



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



MEETING AGENDA

Baker County Council on Aging Transit Building
9264 Buck Starling Road, Macclenny, Florida, 32063
Teams Meeting ID #: 250 703 507 025 08
Passcode: es3KN9Me

Thursday, September 17, 2026, 10:00 a.m.

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Anderson
2. Additions, Deletions, Changes to the Agenda – Chair Anderson
3. Approval of May 21, 2026, Meeting Minutes – Chair Anderson * (pg. 2-7)
4. New Business
 - a. Planning Year Review for FY 26-27 (pg. 8)
 - b. Proposed LCB Meeting Schedule & Annual Hearing * (pg. 9)
 - 10:00 am on the 3rd Thursday in November, February, May, & September;
 - 10:00 am - Annual Public Hearing on November 19th
 - c. Transportation Disadvantaged Service Plan – Full Update* (pg.10-48)
 - d. LCB Membership Update* (pg. 49)
 - Dalton Elliott – Department of Children and Families (New Member)
 - Membership Recruitment Flyer (pg. 50)
5. Community Transportation Coordinator (CTC) System Update
 - a. CTC Quarterly Update – Provided at Meeting
 - b. Grants Update* (if required)
6. Old Business (if required)
7. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
8. Member and Department Reports
9. Adjournment – Chair Anderson

Next LCB Meeting: November 19, 2026, at 10:00 a.m.
Baker County COA Transit, 9264 Buck Starling Road, Macclenny, Florida



Baker County Transportation Disadvantaged Local Coordinating Board Meeting

Thursday, May 21, 2026

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

Baker County Commission
Hon. Jimmy Anderson, Chair

State of Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

Meeting Minutes

*Denotes Required Action Item

1. Welcome, Call to Order

A quarterly meeting of the Baker County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Thursday, May 21, 2026, and via Microsoft Teams. Chair Anderson called the meeting to order at 10:02 a.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Jimmy Anderson (In-Person)
Department of Transportation	Janell Damato (Virtual)
Veterans	Tony Esterling (In-Person)
Baker County Medical Services	Lori Tanner (In-Person)
Children at Risk	Kishia Miller (In-Person)
Dept. of Elderly Affairs	Cassandra Jackson (Virtual)
Agency for Health Care Administration	Reeda Harris (Virtual)
Regional Workforce Development/CareerSource	Atheia Gillespie (Virtual)
Medical Community	Stephanie Bechtel (In-Person)

Members Not Present

Representing:	Voting Member:
Agency for Persons with Disabilities	Sheryl Stanford
FL Dept of Vocational Rehab/Dept of Ed	Yolanda Butler
Public Education	Ellen Deel
Private for Profit Transportation	Robert Lane
Department of Children and Families	John Wisker

Community Transportation Coordinator Staff Present

Judd Chambers, Christina Harvey (In-Person)

Planning Agency Staff Present

Annette Bardge, Robert Jordan, Kenajawa Woody (In-Person)

Guests

Robert Lane (In-Person), Abrianna Schmidt (Virtual)

After roll call, a quorum was confirmed.

2. Additions, Deletions, and Changes to the Agenda

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

3. Approval of February 19, 2026, Meeting Minutes*

Ms. Kisha Miller moved to approve the February 19, 2026, meeting minutes; Mr. Tony Esterling seconded the motion. The motion was approved unanimously.

4. Northeast Florida Regional Council Update

a. MOA Review*

Staff provided an overview of the new 5-year Memorandum of Agreement (MOA) between the Commission for Transportation Disadvantaged (CTD) and Baker County Council on Aging (CTC).

Mr. Tony Esterling moved to approve the Chair's signature on the MOA, seconded by Ms. Stephanie Bechtel. The motion was approved unanimously.

b. Annual CTC Evaluation – Ride Along Assessment*

Ms. Bardge provided an overview and an update on the Ride Along Assessment conducted on March 31, 2026. NEFRC staff highlighted the purpose of the ride-along, the evaluation committee members who participated, and the aspects evaluated, including the Bus and Van Specification Checklist, Onsite Observation of the System, and Rider Beneficiary Survey. Following that description, Ms. Bardge provided the evaluation committee's finding.

Baker County Ride Along Assessment Results

Results

The Baker County TD Ride Along assessment was conducted March 31, 2026.

All areas of the TD Evaluation were found in compliance and within the LCB guidelines.

Ms. Kishia Miller moved to approve the ride-along assessment, seconded by Ms. Stephanie Bechtel. The motion was approved unanimously.

c. LCB Membership Review/Approval*

Staff had the opportunity to highlight the current LCB membership list and discussed the vacant positions on the board.

Since there were no additions to membership at this time, this was not an action item.

5. Community Transportation Coordinator (CTC) System Update

Judd Chambers, with the Baker County Council on Aging, presented an overview of the following:

a. CTC Quarterly Update

BAKER COUNTY COUNCIL ON AGING, INC. / BAKERTRANSIT OPERATING REPORT as of Mar 2026									
3 MONTHS ENDING Mar 31 2026				6 MONTHS ENDING March 2026					
2026	2025	Difference	% Difference		2026	2025	Difference	% Difference	
0	16	(16)	(100.0)%	MEDICAID	0	138	(138)	(100.0)%	1
1,479	1,706	(227)	(13.3)%	TRANSPORTATION DISADVANTAGED - TD	3,230	3,203	27	0.8%	2
1,012	2,038	(1,026)	(50.3)%	5311	2,478	3,071	(593)	(19.3)%	3
2,616	592	2,024	341.9%	5310	5,840	2,554	3,286	128.7%	4
535	335	200	59.7%	MNR/FWNH	1,337	686	651	94.9%	5
5,642	4,687	955	20.4%	TOTAL PARATRANSIT TRIPS	12,885	9,652	3,233	33.5%	6
63	62	1	1.6%	OPERATING DAYS (excl. holidays, Sun)	149	127	22	17.3%	7
269	227	42.0	18.5%	TOTAL PARATRANSIT TRIPS PER DAY	605	456	148.63	32.6%	8
0	0				0	0			
6,842	6,753	89	1.3%	BUS OPERATOR HOURS WORKED	15,593	13,152	2,441	18.6%	9
2	2	0.40	19.0%	TOTAL PARATRANSIT TRIPS PER HOUR WORKED	6	4	1.37	31.1%	10
					0	0			
441	271	170	62.7%	WILDCAT SHUTTLE	857	534	323	60.5%	11
274	246	28	11.4%	BOBCAT SHUTTLE	554	410	144	35.1%	12
715	517	198	38.3%	TOTAL PUBLIC TRANSIT TRIPS	1,411	944	467	49.5%	13
						0			
11.3	8.3	3.0	36.1%	TOTAL PUBLIC TRANSIT TRIPS PER DAY	9.5	7.4	2.0	27.4%	14
6,357	5,204	1,153	22.2%	TOTAL TRIPS	14,296	10,596	3,700	34.9%	15
6,842	6,753	89	1.3%	BUS OPERATOR HOURS WORKED	15,593	13,152	2,441	18.6%	16
0.93	0.77	0.2	20.6%	TOTAL TRIPS PER HOUR WORKED	0.92	0.81	0.1	13.8%	17
63	62	1.0	1.6%	OPERATING DAYS (excl. holidays, Sat & Sun)	149	127	22	17.3%	18
100.9	83.9	17.0	20.2%	TOTAL TRIPS PER OPERATING DAY	95.9	83.4	12.5	15.0%	19
109	109	(0.32)	(0.3)%	HOURS WORKED PER OPERATING DAY	105	104	1.09	1.1%	20
0.93	0.77	0.16	20.6%	TOTAL TRIPS PER HOUR WORKED	0.92	0.81	0.11	13.8%	21
90,643	99,216	(8,573)	(8.6)%	TOTAL VEHICLE MILES	214,551	187,060	27,491	14.7%	22
16.1	21.2	(5.1)	(24.1)%	TOTAL MILES / PARATRANSIT TRIP	17	117	(99.9)	(85.7)%	23
1,438.8	1,600.3	(161.5)	(10.1)%	TOTAL MILES / OPERATING DAY	1,439.9	1,472.9	(33.0)	(2.2)%	24
13.2	14.7	(1.4)	(9.8)%	AVERAGE TOTAL MILES / HOUR WORKED	13.8	14.2	(0.5)	(3.3)%	25
11,057	11,142	(85)	(0.8)%	TOTAL FUEL GALLONS	26,502	22,617	3,885	17.2%	26
8.2	8.9	(0.7)	(7.9)%	AVERAGE MILES / GALLON	8.1	8.3	(0.18)	(2.1)%	28
175.5	179.7	(4.2)	(2.3)%	AVERAGE GALLONS / OPERATING DAY	177.9	178.1	(0.22)	(0.1)%	29
1.6	1.6	(0.0)	(2.1)%	AVERAGE GALLONS / HOUR WORKED	1.7	1.7	(0.02)	(1.2)%	29
9	9	\$0.19	2.1%	AVG FUEL COST / GALLON	21	18	\$3.01	16.9%	30
\$ 1.12	\$ 1.01	\$0.11	10.9%	AVG FUEL COST / MILE ROADCALLS	\$ 2.58	\$ 2.16	\$0.42	19.4%	31

