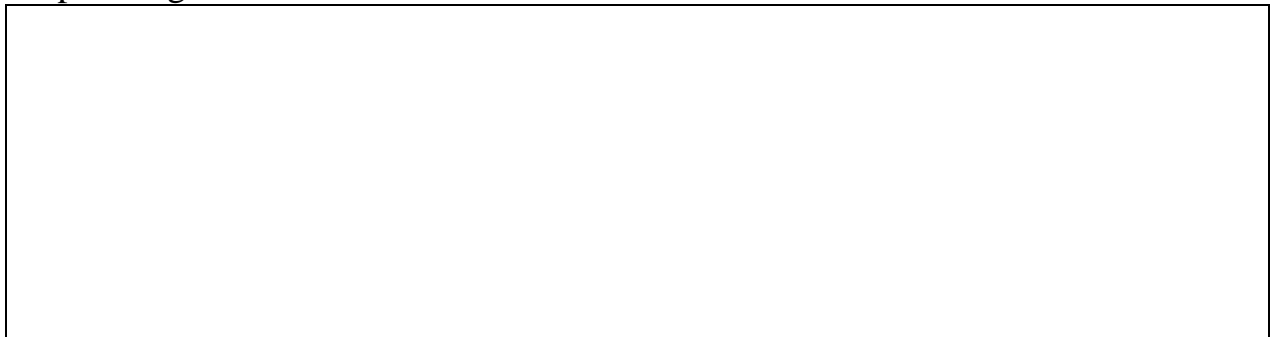
Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?



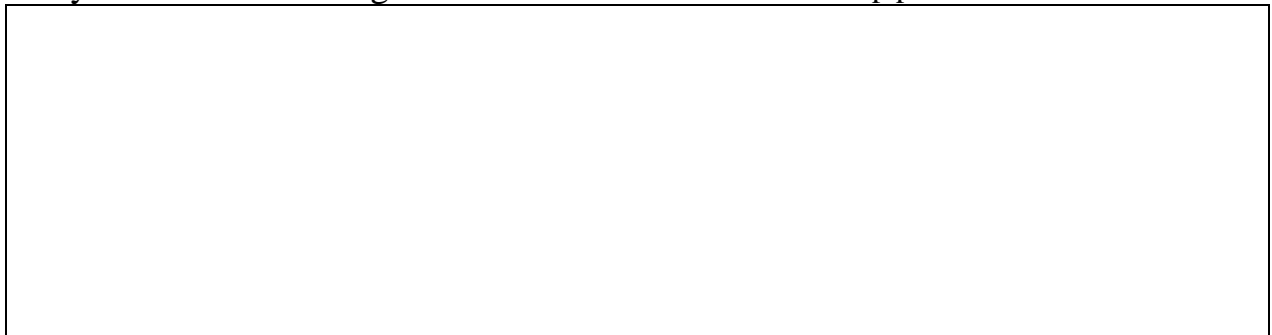
Dispatching – How is the real time communication and direction of drivers coordinated?



General Service Monitoring – How is the overseeing of transportation operators coordinated?



Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?



Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

**BAKER COUNTY COUNCIL ON AGING, INC. / BAKERTRANSIT
OPERATING REPORT as of March 31 2024**

3 MONTHS ENDING March 31st					6 MONTHS ENDING March 31st					
	2024	2023	Difference	% Difference		2024	2023	Difference	% Difference	
1	445	834	(389)	(46.6)%	MEDICAID	949	1,480	(531)	(35.9)%	1
2	1,168	1,708	(540)	(31.6)%	TRANSPORTATION DISADVANTAGED - TD	2,187	3,178	(991)	(31.2)%	2
3	594	271	323	119.2%	5311	1,364	609	755	124.0%	3
4	2,307	1,854	453	24.4%	5310	5,023	3,259	1,764	54.1%	4
5	422	428	(6)	(1.4)%	MNR/FWNH	797	957	(160)	(16.7)%	5
6	4,936	5,095	(159)	(3.1)%	TOTAL PARATRANSIT TRIPS	10,320	9,483	837	8.8%	6
7	77	77	0	0.0%	OPERATING DAYS (excl. holidays, Sun)	156	156	0	0.0%	7
8	192	199	(6.2)	(3.1)%	TOTAL PARATRANSIT TRIPS PER DAY	397	365	31.87	8.7%	8
9	7,420	7,735	(315)	(4.1)%	BUS OPERATOR HOURS WORKED	14,846	12,916	1,930	14.9%	9
10	2	2	0.02	1.0%	TOTAL PARATRANSIT TRIPS PER HOUR WORKED	4.17	4.21	(0.03)	(0.8)%	10
11	260	590	(330)	(55.9)%	WILDCAT SHUTTLE	534	1,102	(568)	(51.5)%	11
12	341	253	88	34.8%	BOBCAT SHUTTLE	562	437	125	28.6%	12
13	601	843	(242)	(28.7)%	TOTAL PUBLIC TRANSIT TRIPS	1,096	1,539	(443)	(28.8)%	13
14	7.8	10.9	(3.1)	(28.7)%	TOTAL PUBLIC TRANSIT TRIPS PER DAY	7.0	9.9	(2.8)	(28.8)%	14
15	5,537	5,938	(401)	(6.8)%	TOTAL TRIPS	11,416	11,022	394	3.6%	15
16	7,420	7,735	(315)	(4.1)%	BUS OPERATOR HOURS WORKED	14,846	14,810	36	0.2%	16
17	0.75	0.77	(0.0)	(2.8)%	TOTAL TRIPS PER HOUR WORKED	0.77	0.74	0.0	3.3%	17
18	77	77	0.0	0.0%	OPERATING DAYS (excl. holidays, Sat & Sun)	156	156	0	0.0%	18
19	71.9	77.1	(5.2)	(6.8)%	TOTAL TRIPS PER OPERATING DAY	73.2	70.7	2.5	3.6%	19
20	96.4	100.5	(4.09)	(4.1)%	HOURS WORKED PER OPERATING DAY	95	83	12.37	14.9%	20
21	0.75	0.77	(0.02)	(2.8)%	TOTAL TRIPS PER HOUR WORKED	0.77	0.85	(0.08)	(9.9)%	21
22	71,542	107,134	(35,592)	(33.2)%	TOTAL VEHICLE MILES	172,712	205,327	(32,615)	(15.9)%	22
23	14.5	21.0	(6.5)	(31.1)%	TOTAL MILES / PARATRANSIT TRIP	17	22	(4.9)	(22.7)%	23
24	929.1	1,391.4	(462.2)	(33.2)%	TOTAL MILES / OPERATING DAY	1,107.1	1,316.2	(209.1)	(15.9)%	24
25	9.6	13.9	(4.2)	(30.4)%	AVERAGE TOTAL MILES / HOUR WORKED	11.6	15.9	(4.3)	(26.8)%	25
26	11,916	13,279	(1,363)	(10.3)%	TOTAL FUEL GALLONS	25,227	25,767	(540)	(2.1)%	26
28	6.0	8.1	(2.1)	(25.6)%	AVERAGE MILES / GALLON	6.8	8.0	(1.12)	(14.1)%	28
29	154.8	172.5	(17.7)	(10.3)%	AVERAGE GALLONS / OPERATING DAY	161.7	165.2	(3.46)	(2.1)%	29
29	1.6	1.7	(0.1)	(6.5)%	AVERAGE GALLONS / HOUR WORKED	1.7	2.0	(0.30)	(14.8)%	29
30	9	11	(\$1.56)	(14.2)%	AVG FUEL COST / GALLON	19	21	(\$2.33)	(11.2)%	30
31	\$ 1.57	\$ 1.36	\$0.21	15.3%	AVG FUEL COST / MILE	\$ 2.71	\$ 2.62	\$0.09	3.4%	31
					ROADCALLS					