

2021 - 2026

BAKER COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the

Baker County
Transportation Disadvantaged Coordinating Board

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With Assistance From



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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.

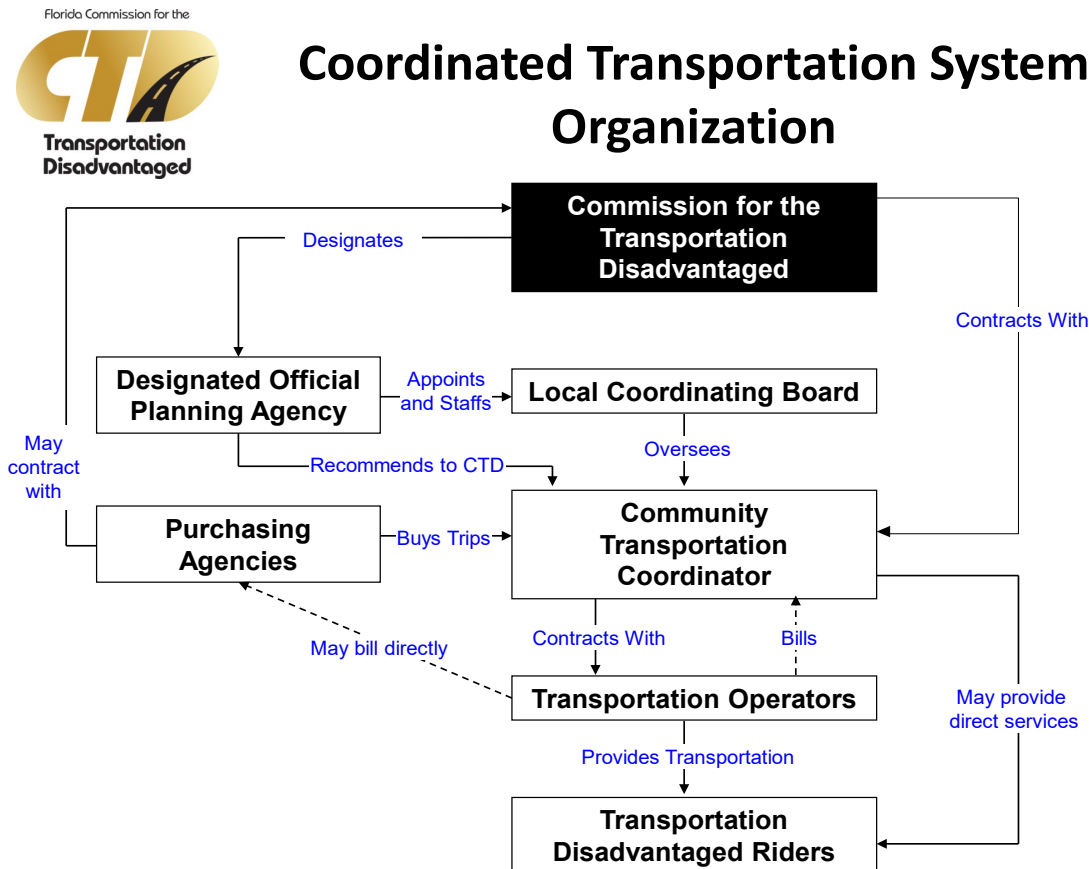
Community Transportation Coordinator Designation Date and History

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



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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.