b. Rate Model Review*

CTC staff provided an overview of the rate model review process. The CTC has provided information to the state to support the development of the rate model calculation for FY26-27. Following that submission, the Regional Council has received an email guiding staff to have the LCB review and take action at their next meeting. As such, staff provided information from the rate model workbook for review.

There was a robust discussion about the rising cost of providing services and trying to find solutions to reduce expenses.

Ms. Kishia Miller moved to approve the FY26-27 Rate model; Mr. Tony Esterling seconded the motion. The Rate Model for FY 26-27 was approved unanimously.

c. Grant Updates*

There are no grant updates currently.

6. Old Business

There was no old business.

7. New Business

There was a discussion about advertising on buses to raise revenue, but it is no longer allowed due to a recent change.

8. Public Comment

There was no public comment.

9. Member and Department Reports

There were no members or department reports.

10. Adjournment

Chair Anderson adjourned the meeting at 10:52 a.m.

The next LCB meeting will take place on September 17, 2026, at 10:00 a.m.

ATTENDANCE RECORD
BAKER COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	05/21/26	02/19/26	11/20/25	9/18/25
1. Chairperson	Jimmy Anderson	P	P	a	a
2. Dept. of Transportation	Geanelly Reveron/Faith Powell/ Janell Damato	P	P	P	P
3. Dept. Of Children and Families	John Wisker	a	P	P	a
4. Public Education	Ellen Deel	a	P	P	P
5. Vocational Rehab. (Dept. Ed.)	Yolanda Butler	a	a	P	P
6. Veteran Services	Tony Esterling / Lydia Mangano/ Patrick Barragan	P	P	P	P
7. Community Action (Econ. Disadv)	Vacant	-	-	-	-
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate / Non-User	Lori Tanner/ Dennis Schmitz	P	P	P	-
12. Children at Risk	Kishia Miller	P	P	P	a
13. Dept. Of Elder Affairs	Janet Dickinson/Cassandra Jackson	P	P	P	P
14. Private For Profit Transportation	Robert Lang	P	P	-	-
15. Agency for Health Care Adm.	Reeda Harris / Pamela Hagley	P	P	P	a
16. Agency for Persons w/Disabilities	Sheryl Stanford / Diana Burgos- Garcia	a	P	P	P
17. Regional Workforce Dev. Brd.	Atheia Gillespie	P	P	P	a
18. Local Medical Community	Stephanie Bechtel / ALT	P	a	P	a

VACANCIES

Community Action (Econ. Disadv.)

Elderly

Disabled

Citizen Advocate / User

PLEASE SIGN IN!



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: May 21, 2026
Time: 10:00 a.m.

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

Name	Address	Phone	E-Mail
Amette Barlow	40 E. Adams St		adabdy@netrc.com
Robert Jordan	"		Robert@netrc.com
Kandisha Wood	"		Kwood@netrc.com
Stephanie Bechter	480 W. Linder St.	904-653-5274	Stephanie.bechter@health.gov
Vinny Jackson		904-551-2756	
Lon Tanner	159 N. Third St.	904-314-3890	Harmon@bamedsvcs.com
Kishia Miller	480 W. Linder St.	904-653-5253	Kishia.Miller@health.gov
Letta Chambers	9264 Buck Starling Rd	(904) 550-5820	jchambers@bakerca.com
Yvonne Harris	"	(904) 754-9315	chambers@bakerca.com
TONY ESTERLING	360 E. SHAWEE AVE	904-257-2516	vet@bakercountyfl.org

Planning Review for FY 26-27

		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Task 1	Update TDSP, approved by LCB	July-Sept	Oct-Dec	Jan-Mar	Apr-June
	Baker	X			
	Clay	X			
	Duval	X			
	Flagler			X	
	Nassau	X*			
	Putnam	X			
	St. Johns	X			
Task 2A	Solicit a CTC (Every 5 Years)				
	2024-2029: Nassau				
	2025-2030: Flagler				
	2026-2031: Baker, Clay, Duval, Putnam, St. Johns				
	OR				
Task 2B	Conduct Annual Evaluation & Ride Along				X
Task 3	Conduct Quarterly Meetings	X	X	X	X
	* Conduct New Member Orientation				
	* Agenda, Minutes, Membership Roster, Attendance Report & Public Notice				
Task 4	Conduct Annual Public Workshop		X		
Task 5	LCB Bylaws Update (Annual)			X	
Task 6	Grievance Procedures (Annual)			X	
Task 7	Annual Operating Report (AOR)		X		
Task 8	Annual Expenditure Report (AER)		X		
Task 9	Quarterly Reports	X	X	X	X
Task 10	Commission Sponsored Training	X			
Other Actions	Annual Calendar				X
	Election of Officers/Committees		X		
	CTC Rate Models				X

NORTHEAST FLORIDA TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS 2026/2027 SCHEDULE						
Baker County <i>3rd Thursday</i>	Clay County <i>3rd Monday, 2nd Monday in February</i>	Duval County <i>1st Thursday, 4th Thursday in February</i>	Flagler County <i>2nd Wednesday</i>	Nassau County <i>3rd Thursday</i>	Putnam County <i>3rd Monday, 2nd Monday in February</i>	St. Johns County <i>2nd Tuesday</i>
9/17/26 Board Mtg. 10:00 a.m.	9/21/26 Board Mtg. 2:00 p.m.	9/03/26 Board Mtg. 2:00 p.m.	9/09/26 Board Mtg. 10:00 a.m.	9/17/26 Board Mtg. 1:00 p.m.	9/21/26 Board Mtg. 10:30 a.m.	9/08/26 Board Mtg. 1:30 p.m.
11/19/26 Board Mtg. 10:00 a.m. (Annual PH)	11/16/26 Board Mtg. 2:00 p.m. (Annual PH)	11/05/26 Board Mtg. 2:00 p.m. (Annual PH)	11/11/26 Board Mtg. 10:00 a.m. (Annual PH)	11/19/26 Board Mtg. 1:00 p.m. (Annual PH)	11/16/26 Board Mtg. 10:30 a.m. (Annual PH)	11/10/26 Board Mtg. 1:30 p.m. (Annual PH)
2/18/27 Board Mtg. 10:00 a.m.	2/08/27 Board Mtg. 2:00 p.m.	2/25/27 Board Mtg. 2:00 p.m.	2/10/27 Board Mtg. 10:00 a.m.	2/18/27 Board Mtg. 1:00 p.m.	2/08/27 Board Mtg. 10:30 a.m.	2/09/27 Board Mtg. 1:30 p.m.
5/20/27 Board Mtg. 10:00 a.m.	5/17/27 Board Mtg. 2:00 p.m.	5/06/27 Board Mtg. 2:00 p.m.	5/12/27 Board Mtg. 10:00 a.m.	5/20/27 Board Mtg. 1:00 p.m.	5/17/27 Board Mtg. 10:30 a.m.	5/11/27 Board Mtg. 1:30 p.m.
9/16/27 Board Mtg. 10:00 a.m.	9/20/27 Board Mtg. 2:00 p.m.	9/02/27 Board Mtg. 2:00 p.m.	9/08/27 Board Mtg. 10:00 a.m.	9/16/27 Board Mtg. 1:00 p.m.	9/20/27 Board Mtg. 10:30 a.m.	9/14/27 Board Mtg. 1:30 p.m.

