

2016 - 2021

BAKER COUNTY  
TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the

Baker County  
Transportation Disadvantaged Coordinating Board

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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**

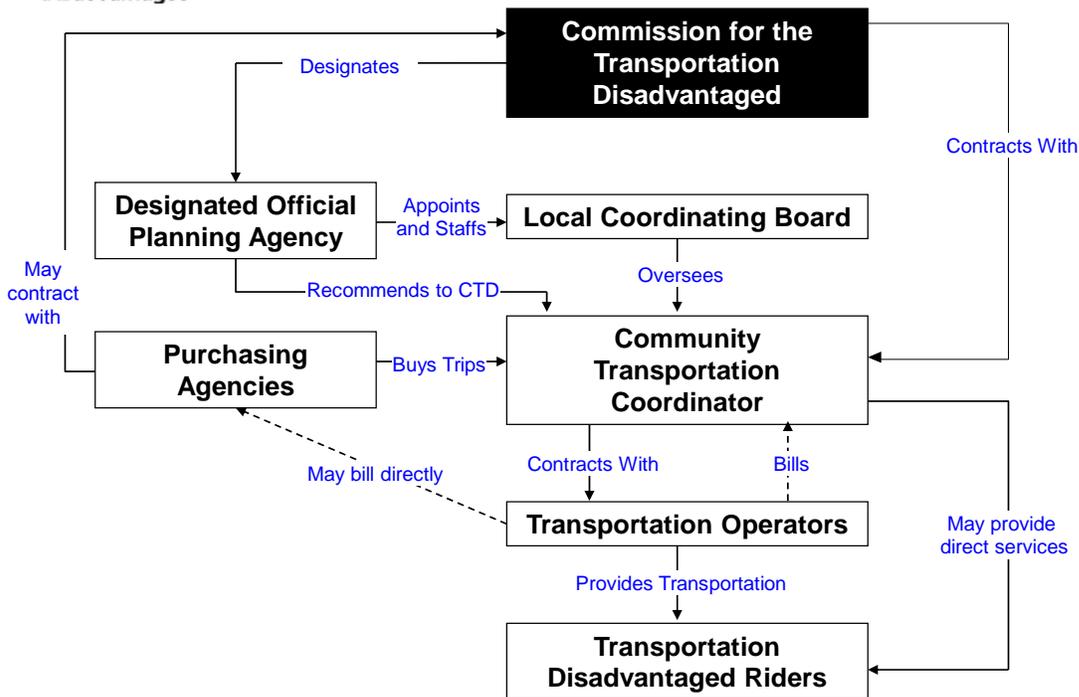
The Baker County Council on Aging, Inc. (BCCOA) is a non-profit corporation that was organized and incorporated in 1975 for the purpose of providing services to enhance the quality of life of all persons who are 60 years of age and older in Baker County. The agency has evolved since 1975 into a consolidated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



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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**

