



**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, November 16, 2023, at 10:00 a.m.
*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Anderson
2. Additions, Deletions, Changes to the Agenda – Chair Anderson
3. Approval of September 21, 2023, Meeting Minutes – Chair Anderson *
4. LCB Membership
 - a. Current Membership Vacancies
5. Grievance Procedure Review*
6. Northeast Florida Regional Council Update – Ms. Jones
7. Community Transportation Coordinator (CTC) System Update – Ms. Harvey
 - a. CTC Quarterly Update
 - b. Annual Operation Report*
 - c. Grants Update* (if required)
8. Old Business
9. New Business
10. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
11. Member and Department Reports
12. Adjournment – Chair Anderson

Next LCB Meeting: February 15, 2024, at 10 a.m.
Baker County COA Transit, 9264 Buck Starling Road, Macclenny, Florida



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

Thursday, September 21, 2023

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Baker County Commission
Hon. Jimmy Anderson, Chair

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

Meeting Minutes

*Denotes Required Action Item

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

A quarterly meeting of the Baker County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person and virtually via Zoom on Thursday, September 21, 2023. Chair Jimmy Anderson called the meeting to order at 10:00 a.m. with the following members present:

Baker County Board of County Commissioners	Jimmy Anderson (In-Person)
Baker County Veteran Services	Tony Esterling (In-Person)
Florida Department of Transportation	Angela Gregory (Virtual)
Department of Children and Families	John Wisker (In-Person)
Florida Department of Education, Vocational Rehabilitation	Rochelle Price (Virtual)
Florida Department of Health Baker County, Healthy Start	Kishia Browning (In-Person)
ElderSource	Janet Dickinson (Virtual)
Agency for Healthcare Administration	Reeda Harris (Virtual)
Florida Department of Health Baker County	Meaghan Crowley (In-Person)

Members Not Present

Northeast Florida Community Action Agency	Celena Farmer
Agency for Persons with Disabilities	Sheryl Stanford
CareerSource Northeast Florida	Sean Rush

Community Transportation Coordinator Staff Present

Chris Harvey, Judd Chambers (All In-Person)

Planning Agency Staff Present

Noel Comeaux and Annie Sieger (In-Person)

Guests

None

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 May 18, 2023, Meeting Minutes*

Ms. Crowley motioned for the approval of the meeting minutes. Ms. Browning seconded the motion. The May 18, 2023, meeting minutes were approved unanimously.

4. LCB Membership

- a) Current Membership Vacancies
 - Public Education
 - Elderly
 - Disabled
 - Citizen Advocate/User
 - Citizen Non-Advocate/User
 - Private For-Profit Transportation

5. Northeast Florida Regional Council Update

- a) FL CTD AOR – Data Study (June 3, 2023) – Staff provided an overview of the Commission for the Transportation Disadvantaged (CTD) Annual Operating Report (AOR), focusing on three objectives: improving accuracy, analysis, and data reporting. There was a general discussion on the use of data and how there could be a potential for exposing rider-specific data through a general information request.
- b) TD meetings: Addition of Virtual Options – The NEFRC has started implementing a virtual option for LCB members and the public to attend the quarterly LCB meetings. Virtual meeting links are provided on the agenda packet.
- c) The NEFRC is seeking a new TD Coordinator – Matamron Bacon has left his position as the TD Coordinator to take a position with Miami-Dade College in South Florida. As a result, the NEFRC has posted an advertisement to fill the open position. Interviews for potential candidates will occur soon.

6. Community Transportation Coordinator (CTC) System Update

- a) CTC Quarterly Update
 - Medicaid trips have increased by 134 additional trips.
 - Transportation Disadvantaged increased by 333 trips.
 - Section 5310 - Programs for capital projects planned, designed, and carried out to meet the special needs of the elderly and individuals increased. This is partially associated to taking more people to the ARC.
 - Section 5311 -- Formula program that funds capital and operating assistance in rural areas experienced a slight decrease but has begun to rebound.
- b) Hurricane Idalia Impacts – no local impacts were discussed.
- c) Grants Update* (if required) – no grant updates at this time.

7. Old Business

There was no old business.

8. New Business

There was no new business.

9. Public Comment

There was no public comment.

10. Member and Department Reports

There were no member reports.

11. Adjournment

Without further discussion, Chair Anderson adjourned the meeting at 10:11 a.m. The next LCB meeting will occur on November 16, 2023, at 10:00 a.m. in the BCCOA Transit meeting room.