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

PH = Public Hearing

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

Clay County BCC Mtg Rm, 4th Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL

Duval County Jessie Ball duPont Center, 40 E Adams Street, Jacksonville, FL (Room 202)

Flagler County Gov. Service Building Budget & Finance Mtg. Rm, 3rd floor, 1769 East Moody Blvd, Building 2, Bunnell, FL

Nassau County Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL

Putnam County Planning & Development Conf. Rm, Ste 300, 2509 Crill Avenue, Palatka, FL (Administration Conference Room, Suite 200 not available)

St. Johns County Council on Aging Senior Center Board Room, 179 Marine Street, St. Augustine, FL

The item highlighted in blue is a holiday. Needs to be rescheduled.

2026 - 2031

BAKER COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the

Baker County
Transportation Disadvantaged Coordinating Board

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

Hon. Jimmy Anderson, Chair

With Assistance From



Northeast Florida Regional Council
40 E Adams Street, Ste 320
Jacksonville, FL 32202
www.nefrc.org
(904) 279-0880

September 2026

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- Appendix 8: Policies and Procedures Manual
- Appendix 9: CTC Brochure
- Appendix 10: System Safety and Security Plan

SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE 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 high-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, the establishment of the Transportation Disadvantaged Trust Fund, and the enhancement of local participation in the planning and delivery of coordinated transportation services for 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

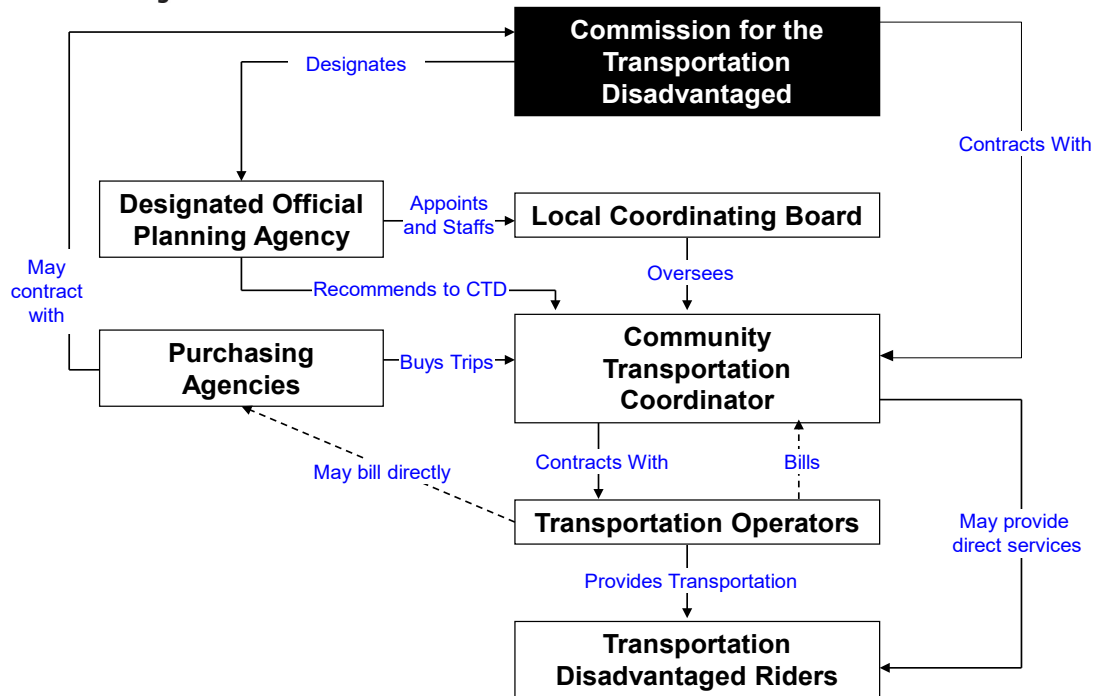
The Baker County Council on Aging, Inc. (BCCOA) is a nonprofit corporation organized and incorporated in 1975 to provide services that enhance the quality of life of all persons 60 years of age and older in Baker County. The agency has evolved since 1975 into a consolidated support service center for 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 coordinating all county resources and executing Purchase of Service Agreements with other agencies that sponsor transportation for their eligible clients. The BCCOA has been the CTC for Baker County on a continual basis since that time. In 2026, the Northeast Florida Regional Council (NEFRC), the Designated Official Planning Agency, issued a request for proposals. BCCOA responded and was ultimately designated as the Community Transportation Coordinator (CTC) for another five (5) years, beginning in 2026.

Organizational Chart



Coordinated Transportation System Organization



Consistency Review of Other Plans

This Transportation Disadvantaged Service Plan (TDSP) has been developed to align with the 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 Transportation Disadvantaged Service Plan (TDSP) is consistent with “The Northeast Florida Strategic Regional Policy Plan,” which was adopted by the NEFRC by Rule 29D-7 in 2026. The regional transportation element supports mobility, transportation-disadvantaged populations, and transit in policies two (2) and three (3).

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

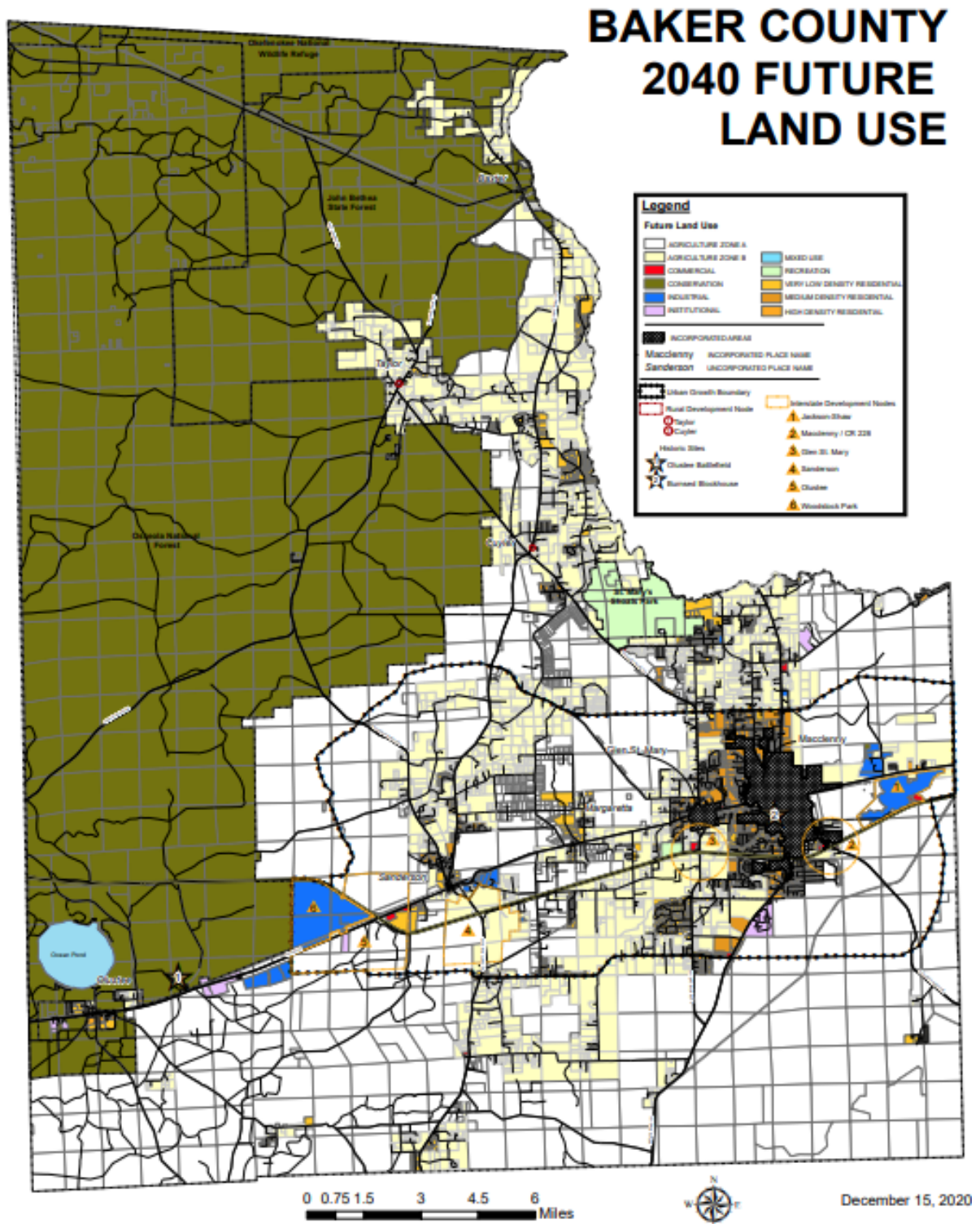
BCCOA was represented in the creation of the Regional Transportation Commission's 2024 Northeast Florida Coordinated Mobility Plan, and the direction of that plan aligns with this TDSP. BCCOA is represented on the Regional Transit Working Group, which is working to implement a regional transit system.