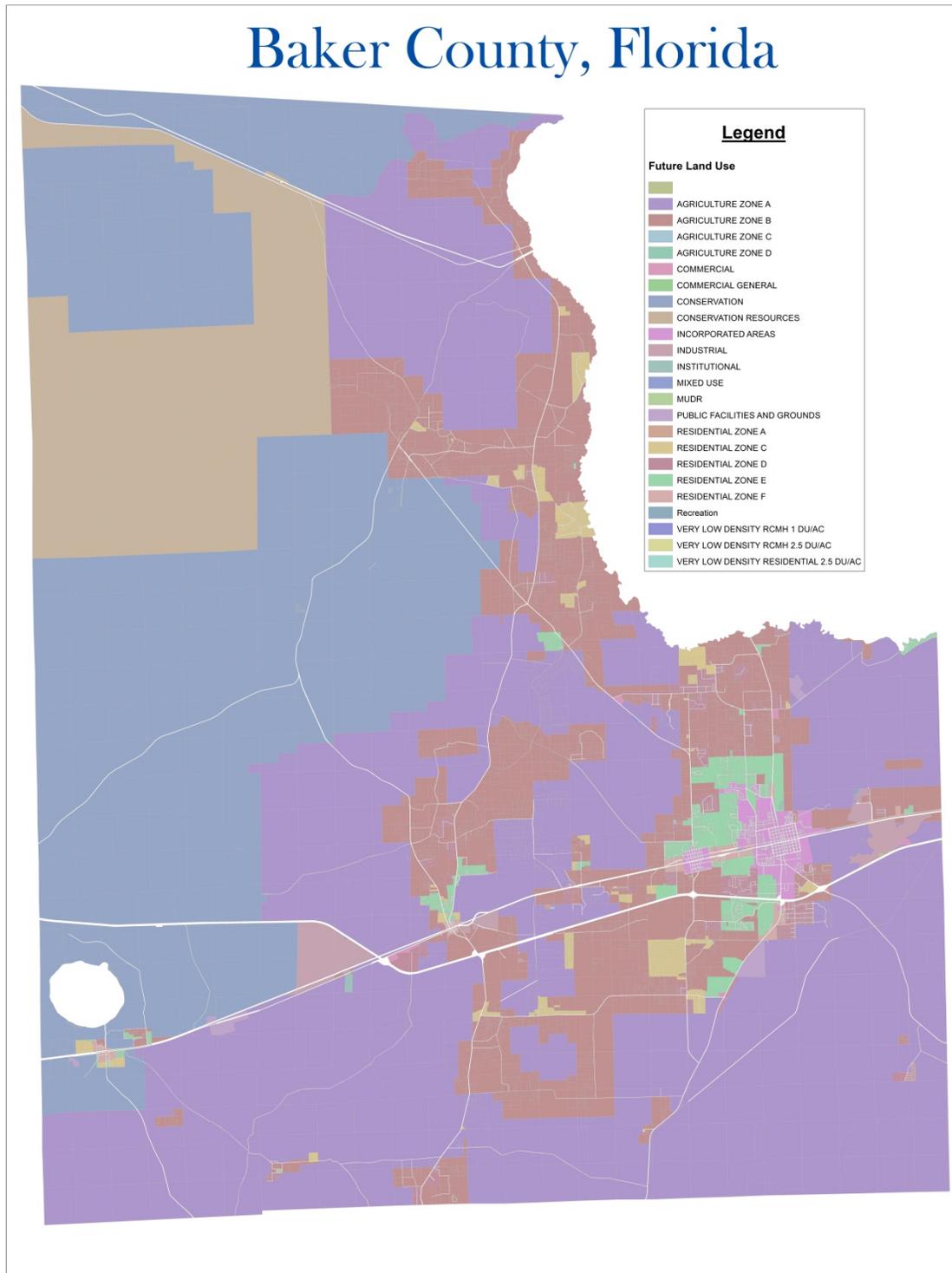
BCCOA was represented in the creation of the Regional Transportation Commission’s Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. BCCOA is represented on the Regional Transit Coordinating Committee, which is working on implementation of the plan.

### **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



## Population/Composition

<b>BEBR Population Projections - Total</b>	
<b>Year</b>	<b>Data</b>
2015	27,017
2020	29,000
2025	30,600
2030	32,000
2035	33,300
2040	34,500

SOURCE: University of Florida, Bureau of Economic and Business Research <http://www.bebr.ufl.edu/population>

<b>Population - Age 65+ - 5-year estimates</b>	
<b>Year</b>	<b>Data</b>
2009	2,539
2010	2,686
2011	2,804
2012	2,917
2013	3,075

SOURCE: U.S. Census Bureau American Community Survey <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

<b>Veterans - Total Population - Projections</b>	
<b>Year</b>	<b>Data</b>
2017	2,838
2020	2,902
2025	2,942
2030	2,939
2035	2,903
2040	2,857

SOURCE: Veterans Administration Website: [https://www.va.gov/vetdata/Veteran\\_Population.asp](https://www.va.gov/vetdata/Veteran_Population.asp)

<b>Population Age 60+ Below Poverty Level</b>	
<b>Year</b>	<b>Baker</b>
2015*	455
2014	434
2013	611
2012	602
2011	408
2010	403
2009	426
2008	412

\*Projection.

SOURCE: Florida Department of Elder Affairs, County Profiles, [http://elderaffairs.state.fl.us/doea/pubs/stats/County\\_2014/florida\\_map.html](http://elderaffairs.state.fl.us/doea/pubs/stats/County_2014/florida_map.html)

## Number of Homeless People

County	2009	2010	2011	2012	2013	2014	2015
Baker	No-Value	12	2	No-Value	No-Value	No-Value	No-Value

Source: Bureau of Economic and Business Research, University of Florida,  
<https://www.bebr.ufl.edu/data/localities/9760/county>

## Population Over 65 with Disability

Year	Baker
2015*	1541
2014	1471
2013	1947
2012	1916
2011	1429
2010	1404
2009	1393
2008	1349

\*Projection.