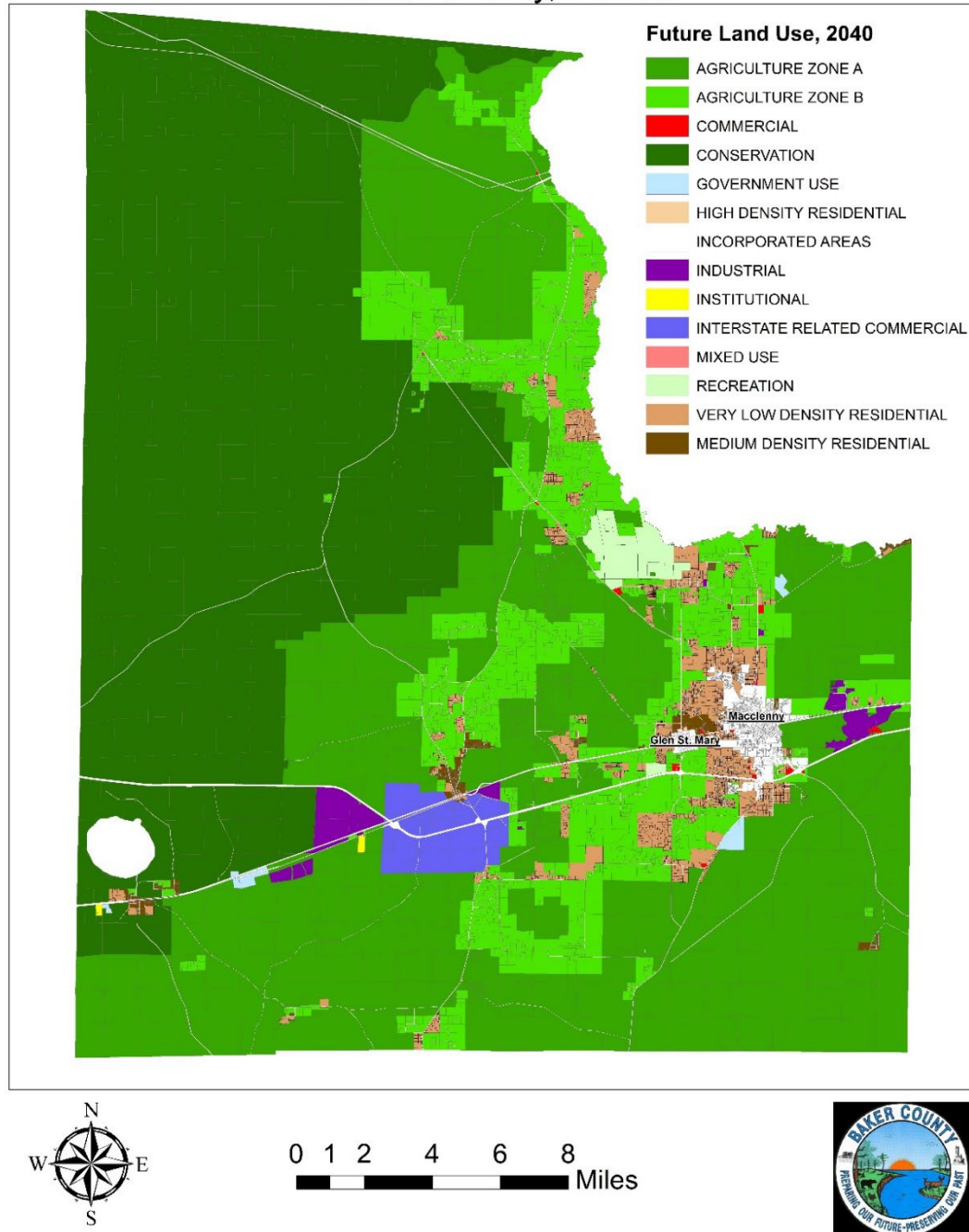
Public Participation

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

Future Land Use, Baker County, Florida

Source: Baker County,
2020



Population/Composition

Baker County BEBR Population Estimates and Projections

Estimate April 1, 2019		Projections					
28,249		April 1, 2020	April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045
	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.