Public Participation

Representatives from public, private, and nonprofit transportation and human services providers, as well as members of the public, participate in developing the TDSP. Many of the Local Coordinating Board (LCB) members are staff of these agencies and review the Service Plan annually. All LCB members are invited to participate in developing the plan. The CTC staff have close relationships with many local churches, health care facilities, independent living centers, job training programs, and job placement agencies and receive ongoing input. Staff for the Northeast Florida Regional Council coordinate efforts to ensure that the policies in the plan are fully followed. A public hearing is held annually in conjunction with a quarterly board meeting for public input.

Service Area Profile/Demographics

Land Use



Source: Baker County 2040 Comprehensive Plan. Website: https://www.bakercountyfl.org/docs/comp_plan_2040.pdf

Population/Composition

Baker County BEBR Population Estimates & Percent Change				
ESTIMATES	Jurisdiction	Population	Population Change (2020-2025)	Percent Change (2020-2025)
4/1/2025	Baker County	29,139	880	3.0%
	Glen St. Mary	491	28	5.7%
	Macclenny	8,162	858	10.5%
	UNINCORPORATED	20,486	(6)	0.0%
		AGE GROUP	Population	
		0-4	1,577	
		5-9	1,660	
		10-14	1,995	
		15-19	1,868	
		20-24	1,969	
		25-29	1,887	
		30-34	1,829	
		35-39	2,065	
		40-44	1,961	
		45-49	1,777	
		50-54	1,788	
		55-59	1,852	
		60-64	1,842	
		65-69	1,703	
		70-74	1,349	
		75-79	987	
		80-84	587	
		85+	443	
		Total	29,139	

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

Baker County BEBR Population Projections					
PROJECTIONS	2030	2035	2040	2045	2050
Low	28,300	28,000	27,500	26,900	26,200
Medium	30,500	31,500	32,400	33,000	33,500
High	32,700	35,100	37,200	39,100	40,800
AGE GROUP	2030	2035	2040	2045	2050
0-4	1,664	1,737	1,797	1,833	1,863
5-9	1,686	1,756	1,826	1,877	1,907
10-14	1,804	1,801	1,862	1,918	1,961
15-19	1,910	1,699	1,695	1,742	1,793
20-24	1,952	1,972	1,775	1,751	1,788
25-29	2,291	2,276	2,315	2,090	2,056
30-34	1,988	2,389	2,376	2,403	2,174
35-39	1,898	2,041	2,460	2,431	2,452
40-44	2,018	1,829	1,962	2,365	2,331
45-49	1,971	2,007	1,807	1,932	2,334
50-54	1,770	1,944	1,978	1,764	1,885
55-59	1,770	1,731	1,902	1,913	1,699
60-64	1,818	1,713	1,666	1,820	1,828
65-69	1,741	1,693	1,587	1,531	1,673
70-74	1,578	1,596	1,551	1,444	1,397
75-79	1,208	1,421	1,442	1,404	1,314
80-84	806	1,001	1,194	1,222	1,203
85+	627	894	1,205	1,560	1,842
Total	30,500	31,500	32,400	33,000	33,500

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

Baker County Veterans Population Projections					
PROJECTIONS	2030	2035	2040	2045	2050
as of 9/30/2023	1,805	1,796	1,787	1,782	1,768

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

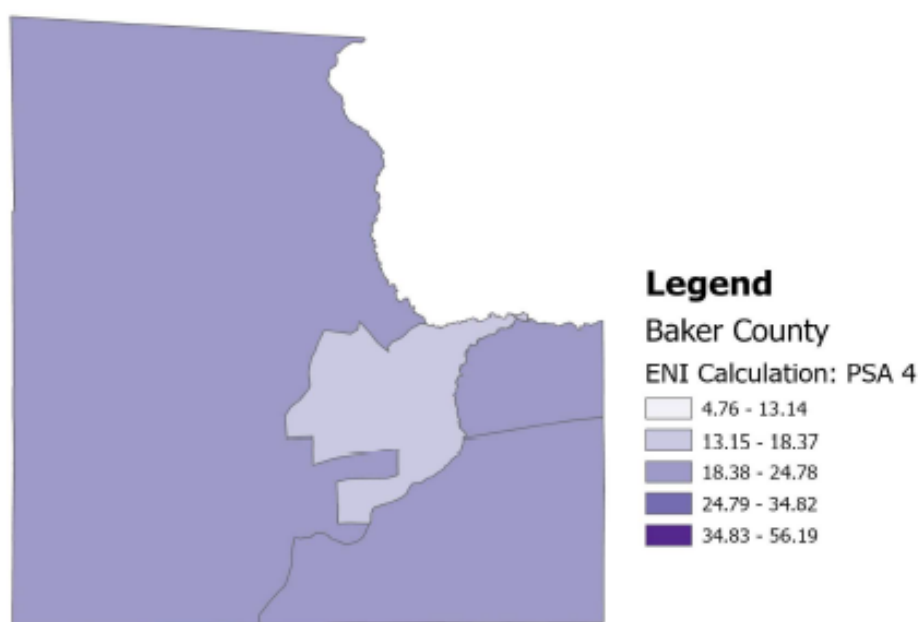
Statistics Related to County Population Age 60+

2025 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. Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/does/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, 2018-2022 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

2025 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	28,339	100%
Under 18	6,829	24%
Under 60	21,938	77%
18-59	15,109	53%
60+	6,401	23%
65+	4,592	16%
70+	3,024	11%
75+	1,809	6%
80+	937	3%
85+	405	1%

Source: BEBR, 2024

Gender	Value	Percent
Male	3,051	48%
Female	3,350	52%

Source: BEBR, 2024

Living Alone (65+)	Value	Percent
Male Living Alone	323	5%
Female Living Alone	587	9%

Source: U.S. Census Bureau, 2019-2023 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	500	11%
High School Diploma	2,035	44%
Some College, No Degree	765	17%
Associates Degree or Higher	765	17%

Source: AGID 2017-21 ACS

Marital Status	Male	Female
Never Married	185	135
Percentage Never Married	7%	5%
Married	2,190	1,480
Percentage Married	77%	52%
Widowed	230	765
Percentage Widowed	8%	27%
Divorced	230	455
Percentage Divorced	8%	16%

Source: AGID 2017-21 ACS

Race and Ethnicity	Value	Percent
White	5,669	89%
Black	665	10%
Other Race	67	1%
Total Hispanic	176	3%
White Hispanic	159	2%
Non-White Hispanic	17	0%
Total Non-Hispanic	6,225	97%
Total Minority	891	14%

The minority population includes black, other, and Hispanic.
Source: BEBR, 2024

Driver License Holders	Value	Percent
Drivers	6,051	27%

Source: Florida Department of Highway Safety and Motor Vehicles, 2024

Registered Voters	Value	Percent
Registered Voters	6,157	31%

Source: Florida Department of State, 2024
Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	646	44%
Age 65-84	763	52%
Age 85+	64	4%