SOURCE: Florida Department of Elder Affairs, County Profiles,  
[http://elderaffairs.state.fl.us/does/pubs/stats/County\\_2014/florida\\_map.html](http://elderaffairs.state.fl.us/does/pubs/stats/County_2014/florida_map.html)  
Employment

## Employment

### Employment - Total Jobs

Year	Data
2001	7,130
2002	7,990
2003	8,231
2004	8,539
2005	9,129
2006	9,371
2007	9,852
2008	9,850
2009	9,521
2010	9,322
2011	9,263
2012	9,136
2013	9,198
2014	9,328

SOURCE: Bureau of Economic Analysis (BEA) <http://www.bea.gov>

<b>Employment - Persons Unemployed</b>	
<b>Year</b>	<b>Data</b>
1990	591
1991	847
1992	969
1993	783
1994	558
1995	480
1996	433
1997	410
1998	352
1999	316
2000	314
2001	443
2002	502
2003	504
2004	430
2005	361
2006	329
2007	436
2008	714
2009	1,224
2010	1,306
2011	1,173
2012	978
2013	837
2014	719
2015	607

SOURCE: Bureau of Labor Statistics (BLS)

## **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 economically and is now recovering. 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 46 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 2014 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 slightly higher than the statewide average at \$46,992. The ALICE report identifies the household survival budget for a single adult as \$15,601 and for a family with two working parents, an infant and a Pre-K child as \$41,683. The transportation portion of the family survival budget exceeds both the portions needed for housing and food and is the largest factor after childcare. The number of households below the poverty level (18%) combined with the number of ALICE households who earn less than the household survival

budget (17%), make up 35% of Baker County's population. 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 2017 is 9,024, or 35.5% of the total population. The forecast for 2017 considers that of the TD population, 1,804 persons are considered to be of critical need. This is comprised of 780 persons who are considered to have severe disabilities and 1,024 persons of low income without access to an automobile or transit. The critical need population could be expected to make 2,000 daily trips, and 521,976 annual trips. The forecast model is included as Appendix 6.

### 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 of capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofits organizations and operators of public transportation services.

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.	
17/18				
18/19				
19/20				
20/21				

## 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 Transportation Commission’s Northeast Florida Regional Transit Coordinating Committee (RTCC)

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 RTCC (Clay, Duval, Nassau, Putnam and St. Johns Counties).

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

### **Performance Measures**

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

<b>Performance Measure</b>	<b>Target</b>
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.

### **LCB Prioritization Policy for Non-Sponsored Trips by Trip Purpose**

Coordinated Trips that are funded by the TD Trust Fund are managed by the CTC according to the LCB's Prioritization Policy. The Policy ranks certain trip purposes in a priority order. The funding is allocated according to a monthly spending plan. Trips are provided based on trip efficiency, seating availability and available funding. There may be times when the Community Transportation Coordinator cannot provide every trip requested. Passengers may be asked if they could take their trip on a different day, when there may be more funding available. The CTC will track the purpose and date of all trip requests that are denied.

### **Priority Order Trip Purposes – Categories and Definitions**

1. **MEDICAL** – medical, dental or therapeutic services including hospital appointments, clinic visits, dialysis, health department, mental health centers, speech, occupational, physical therapies, psychiatric, psychological services, pharmaceuticals, etc.
2. **NUTRITIONAL** – adult congregate meal programs, breakfast programs, food stamp procurement and food shopping trips.
3. **EMPLOYMENT** – work or employment related education.
4. **SOCIAL SERVICE AGENCY** – agency related support services, churches, senior citizen programs (excluding nutritional programs).
5. **PERSONAL BUSINESS** – non-agency activities essential to maintenance of independence including banking, non-shopping, legal appointments, etc.
6. **RECREATION** – non-essential, non-employment related trips to activities such as: bowling, bingo, beach, parks, restaurants, libraries, theaters, etc.

### **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 CTC'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 2018

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT #
AMBULATORY	PASSENGER MILE	\$1.97
WHEELCHAIR	PASSENGER MILE	\$3.37
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.