	Census	Estimate	Projections					
Age	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.bibr.ufl.edu/population>

Statistics Related to County Population Age 60+

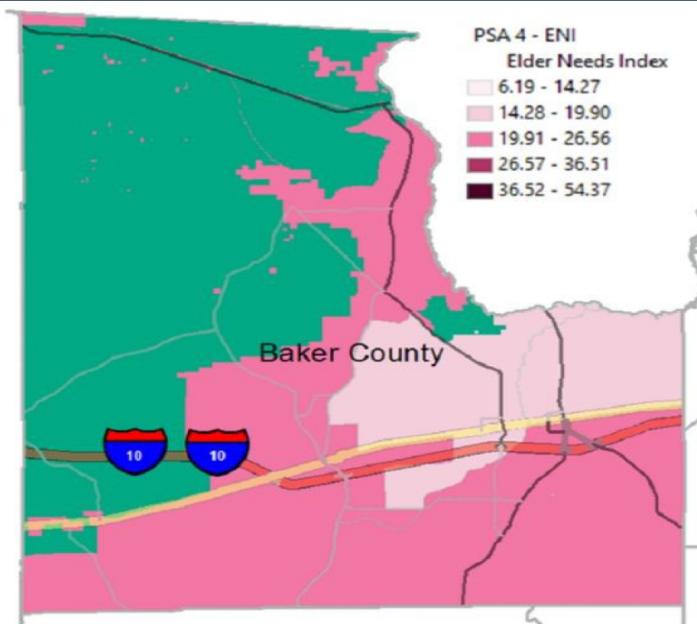


2018 Profile of Older Floridians

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.

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2018 Profile of Older Floridians

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

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%

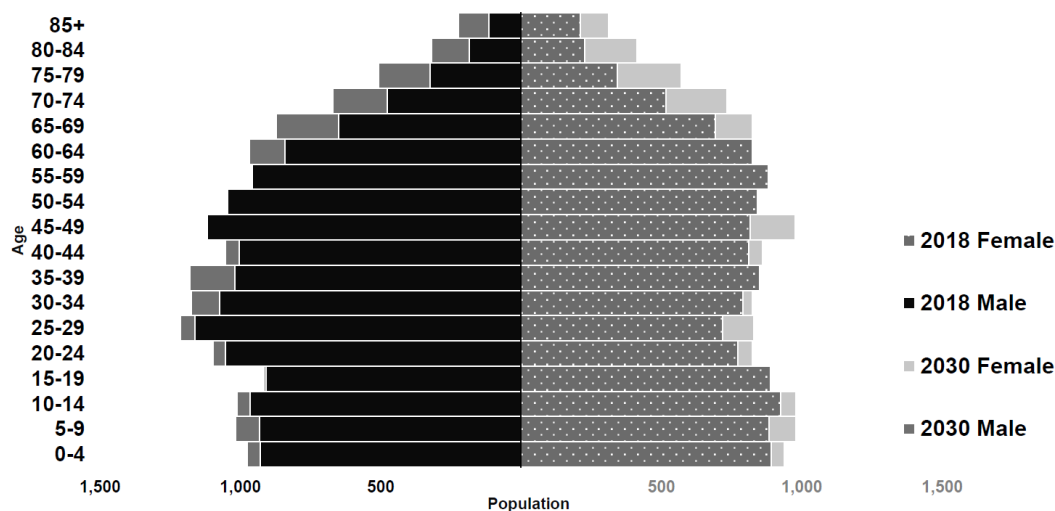
Source: AGID 2012-16 ACS

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.