DRAFT

ATTENDANCE RECORD
BAKER COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/17/22	2/16/23	5/18/23	9/21/23
1. Chairperson	Jimmy Anderson	a	P	a	P
2. Dept. of Transportation	Angela Gregory / ALT	P	P	P	P
3. Dept. Of Children and Families	John Wisker	a	P	a	P
4. Public Education	John Staples / Vacant	a	a	a	-
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	a	P	P
6. Veteran Services	Tony Esterling / ALT	P	P	P	P
7. Community Action (Econ. Disadv)	Celena Farmer	a	a	a	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Jeannette Bullock / Vacant	a	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate / Non-User	Vacant	-	-	-	-
12. Children at Risk	Kishia Browning / ALT	P	a	P	P
13. Dept. Of Elder Affairs	Janet Dickinson	a	P	P	P
14. Private For Profit Transportation	Vacant	-	-	-	-
15. Agency for Health Care Adm.	Reeda Harris / ALT	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Stanford / ALT	P	P	P	a
17. Regional Workforce Dev. Brd.	Lori McLaughlin / Sean Rush	a	P	a	a
18. Local Medical Community	Meaghan Crowley / ALT	P	P	P	P

VACANCIES

Public Education

Elderly

Disabled

Citizen Advocate / User

Citizen Advocate / Non-User

Private For Profit Transportation

PLEASE SIGN IN!



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: September 21, 2023
Time: 10:00 a.m.

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

Name	Address	Phone	E-Mail
John Wisler			john.wisler@myfloridafuture.com
Christ Harvey			charvey@bakersco.org
Judith Amodeo			Schamberse@bakercofla.com
Jimmy Akers			
Meaghan Courtney			meaghan.courtney@flhealth.gov
Kishia Browning			Kishia.Browning@flhealth.gov
TONY ESTERLING			SAME

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		Feb-24	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-24			
VACANT									
Ms.	Rochelle	Price	FL Dept. of Vocational Rehab/Dept of Ed.	Dept. of Education (Voc. Rehab.)	Voting				
Mr.	Tony	Esterling	Baker County Veterans Service	Veterans	Voting			Vice Chair	Feb-24
Ms.	Lydia	Mangano	Baker County Veterans Service	Veterans	Alternate				
Mr.	Patrick	Barragan	Alachua County Veterans Service	Veterans	Interested Party				
Ms.	Celena	Farmer	NE FL Community Action Agency	Community Action (Econ. Disadv)	Voting				
VACANT									
VACANT									
VACANT									
VACANT									
Ms.	Kishia	Browning	Florida Dept of Health Baker County	Children at Risk	Voting				
Ms.	Stephanie	Bechtel	Florida Dept of Health Baker County	Children at Risk	Alternate				
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Dept of Elder Affairs	Voting				
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-24			
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	Feb-24			
Ms.	Meaghan	Crowley	Florida Dept of Health Baker County	Medical Community	Voting		Feb-24		
Ms.	Stephanie	Bechtel	Florida Dept of Health Baker County	Medical Community	Alternate				
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	lhale@bakercoa.org ;	Interested Party			Baker COA Receptionist	
Ms.	Robin	Keller	Agency for Persons with Disabilities	Robin.Keller@apdcares.org ;	Interested Party				
Ms.	Leslie	Richards	Agency for Persons with Disabilities	Leslie.Richards@Apdcares.Org ;	Interested Party				
			Meetings are held at:						
			Baker County COA Transit Bldg						
			9264 Buck Starling Road						
			Maccleddy, FL 32063						
			904-259-2223						

Local Complaint and Grievance Procedure/Process

Definition of a Complaint

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

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

Filing a Complaint

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

Recording of Complaints

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

Appeal to the Grievance Subcommittee

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

Definition of a Grievance

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

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

Grievance Procedures

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

Filing a Grievance

1. If a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a complaint as defined in Section 1, the party should first discuss the matter with the staff involved for immediate resolution, if possible. If no resolution or satisfaction is reached, the individual should proceed to the grievance level.
2. If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (CTC) within five working days of the incident. All grievances must be in writing and shall include the following:
 1. The name and address of the grievant;
 2. Transit route, date and approximate time of the incident(s);
 3. A statement of the grounds for the grievance and supporting documentation;
 4. An explanation of the relief desired by the grievant.