Source: U.S. Department of Veterans Affairs, 2023

Grandparents	Value	Percent
Living With Grandchildren	515	8%
Grandparent Responsible for Grandchildren	335	5%
Grandparent Not Responsible for Grandchildren	180	3%
Not Living With Grandchildren	4,575	71%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

English Proficiency	Value	Percent
With Limited English Proficiency (65+)	0	0%

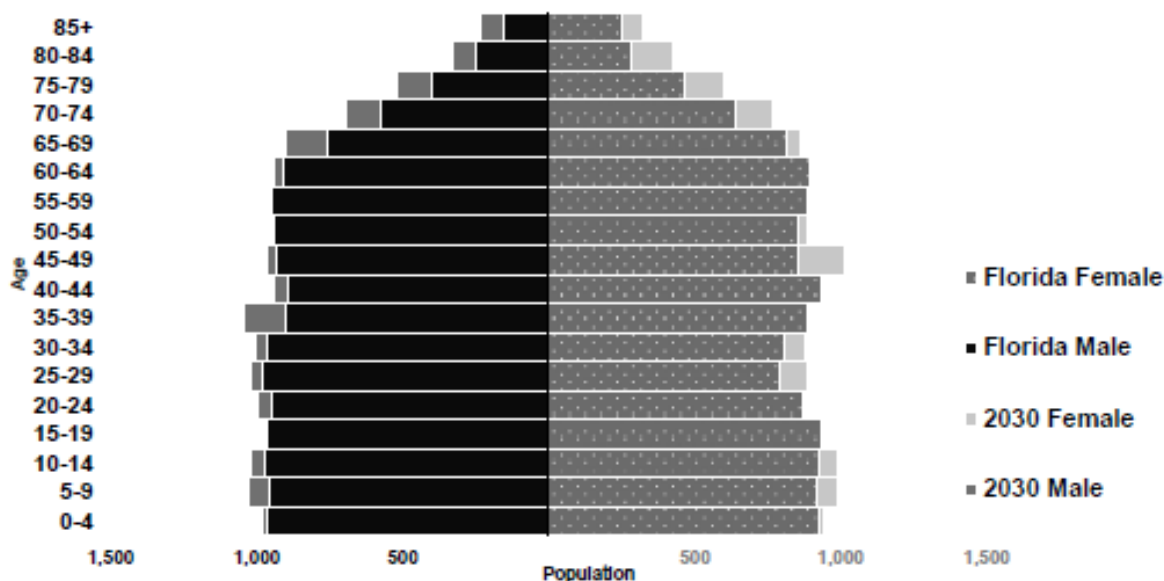
Source: U.S. Census Bureau, 2019-2023 ACS

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.

2025 Profile of Older Floridians

Baker County Demographic Profile

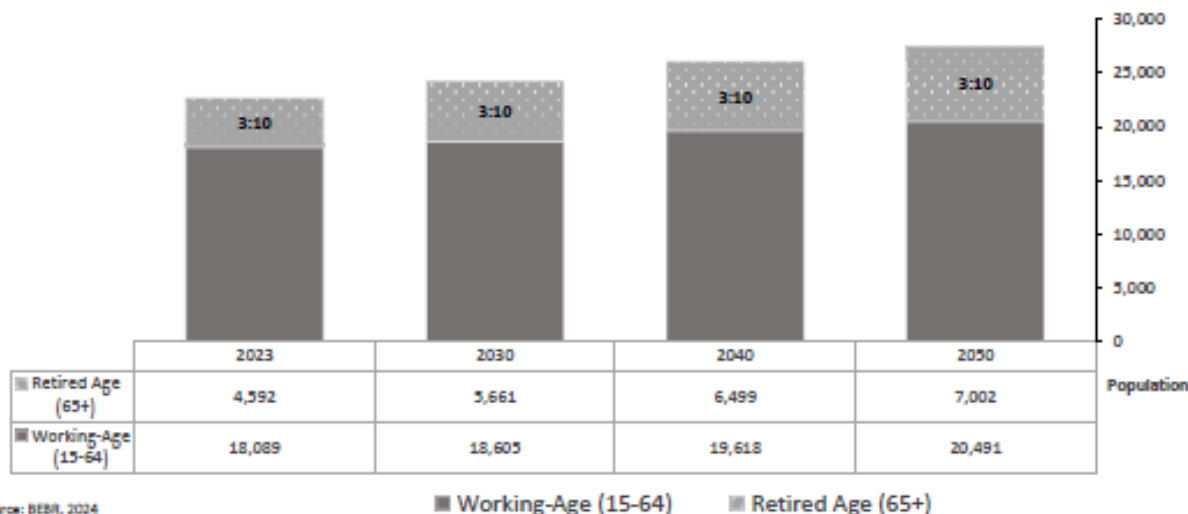
The population pyramid below compares the projected older adult population by gender between 2023 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2024

Older Adult 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, 2024

2025 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.

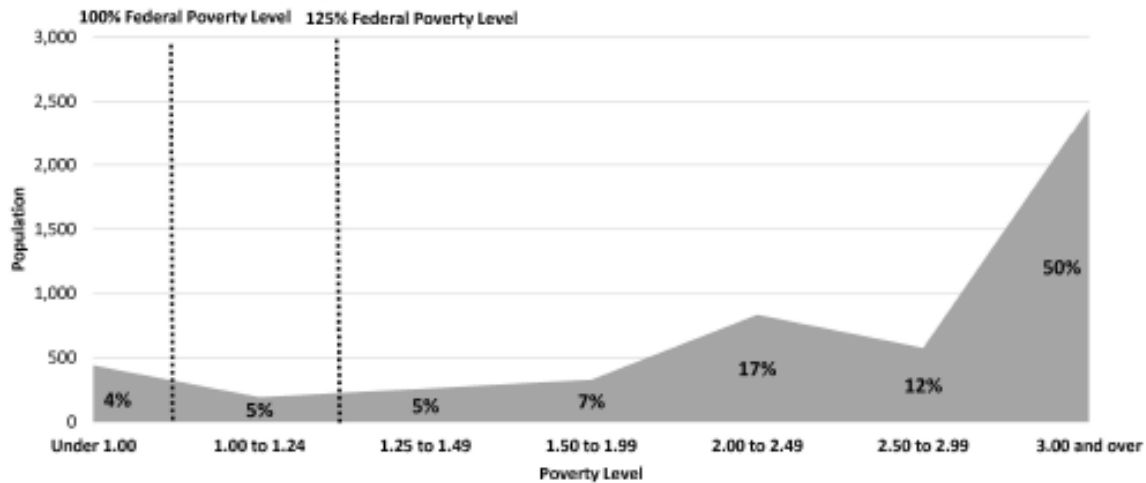
Federal Poverty Level	Value
Single-Person Household	\$15,650
Two-Person Household	\$21,150
125% Single-Person Household	\$19,563
125% Two-Person Household	\$26,438

Source: U.S. Department of Health & Human Services, 2025

Poverty (65+)	Value	Percent
At Poverty Level	165	4%
Below 125% of Poverty Level	394	9%
Minority At Poverty Level	29	1%
Minority Below 125% of Poverty Level	69	1%