2018 Profile of Older Floridians

Baker County Demographic Profile

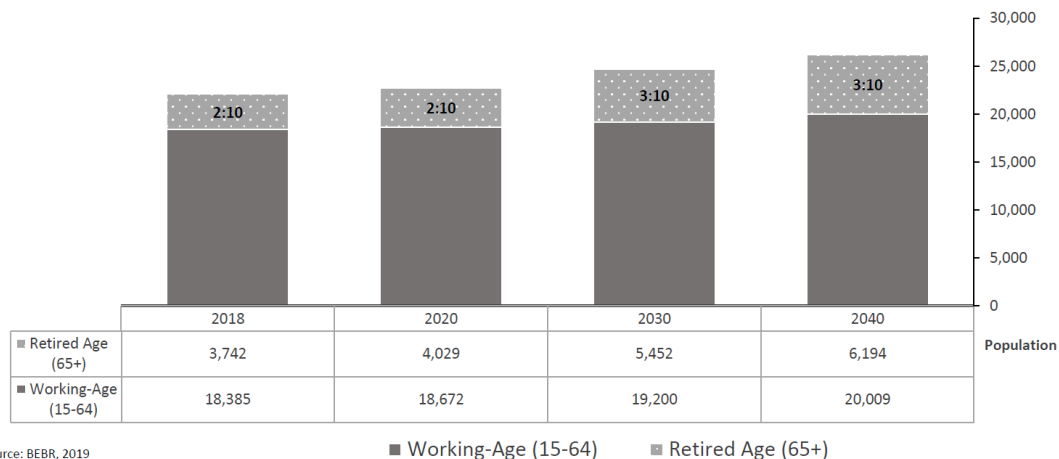
The population pyramid below compares the projected older adult population by gender between 2018 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65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

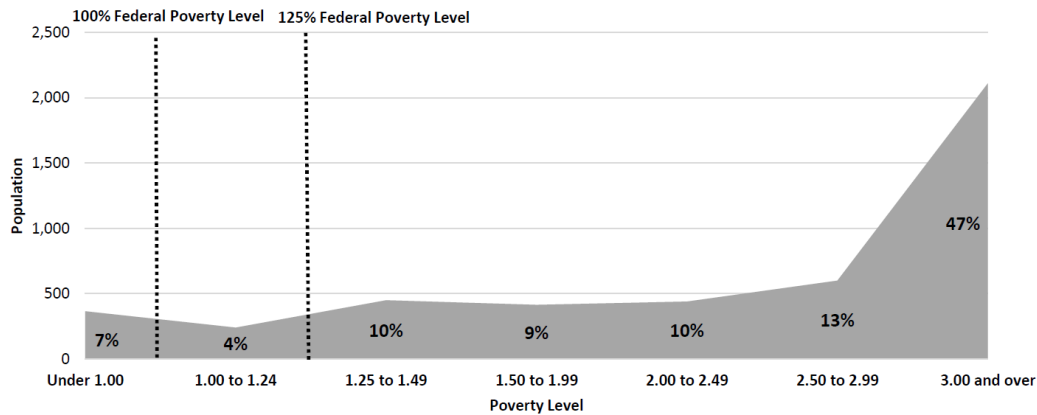
Federal Poverty Level	Value
Single-Person Household	\$12,140
Two-Person Household	\$16,460
125% Single-Person Household	\$15,175
125% Two-Person Household	\$20,575

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

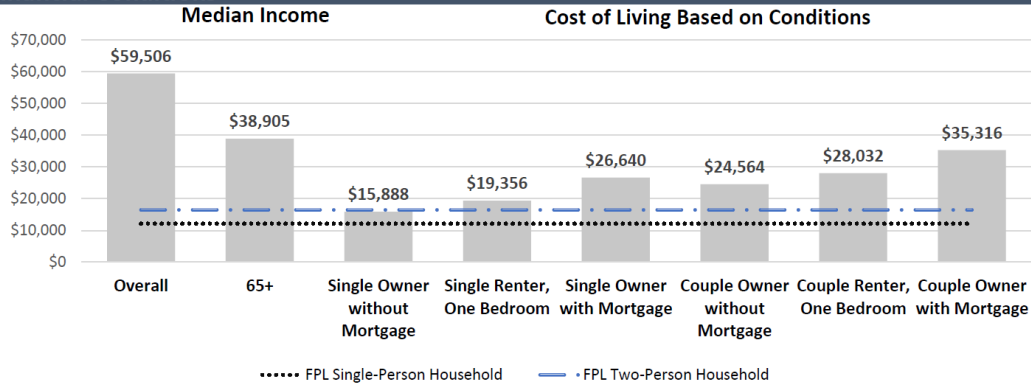
Ratio of Income to Poverty Level



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

2018 Profile of Older Floridians

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
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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
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Participants 586