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

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

Appeal to the Grievance Subcommittee

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

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

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

Appeal to the County Transportation Disadvantaged Coordinating Board

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

Appeal to the State Transportation Disadvantaged Commission

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

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

BAKER COUNTY COUNCIL ON AGING, INC.
COMMUNITY TRANSPORTATION COORDINATOR
KEY PERFORMANCE INDICATORS

BAKER COUNTY COUNCIL ON AGING, INC. / BAKERTRANSIT
OPERATING REPORT as of SEPT 30 2023

	3 MONTHS ENDING SEPT 30				9 MONTHS ENDING SEPT 30								
	07/23	08/23	09/23		2023	2022	Difference	Diff PCT	2023	2022	Difference	Diff PCT	
Medicaid	205	243	178	1	626	781	(155)	(19.8)%	MEDICAID	2,230	1,803	427	23.7%
TD	344	370	365	2	1,079	1,599	(520)	(32.5)%	TRANSPORTATION DISADVANTAGED -	4,296	4,451	(155)	(3.5)%
5311	224	278	186	3	688	336	352	104.8%	5311	1,353	1,959	(606)	(30.9)%
5310	678	862	916	4	2,456	1,604	852	53.1%	5310	6,042	3,879	2,163	55.8%
MNR/FWNH	148	117	115	5	380	730	(350)	(47.9)%	MNR/FWNH	1,222	1,435	(213)	(14.8)%
TOTAL PARATRANSIT	1,599	1,870	1,760	6	5,229	5,050	179	3.5%	TOTAL PARATRANSIT TRIPS	12,913	11,724	1,189	10.1%
OPERATING DAYS (excl. holidays, Sat & Sun)	26	26	26	7	78	78	0	0.0%	OPERATING DAYS (excl. holidays, Sat & Sun)	233	233	0	0.0%
TOTAL PARA TRIPS PER DAY	61.50	71.92	67.69	8	185	194	(8.8)	(4.5)%	TOTAL PARATRANSIT TRIPS PER DAY	550	449	101.04	22.5%
BUS OPERATOR HOURS WORKED	2,388	2,708	2,456	9	7,552	7,290	262	3.6%	BUS OPERATOR HOURS WORKED	22,892	19,372	3,520	18.2%
TOTAL PARA TRIPS PER HOUR WORKED	0.67	0.69	0.72	10	2	2	0.01	0.5%	TOTAL PARATRANSIT TRIPS PER HOUR WORKED	0.56	0.61	(0.04)	(6.8)%
Wildcat Shuttle	70	95	92	11	257	494	(237)	(48.0)%	WILDCAT SHUTTLE	1,200	1,785	(585)	(32.8)%
Bobcat Shuttle	57	68	90	12	215	182	33	18.1%	BOBCAT SHUTTLE	682	574	108	18.8%
TOTAL PUBLIC TRANSIT TRIPS	127	163	182	13	472	676	(204)	(30.2)%	TOTAL PUBLIC TRANSIT TRIPS	1,882	2,359	(477)	(20.2)%
TOTAL PUBLIC TRANSIT TRIPS PER DAY	4.88	6.27	7.00	14	6.1	8.7	(2.6)	(30.2)%	TOTAL PUBLIC TRANSIT TRIPS PER DAY	8.1	10.1	(2.0)	(20.2)%
TOTAL TRIPS	1,726	2,033	1,942	15	5,701	5,726	(25)	(0.4)%	TOTAL TRIPS	17,025	15,450	1,575	10.2%
BUS OPERATOR HOURS WORKED	2,388	2,708	2,456	16	7,552	7,290	262	3.6%	BUS OPERATOR HOURS WORKED	22,892	19,372	3,520	18.2%
TOTAL TRIPS PER HOUR WORKED	0.05	0.06	0.07	17	0.75	0.79	(0.0)	(3.9)%	TOTAL TRIPS PER HOUR WORKED	0.74	0.80	(0.1)	(6.7)%
OPERATING DAYS	26	26	26	18	78	78	0.0	0.0%	OPERATING DAYS (excl. holidays, Sat & Sun)	233	233	203	87.1%
TOTAL TRIPS PER OPERATING DAY	63.93	78.19	74.69	19	73.1	73.4	(0.3)	(0.4)%	TOTAL TRIPS PER OPERATING DAY	73.1	544	(470.8)	(86.6)%
HOURS WORKED PER OPERATING DAY	91.85	104.15	94.46	20	96.8	93.5	3.36	3.6%	HOURS WORKED PER OPERATING DAY	884	748	136.35	18.2%
TOTAL TRIPS PER BUS OPERATOR HOUR	0.70	0.75	0.79	21	0.75	0.79	(0.03)	(3.9)%	TOTAL TRIPS PER HOUR WORKED	0.74	0.80	(0.05)	(6.7)%
TOTAL VEHICLE MILES per QUARTER	32,503	37,765	33,793	22	104,061	104,200	(139)	(0.1)%	TOTAL VEHICLE MILES	315,735	303,128	12,607	4.2%
TOTAL MILES / PARA TRIP	20	20	19	23	19.9	20.6	(0.7)	(3.6)%	TOTAL MILES / PARATRANSIT TRIP	188	211	(23.5)	(11.1)%
TOTAL MILES / OPERATING DAY	1,353	1,250	1,453	24	1,334.1	1,335.9	(1.8)	(0.1)%	TOTAL MILES / OPERATING DAY	1,355.1	1,301.0	54.1	4.2%
AVERAGE TOTAL MILES / HOUR WORKED	13.6	13.9	13.8	25	13.8	14.3	(0.5)	(3.6)%	AVERAGE TOTAL MILES / HOUR WORKED	13.8	15.6	(1.9)	(11.9)%
TOTAL FUEL GALLONS	4,642	5,098	4,431	26	13,722	13,870	(148)	(1.1)%	TOTAL FUEL GALLONS	41,172	39,473	1,699	4.3%
AVG MILES / GALLON	7.0	7.4	7.6	28	7.6	7.5	0.1	0.9%	AVERAGE MILES / GALLON	7.7	7.7	(0.01)	(0.1)%
AVG GALLONS / OPERATING DAY	179	196	170	29	175.9	177.8	(1.9)	(1.1)%	AVERAGE GALLONS / OPERATING DAY	176.7	169.4	7.29	4.3%
AVG GALLONS / HOUR WORKED	1.9	1.9	1.8	29	1.8	1.9	(0.1)	(4.5)%	AVERAGE GALLONS / HOUR WORKED	1.8	2.0	(0.24)	(11.7)%
FUEL COST / GALLON (EXCL. TAXES)	\$ 3.30	\$ 3.60	\$ 3.45	30	10	11	(\$1.07)	(9.6)%	AVG FUEL COST / GALLON	31	35	(\$3.34)	(9.6)%
AVG FUEL COST / MILE	\$ 0.47	\$ 0.49	\$ 0.45	31	\$ 1.33	\$ 1.49	(\$0.16)	(10.4)%	AVG FUEL COST / MILE	\$ 4.10	\$ 4.53	(\$0.43)	(9.5)%