Source: U.S. Census Bureau, 2019-2023 ACS

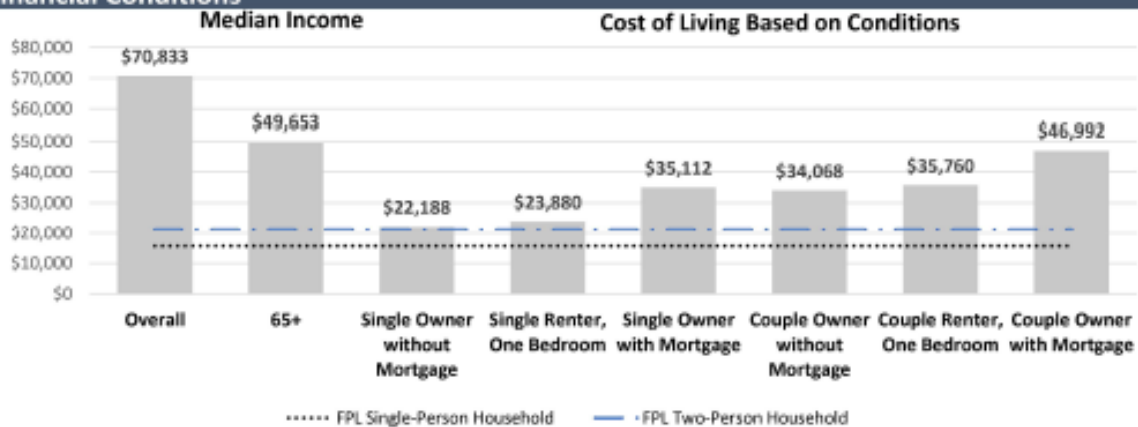
Ratio of Income to Poverty Level



Value is expressed as the percentage of the 65+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2017-21 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, 2019-2023 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts

2025 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	38%
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, 2025	

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	32
This figure includes occupants and non-occupants involved in a crash.	
Source: Florida Department of Highway Safety and Motor Vehicles, 2024	

Internet Access (65+)	Percent
Have Internet Access	81%
Source: U.S. Census Bureau, 2019-2023 ACS	

Food Resource Centers	Value
SNAP Access Sites	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, USDA, Food-Banks, DCF, FDACS, 2025;	

Public Transportation Options	Value
Bus Operations at least at the County	0
Rail Operations at least at the County	0
Public Transit Service Area (sq. mi.)	0
Public Transit Service Area Population	0
Annual Unlinked Trips	0
Vehicles Operated in Maximum Service (VOMS)	0
Total Miles of Bike Lanes	9
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, 2025, and FDOT, 2023-2024	

Green Space	Value
Number of Nearby State Parks	1
Nearby refers to the park that has the shortest distance from the center of the county.	
Source: Florida Department of Environmental Protection, 2025	

Rural-Urban Designation	Value
Census Tracts Rural	0%
Census Tracts Urban	100%
Number of Census Tracts	4

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	621
Percent of Owners with High Cost Burden	32%
Renter-Occupied Households	384
Percent of Renters with High Cost Burden	45%
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 Shimbarg Center for Housing Studies, 2023, U.S. Census Bureau, 2019-2023 ACS	

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 Shimbarg Center for Housing Studies, 2022-2023	

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	31%
Renter-Occupied Housing Units	9%
Source: U.S. Census Bureau, 2019-2023 ACS	

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	93%
Renter-Occupied Households with Access to Vehicle(s)	98%
Source: U.S. Census Bureau, 2019-2023 ACS	

Employment Status (65+)	Value	Percent
Number of Seniors Employed	1,967	43%
Number of Seniors Unemployed	154	3%
Source: U.S. Census Bureau, 2019-2023 ACS		

Retirement (65+)	Value	Percent
Social Security Beneficiaries	4,205	72%
SSI Recipients	99	16%
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, 2023		

SNAP or Food Stamps	Value
Potentially Eligible	394
Annual Participants	544
Current Beneficiaries as of Dec-24	421
Percent of Total Population Receiving Benefits	7%
Potentially Eligible are individuals below 125% of the Federal Poverty Level	
Source: Florida Department of Children and Families, 2024	

2025 Profile of Older Floridians

Baker County Health Profile and Medical Resources

The health and medical section presents the variety and availability of different types of facilities, medical professionals, and treatment services in the community. This includes complex estimates based on probable usage by older adults. For example, the "Medically Underserved" are areas designated by the U.S. Department of Health and Human Services as having too few primary care providers, high infant mortality, high poverty, or a high elderly population. Medical access and health support services information is an important area for community planners to ensure that support is in place to accommodate an older population.

Ambulatory Surgical Centers	Value
Facilities	0
Operating Rooms	0
Recovery Beds	0

Source: Florida AHCA, 2025

Hospitals	Value
Hospitals	2
Hospitals with Skilled Nursing Units	0
Hospital Beds	1,163
Skilled Nursing Unit Beds	0

Source: Florida AHCA, 2025

Medical Professionals	Value
Medical Doctors	
Licensed	8
Limited License	0
Critical Need Area License	2
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	1
Licensed Osteopathic Physicians	2
Dentists	6
Licensed Registered Nurses	619
Pharmacies	12

Source: Florida Department of Health, 2025

Assisted Living Facility	Value
Total ALF Beds	5
Optional State Supplementation (OSS) Beds	0
Non-OSS Beds	5
Total ALF Facilities	1
Facilities with Extended Congregate Care License	0
Facilities with Limited Mental Health License	0
Facilities with Limited Nursing Service License	0

Source: Florida AHCA, 2025

Medically Underserved	Value	Percent
Total Medically Underserved	0	0%
Living in Areas Defined as Having Medically Underserved Populations	0	0%
Living in Medically Underserved Areas	0	0%

Source: Calculated using U.S. Health Resources & Services Administration and U.S. Census Bureau

Health Insurance 65+	Value	Percent
Insured	3,805	100%
Uninsured	0	0%

Source: U.S. Census Bureau, 2019-2023 ACS

Disability Status (65+)	Value	Percent
With One Type of Disability	---	---
With Two or More Disabilities	---	---
Total With Any Disability		
Hearing	708	15%
Vision	465	10%
Cognitive	308	7%
Ambulatory	1,325	29%
Self-Care	424	9%
Independent Living	596	13%
With No Disabilities	---	---
Probable Alzheimer's Cases (65+)	421	9%

Source: U.S. Census Bureau, 2019-2023 ACS, 2023 One-Year Estimate

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	866	13%
60+ Dual Eligible	775	76%

Source: Florida AHCA, 2025

Adult Day Care (ADC)	Value
ADC Facilities	0
Capacity	0

Source: Florida AHCA, 2025

Home Health Agencies	Value
Agencies	1
Medicaid Certified Agencies	0
Medicare Certified Agencies	1
Homemaker and Companion Service Companies	5

Source: Florida AHCA, 2025

2025 Profile of Older Floridians

Baker County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	2
Community Beds	2
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNF Beds	188
Community Beds	188
Sheltered Beds	0
Veterans Administration Beds	0
Other Beds	0
SNFs With Community Beds	2
Community Bed Days	68,808
Community Patient Days	59,747
Medicaid Patient Days	45,298
Occupancy Rate	87%
Percent Medicaid	76%

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, 2025

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, 2025

Adult Family Care Homes	Value
Homes	1
Beds	3

Source: Florida AHCA, 2025

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Department Overview, 2024

Dialysis	Value
End-Stage Renal Disease Centers	1

Source: Florida AHCA, 2024

Baker County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in the legislative district that fall within particular storm surge evacuation zones, as well as the number 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	320
Medicaid Beneficiary	7

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

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA, U.S. Centers for Medicare & Medicaid Services, 2024, and U.S. Department of Health & Source: FDEM, 2024

Shelter Resources	Value
Number of General Shelters	11
General Shelter Max Capacity in People	3,227
Number of Special Needs Shelters	0
Special Needs Shelters Max Capacity in People	0

Evacuation Zones	Value	Percent
DOEA HCBS Clients	168	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.

*Note: There are additional county-specific evacuation zones not listed on this table.