Potentially Eligible 605

Participation Rate 97%

Source: Florida Department of Children and Families, 2018

Food Resource Centers	Value
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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
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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
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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
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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
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Owner-Occupied Housing Units 40%

Renter-Occupied Housing Units 18%

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

Vehicle Access (65+)	Percent
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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
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Number of Seniors Employed 437 12%

Number of Seniors Unemployed 0 0%

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

Retirement (65+)	Value	Percent
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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
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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
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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%

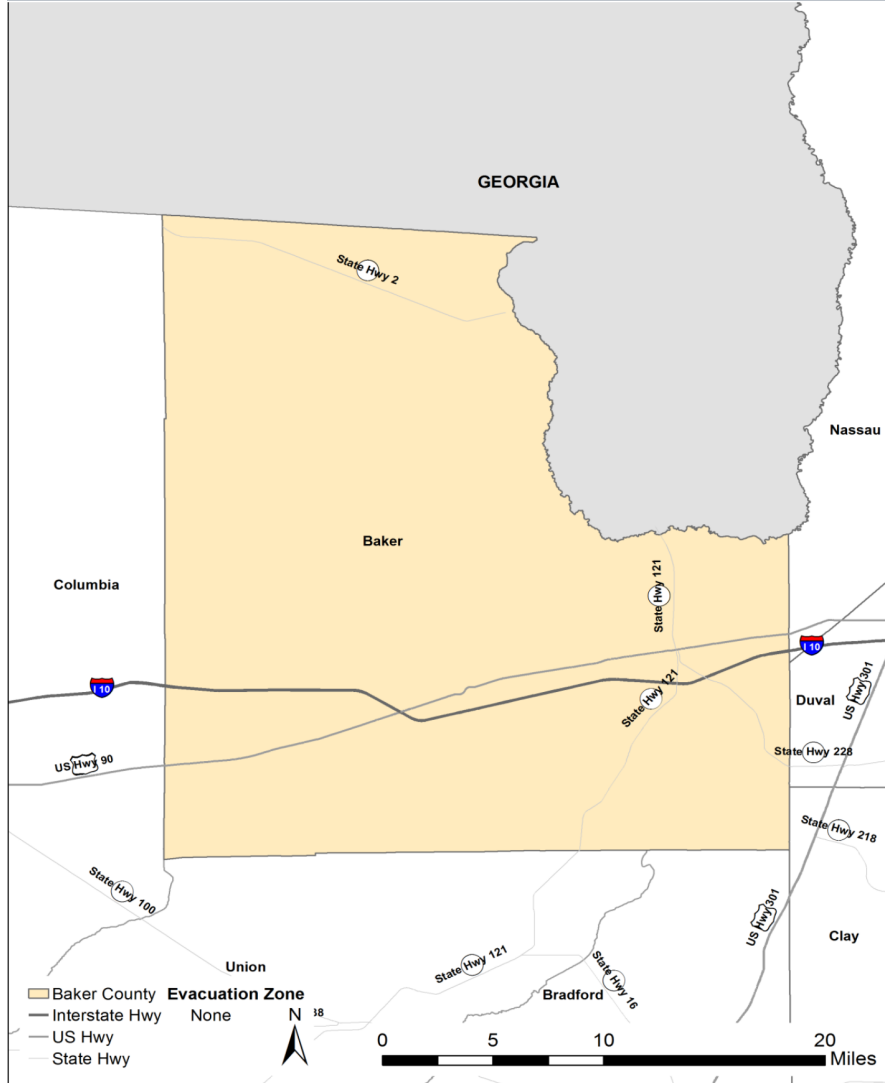
Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet,

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/doca/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.shtml>

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	16,801	+/-242	63.1%	+/-4.4	59.5%
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	Margin of Error
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: July 2025

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT #
AMBULATORY	PASSENGER MILE	\$2.05
WHEELCHAIR	PASSENGER MILE	\$3.52
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.