CTC Organization

County: Baker

Fiscal Year: 7/1/2022 - 6/30/2023

CTC Status: Complete

CTD Status: Complete

Date Initiated: 9/8/2023

CTC Organization Name: Baker County Council On Aging, Inc.

Address: 9264 Buck Starling Road

City: Macclenny

State: FL

Zip Code: 32063

Organization Type: Private Non Profit

Network Type: Sole Source

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Jimmy Anderson

CTC Contact: Virginia Braddock

CTC Contact Title: Finance Director

CTC Contact Email: gbraddock@bakercoa.org

Phone: (904) 259-9315

CTC Certification

I, Virginia Braddock, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Jimmy Anderson, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Baker

CTC Status: Complete

CTC Organization: Baker County Council On Aging, Inc.

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	2,934	N/A	2,934	2,912	N/A	2,912
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	14,752	0	14,752	12,192	0	12,192
Non-Ambulatory	4,773	0	4,773	3,895	0	3,895
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	22,459	0	22,459	18,999	0	18,999
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	3,029	0	3,029	1,833	0	1,833
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	6,286	N/A	6,286	5,442	N/A	5,442
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	9,273	0	9,273	7,915	0	7,915
Local Government	0	0	0	0	0	0
Local Non-Government	3,871	0	3,871	3,809	0	3,809
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	22,459	0	22,459	18,999	0	18,999



CTC Trips (cont'd)

County: Baker

CTC Status: Complete

CTC Organization: Baker County Council On Aging, Inc.

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	10,384	0	10,384	7,805	0	7,805
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	5,360	0	5,360	4,600	0	4,600
Low Income	3,029	0	3,029	4,302	0	4,302
Other	3,686	0	3,686	2,292	0	2,292
Total - Passenger Type	22,459	0	22,459	18,999	0	18,999
Trip Purpose - One Way						
Medical	10,588	0	10,588	9,885	0	9,885
Employment	1,590	0	1,590	1,294	0	1,294
Education/Training/Daycare	5,144	0	5,144	4,475	0	4,475
Nutritional	4,190	0	4,190	2,546	0	2,546
Life-Sustaining/Other	947	0	947	799	0	799
Total - Trip Purpose	22,459	0	22,459	18,999	0	18,999
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	559	0	559	507	0	507
Total - UDPHC	559	0	559	507	0	507
Unmet & No Shows						
Unmet Trip Requests	128	N/A	128	56	N/A	56
No Shows	559	N/A	559	375	N/A	375
Customer Feedback						
Complaints	0	N/A	0	0	N/A	0
Commendations	0	N/A	0	0	N/A	0



**Transportation
Disadvantaged**

CTC Vehicles & Drivers

County: Baker

CTC Status: Complete

CTC Organization: Baker County
Council On Aging,
Inc.