Source: Florida DOEA eQRTS, 2025; Florida Division of Emergency Management (FDEM), 2024

2025 Profile of Older Floridians

Baker County Disaster Preparedness

Evacuation Zones



Source: <https://myeldersource.org/wp-content/uploads/2025/09/PSA-4-Baker-Profile-2025.pdf>

Homeless Students in Baker County				
TOTAL HOMELESS STUDENTS	SHELTERS	SHARING HOUSE	OTHER	MOTELS
237	2	186	34	15

Source: Florida Department of Education's website: <https://www.fldoe.org/policy/federal-edu-programs/title-ix-mvp/data-reports.stml>

The Percent of Population Below the Poverty Line by Age in Baker County						
AGE	TOTAL ESTIMATE	TOTAL MARGIN OF ERROR	TOTAL BELOW POVERTY LINE ESTIMATE	TOTAL BELOW POVERTY LINE MARGIN OF ERROR	% BELOW POVERTY LINE	% BELOW POVERTY LINE MARGIN OF ERROR
Under 18 Years	6,870	+/- 68	1,052	+/- 520	15.30%	+/- 1.8
Under 5 years	1,634	+/- 201	404	+/- 204	24.70%	+/- 13.3
5-17 Years Old	5,236	+/- 215	648	+/- 381	12.40%	+/- 7.2
Related Children of Householder Under 18 Years	6,870	+/- 68	1,052	+/- 520	15.30%	+/- 7.6
18 - 64 years	14,989	+/- 210	1,743	+/- 454	11.60%	+/- 3.0
18 - 34 years	5,568	+/- 227	601	+/- 291	10.80%	+/- 5.3
35 - 64 years	9,421	+/- 288	1,142	+/- 285	12.10%	+/- 3.0
60 years and over	5,560	+/- 283	434	+/- 201	7.80%	+/- 3.6
65 years and over	3,968	+/- 201	241	+/- 154	6.10%	+/- 3.8

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 2024-Five Year Estimates
<https://data.census.gov/table/ACSST5Y2024.S1701?g=050XX00US12003>

Employment

Employment in Baker County								
LABEL	Total		Labor Force Participation Rate		Employment/Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 16 years and over	22,690	+/- 284	56.60%	+/- 2.5	53.50%	+/- 2.9	4.50%	+/- 2.0
AGE								
16 to 19 years	1,739	+/- 349	49.70%	+/- 12.0	44.50%	+/- 13.3	10.40%	+/- 7.3
20 to 24 years	1,931	+/- 338	81.50%	+/- 7.7	77.40%	+/- 9.1	1.30%	+/- 2.1
25 to 29 years	1,831	+/- 154	75.50%	+/- 7.6	74.20%	+/- 7.1	0.00%	+/- 3.8
30 to 34 years	1,920	+/- 124	69.70%	+/- 9.3	65.80%	+/- 10.2	5.60%	+/- 7.2
35 to 44 years	3,775	+/- 166	69.10%	+/- 5.9	67.10%	+/- 6.2	1.80%	+/- 1.6
45 to 54 years	3,852	+/- 230	71.70%	+/- 6.0	66.80%	+/- 6.9	6.80%	+/- 5.5
55 to 59 years	1,691	+/- 285	60.20%	+/- 13.7	53.50%	+/- 13.8	11.20%	+/- 9.5
60 to 64 years	1,616	+/- 252	45.10%	+/- 12.5	42.70%	+/- 12.1	5.30%	+/- 9.7
65 to 74 years	2,687	+/- 136	18.40%	+/- 6.4	18.40%	+/- 6.4	0.00%	+/- 10.1
75 years and over	1,648	+/- 119	4.00%	+/- 4.6	4.00%	+/- 4.6	0.00%	+/- 46.4
RACE AND HISPANIC OR LATINO ORIGIN								
White alone	17,432	+/- 426	59.90%	+/- 2.9	58.20%	+/- 3.0	2.10%	+/- 1.2
Black or African American alone	3,079	+/- 403	36.10%	+/- 7.0	26.90%	+/- 8.0	24.10%	+/- 16.3
American Indian and Alaska Native alone	1	+/- 3	100.00%	+/- 100.0	100.00%	+/- 100.0	0.00%	+/- 100.0
Asian alone	196	+/- 39	56.60%	+/- 22.0	56.60%	+/- 22.0	0.00%	+/- 35.5
Native Hawaiian and Other Pacific Islander	4	+/- 8	0.00%	+/- 100.0	0.00%	+/- 100.0	0.00%	**
Some other race alone	120	+/- 121	48.30%	+/- 35.8	48.30%	+/- 35.8	0.00%	+/- 49.5
Two or more races	1,858	+/- 499	59.80%	+/- 13.6	54.20%	+/- 15.0	8.70%	+/- 8.0
Hispanic or Latino origin (of any race)	866	+/- 61	54.20%	+/- 18.9	49.90%	+/- 18.2	7.90%	+/- 8.9
White alone, not Hispanic or Latino	17,236	+/- 389	60.10%	+/- 2.8	58.40%	+/- 3.0	2.10%	+/- 1.2

Employment in Baker County (Continued)

LABEL	Total		Labor Force Participation Rate		Employment/Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 20 to 64 years	16,616	+/- 221	68.70%	+/- 2.9	65.10%	+/- 3.2	4.30%	+/- 2.1
SEX								
Male	8,941	+/- 172	65.70%	+/- 3.1	63.90%	+/- 3.3	0.90%	+/- 0.8
Female	7,675	+/- 148	72.10%	+/- 5.1	66.50%	+/- 5.6	7.80%	+/- 4.0
With own children under 18 years	3,150	+/- 375	79.90%	+/- 7.2	74.40%	+/- 9.1	6.90%	+/- 5.8
With own children under 6 years only	694	+/- 295	60.10%	+/- 19.8	60.10%	+/- 19.8	0.00%	+/- 11.8
With own children under 6 years and 6 to 17 years old	580	+/- 213	85.20%	+/- 12.2	85.20%	+/- 12.2	0.00%	+/- 10.1
With own children to 6 to 17 years	1,876	+/- 366	85.70%	+/- 7.4	76.40%	+/- 11.5	10.80%	+/- 9.2
POVERTY STATUS IN THE PAST 12 MONTHS								
Below poverty level	1,634	+/- 440	54.70%	+/- 14.2	44.40%	+/- 12.9	18.00%	+/- 11.9
At or above the poverty level	12,773	+/- 490	82.40%	+/- 3.0	79.00%	+/- 3.6	3.10%	+/- 1.8
DISABILITY STATUS								
With any disability	1,547	+/- 377	35.70%	+/- 10.1	23.10%	+/- 7.8	35.10%	+/- 18.2
EDUCATIONAL ATTAINMENT								
Population 25 to 64 years	14,685	+/- 296	67.00%	+/- 3.1	63.50%	+/- 3.1	4.70%	+/- 2.3
Less than high school graduate	1,922	+/- 365	22.50%	+/- 9.0	21.20%	+/- 8.9	5.80%	+/- 9.1
High school graduate (includes equivalency)	5,896	+/- 619	62.50%	+/- 5.3	58.40%	+/- 5.9	6.60%	+/- 4.7
Some college or associate degree	4,196	+/- 570	82.10%	+/- 4.9	76.20%	+/- 6.2	5.70%	+/- 4.1
Bachelor's degree or higher	2,671	+/- 614	85.10%	+/- 6.4	85.10%	+/- 6.4	0.00%	+/- 2.3

Source: The American Community Survey 2024-Five Year Estimates
<https://data.census.gov/table/ACSST5Y2024.S2301?g=050XX00US12003>

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. The census simply defines “Rural” as encompassing all population, housing, and territory not included within an urban area. Jobs are increasing, and unemployment has remained stable. The population is projected to grow and is aging.

The ALICE (Asset Limited, Income Constrained, Employed) report, done in 2026 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. While conditions have improved for some households, many continue to struggle, especially as wages fail to keep pace with the rising cost of household essentials (housing, child care, food, transportation, health care, and a basic smartphone plan). Households below the ALICE Threshold —ALICE households plus those in poverty — can’t afford the essentials.

2024 Point-in-Time-Data

- Population: 28,430
- Number of Households: 9,165
- Median Household Income: \$79,836 (state average: \$77,735)
- Labor Force Participation Rate: 57% (state average: 61%)
- ALICE Households: 25% (state average: 34%)
- Households in Poverty: 12% (state average: 12%)

The Household Survival Budget reflects the minimum cost to live and work in the current economy and includes housing, child care, food, transportation, health care, technology, and taxes. It does not include savings for emergencies or future goals like college or retirement. In 2024, household costs in every county in Florida were well above the Federal Poverty Level of \$15,060 for a single adult and \$31,200 for a family of four.

Household Survival Budget, Baker County, Florida, 2024

Monthly Costs	Single Adult	One Adult, One Child	One Adult, One In Child Care	Two Adults	Two Adults Two Children	Two Adults, Two In Child Care	Single Adult 65+	Two Adults 65+
Housing	\$908	\$913	\$913	\$913	\$1,199	\$1,199	\$908	\$913
Child Care	\$0	\$211	\$562	\$0	\$422	\$1,354	\$0	\$0
Food	\$460	\$778	\$698	\$844	\$1,415	\$1,248	\$424	\$777
Transportation	\$424	\$516	\$516	\$598	\$869	\$869	\$362	\$475
Health Care	\$189	\$529	\$529	\$529	\$900	\$900	\$529	\$1,059
Technology	\$97	\$97	\$97	\$131	\$131	\$131	\$97	\$131
Miscellaneous	\$208	\$304	\$332	\$302	\$494	\$570	\$232	\$336
Taxes	\$284	\$203	\$253	\$342	\$318	\$469	\$336	\$560
Monthly Total	\$2,570	\$3,551	\$3,900	\$3,659	\$5,748	\$6,740	\$2,888	\$4,251
ANNUAL TOTAL	\$30,840	\$42,612	\$46,800	\$43,908	\$68,976	\$80,880	\$34,656	\$51,012
Hourly Wage	\$15.42	\$21.31	\$23.40	\$21.95	\$34.49	\$40.44	\$17.33	\$25.51

Major Trip Generators/Attractors

In addition to trips 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 there.

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)
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 a 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 service 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 trip, customers must tell the reservationist 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. Complaints can be made by contacting the CTC at (904) 259-9315 and/or jchambers@bakercoa.org.

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 2026

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT #
AMBULATORY	PASSENGER MILE	\$2.09
WHEELCHAIR	PASSENGER MILE	\$3.59
PASSENGER 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.

Salutation	First Name	Last Name	Organization	Representing	Voting/Non-Voting	Grievance Committee	Evaluation Committee	Comments	VC Expire
BAKER COUNTY									
Hon.	Jimmy	Anderson	Baker BOCC	Baker County Elected Official	Voting			Chair	
Ms.	Geanelly	Reveron	FDOT, District 2	FDOT	Voting				
Ms.	Janell	Damato	FDOT, District 2	FDOT	Alternate				
Ms.	Faith	Powell	FDOT, District 2	FDOT	Alternate				
Ms.	Lauren	Adams	FDOT, District 2	FDOT	Alternate				
Mr.	Dalton	Elliott	Dept of Children and Families	DCFS	Voting	Feb-26			
Ms.	Ellen	Deel	Baker County School Board	Public Education	Voting				
Ms.	Yolanda	Butler	FL Dept. of Vocational Rehab/Dept of Ed.	Dept. of Education (Voc. Rehab.)	Voting				
Mr.	Tony	Esterling	Baker County Veterans Service	Veterans	Voting			Vice Chair	Nov-26
Ms.	Lydia	Mangano	Baker County Veterans Service	Veterans	Alternate				
Mr.	Patrick	Barragan	Alachua County Veterans Service	Veterans	Interested Party				
VACANT				Community Action (Econ. Disadv)	VACANT				
VACANT				Elderly	VACANT				
VACANT				Persons w/disabilities	VACANT				
Ms.	Lori	Tanner	Baker County Medical Services	Citizen Advocate/Non-User	Voting		Nov-26		
Mr.	Dennis	Schmitz	Baker County Sheriff's Office	Citizen Advocate/Non-User	Alternate		Nov-26		
VACANT				Citizen Advocate/User	VACANT				
Ms.	Kishia	Miller	Florida Dept of Health Baker County	Children at Risk	Voting				
Ms.	Cassandra	Jackson	NE Florida Area Agency on Aging	Dept of Elder Affairs	Voting				
Ms.	Abrianna	Schmidt	NE Florida Area Agency on Aging	Dept of Elder Affairs	Alternate				
Mr.	Robert	Lane	Access Medical Transportation	Private for Profit Transportation	Voting				
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA / Medicaid	Voting				
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA / Medicaid	Alternate				
Ms.	Casey	Polmueller	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Voting	Feb-26			
Ms.	Diana	Burgos-Garcia	Agency for Persons with Disabilities	Agency for Persons with Disabilities	Alternate				
Ms.	Rhonda	Bryant	CareerSource Northeast Florida	Regional Workforce Development	Voting				
Ms.	Atheia	Gillespie	CareerSource Northeast Florida	Regional Workforce Development	Alternate				
Ms.	Jordan	Duncan	Florida Dept of Health Baker County	Medical Community	Voting				
Ms.	Stephanie	Bechtel	Florida Dept of Health Baker County	Medical Community	Alternate				
Mr.	Judd	Chambers	Baker County Council on Aging	Council On Aging	Non Voting		CTC Transportation Manager		
Ms.	Christina	Harvey	Baker County Council on Aging	Council On Aging	Non Voting			Baker COA Director	
Mr.	Dennis	Schmitz	Baker County Sheriff's Office		Interested Party				
Ms.	Sheryl	Dick-Stanford	Agency for Persons with Disabilities		Interested Party				
Ms.	Robin	Keller	Agency for Persons with Disabilities		Interested Party				
Ms.	Kristy	Huckeby	Baker County Medical Services		Interested Party				
			Meetings are held at:						
			Baker County COA Transit Bldg						
			9264 Buck Starling Road						
			Maccleenny, FL 32063						
			904-259-2223						

NOW RECRUITING

Baker County Transportation Disadvantaged Local Coordinating Board

The Local Coordinating Board (LCB) helps guide transportation services for Baker County residents who cannot drive themselves — including seniors, people with disabilities, veterans, and the economically disadvantaged. Board members represent their community and help ensure safe, reliable transportation is available to those who need it most.

A Seat Is Open — Could It Be Yours?

On the roster inside, positions highlighted in yellow are currently VACANT.
If you represent one of these groups or interests, we want to hear from you.

Why Join the Board?

- Give a voice to a population or interest currently unrepresented on the LCB.
- Help shape how transportation-disadvantaged residents get to medical care, jobs, and school.
- Quarterly Meetings are a modest but meaningful time commitment.
- No special background required — just a connection to the community you'd represent.

How to Apply

Complete the Interest Form on the next page and return it using the information below. Board and vacancy details follow on page 3.

Ready to serve? Return your Interest Form to:
Eric Anderson, Northeast Florida Regional Council
eanderson@nefrfc.org • (904) 505-3428

INTEREST FORM — LOCAL COORDINATING BOARD

Last Name:

First Name:

Phone:

Email Address:

Mailing Address:

Vacancy Interested in Representing:

Tell Us About Yourself

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

Thank you for your interest.

Ready to serve? Return your Interest Form to:
Eric Anderson, Northeast Florida Regional Council
eanderson@nefrc.org • (904) 505-3428

VOTING MEMBERS OF THE BOARD

Yellow highlight = Open Position (VACANT). If your community fits one of the roles below, we encourage you to apply using the Interest Form on page 2.

1	An elected official from the service area, serving as the chairperson.
2	A local representative of the Florida Department of Transportation.
3	A local representative of the Florida Department of Children and Family Services.
4	A representative of the Public Education Community — which could include a representative of the District School Board, School Board Transportation Office, or Head Start Program in areas where the School District is responsible.
5	In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
6	A person recognized by the Veterans Service Office, representing veterans in the county.
7	A person recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county.
8	A person over sixty representing the elderly in the county.
9	A person with a disability, representing the disabled in the county.
10	Two citizen advocate representatives in the county — one of whom must use the transportation service(s) of the system as their primary means of transportation.
11	A local representative for children at risk.
12	In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except where they are also the CTC.
13	A local representative of the Florida Department of Elder Affairs.
14	An experienced representative of the local private for-profit transportation industry. Where unavailable, a local private non-profit representative will be appointed, except where that representative is also the CTC; where neither is available, this position will not exist on the LCB.
15	A local representative of the Florida Agency for Health Care Administration.
16	A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes.
17	A representative of the local medical community — which may include kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, the local health department, or other homes and community-based services.