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	91,497	N/A	91,497	84,392	N/A	84,392
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	360,551	0	360,551	299,862	0	299,862
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	452,048	0	452,048	384,254	0	384,254
Roadcalls & Accidents						
Roadcalls	5	0	5	6	0	6
Chargeable Accidents	0	0	0	4	0	4
Vehicle Inventory						
Total Number of Vehicles	24	0	24	26	0	26
Number of Wheelchair Accessible Vehicles	24	0	24	26	0	26
Drivers						
Number of Full Time & Part Time Drivers	17	0	17	18	0	18
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue 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

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 117,236	\$ 0	\$ 117,236	\$ 61,936	\$ 0	\$ 61,936
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 233,947	N/A	\$ 233,947	\$ 229,208	N/A	\$ 229,208
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 30,625	N/A	\$ 30,625	\$ 89,487	N/A	\$ 89,487
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 141,721	\$ 0	\$ 141,721	\$ 84,478	\$ 0	\$ 84,478
49 USC 5311	\$ 560,347	\$ 0	\$ 560,347	\$ 423,191	\$ 0	\$ 423,191
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 67,092	\$ 0	\$ 67,092	\$ 66,930	\$ 0	\$ 66,930
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 43,750	\$ 0	\$ 43,750	\$ 43,748	\$ 0	\$ 43,748
County In-Kind	\$ 28,675	\$ 0	\$ 28,675	\$ 27,000	\$ 0	\$ 27,000
City Cash	\$ 18,200	\$ 0	\$ 18,200	\$ 18,200	\$ 0	\$ 18,200
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 14,699	\$ 0	\$ 14,699	\$ 16,271	\$ 0	\$ 16,271
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 176,861	\$ 0	\$ 176,861	\$ 164,503	\$ 0	\$ 164,503
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 17,218	\$ 0	\$ 17,218	\$ 15,144	\$ 0	\$ 15,144
Total - Revenue Sources	\$ 1,450,371	\$ 0	\$ 1,450,371	\$ 1,240,096	\$ 0	\$ 1,240,096



**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

County: Baker
 CTC: Baker County Council On Aging, Inc.
 Contact: Virginia Braddock
 9264 Buck Starling Road
 Macclenny, FL 32063
 904-259-9315
 Email: gbraddock@bakercoa.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	559



Trips By Type of Service	2021	2022	2023
Fixed Route (FR)	0	0	0
Deviated FR	2,338	2,912	2,934
Complementary ADA	0	0	0
Paratransit	19,343	16,087	19,525
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	21,681	18,999	22,459

Vehicle Data	2021	2022	2023
Vehicle Miles	329,525	384,254	452,048
Roadcalls	9	6	5
Accidents	1	4	0
Vehicles	28	26	24
Drivers	17	18	17

Passenger Trips By Trip Purpose	2021	2022	2023
Medical	9,529	9,885	10,588
Employment	1,131	1,294	1,590
Ed/Train/DayCare	2,513	4,475	5,144
Nutritional	7,393	2,546	4,190
Life-Sustaining/Other	1,115	799	947
TOTAL TRIPS	21,681	18,999	22,459

Financial and General Data	2021	2022	2023
Expenses	\$1,029,664	\$1,111,848	\$1,310,333
Revenues	\$1,279,696	\$1,240,096	\$1,450,371
Commendations	0	0	0
Complaints	0	0	0
Passenger No-Shows	424	375	559
Unmet Trip Requests	100	56	128

Passenger Trips By Revenue Source	2021	2022	2023
CTD	6,106	5,442	6,286
AHCA	1,900	1,833	3,029
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	13,675	11,724	13,144
TOTAL TRIPS	21,681	18,999	22,459

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	0.30	1.04	0
Miles between Roadcalls	36,614	64,042	90,410
Avg. Trips per Passenger	37.97	37.47	40.18
Cost per Trip	\$47.49	\$58.52	\$58.34
Cost per Paratransit Trip	\$47.49	\$58.52	\$58.34
Cost per Total Mile	\$3.12	\$2.89	\$2.90
Cost per Paratransit Mile	\$3.12	\$2.89	\$2.90

Trips by Provider Type	2021	2022	2023
CTC	21,681	18,999	22,459
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	21,681	18,999	22,459