



**St. Johns County
Transit Development Plan
2022 Annual Progress Report**





**St. Johns County Transit Development Plan,
2022 Annual Progress Report**

June 28, 2022



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Executive Summary

St. Johns County offers public transportation to riders of all ages in St. Johns County, Florida. As part of St. Johns County's commitment to providing public transportation services, the St. Johns County Board of County Commissioners (SJCOCC), in cooperation with its contractor, the St. Johns County Council on Aging, Inc. (SJCOA) completes a transit development plan. The Florida Department of Transportation requires that a major update of the plan is produced every five years, with annual progress reports completed in each of the interim years.

This document serves as St. Johns County's 2022 Annual Progress Report of the Transit Development Plan. It describes the progress made toward accomplishing last year's planned implementation program of service and capital improvements and updates future expectations. On-going surveys and performance evaluations assist SJCOCC and SJCOA personnel with determining public transit needs and services within the county.

- To better serve St. Johns County residents and businesses, St. Johns County and the SJCOA enhanced the Purple Line in July 2021. The modified service connects St. Augustine with Murabella/World Golf Village along SR 16. Additionally, in February 2022, service enhancements to the Blue and Conn-Ex Lines were implemented.
- Despite decreased ridership and service during the COVID-19 pandemic, bus riders remained satisfied with transit services. Most bus riders surveyed remain either very satisfied or satisfied with the bus routes. Although many riders are satisfied with the service, many continue to need more frequent, expanded and/or more convenient public transportation services. Personnel continue to evaluate opportunities to enhance public transit services.



1.0 Introduction and Background

Transit development plans (TDPs) are created to function as planning, development and operational guidance documents. The Florida Department of Transportation (FDOT) requires that public transit providers receiving state transit block grant funding develop and adopt a TDP, as explained in Chapter 14-73.001 Florida Administrative Code. Public transit agencies are required to prepare a five-year major TDP and an annual update in the form of a progress report each year.

Adopted by the SJCBOCC on August 17, 2021, the 2021 Major Update represents a ten-year period (2022 - 2031). The TDP helps ensure that St. Johns County's public transportation services are consistent with the travel needs and mobility goals of the county. By establishing a strategic focus and mission for the transit services, the TDP serves as a guide for the future development of a transit system that will meet the needs of the community.

This document serves as St. Johns County's first Annual Progress Report of the 2021 Transit Development Plan and covers years 2023 through 2032. As a progress report, this document describes progress and service area changes occurring over the last year. This document also updates the ten-year implementation program. Table 1.1 highlights the contents.

Table 1.1 TDP Content

TDP Chapter	2022 Annual Progress Report
Introduction	Chapter 1.0
Past Year's Accomplishments/Plan Implementation	Chapter 2.0
Analysis of Discrepancies/ Goals & Objectives	Chapter 3.0
Revisions to Implementation Program for Coming Year	Chapter 4.0
Revisions/Recommendations for the New Tenth Year	Chapter 5.0
Revised Financial Plan	Chapter 6.0
Revised Projects/Services to meet Goals and Objectives	Chapter 7.0
Public Involvement Summary (Summary of On-Board Survey and Limited English Proficiency (LEP))	Appendix A1
On Board Survey Instrument and Charts/Tables	Appendix A2, A3
Performance Evaluation Update/Farebox Recovery Ratio	Appendix B

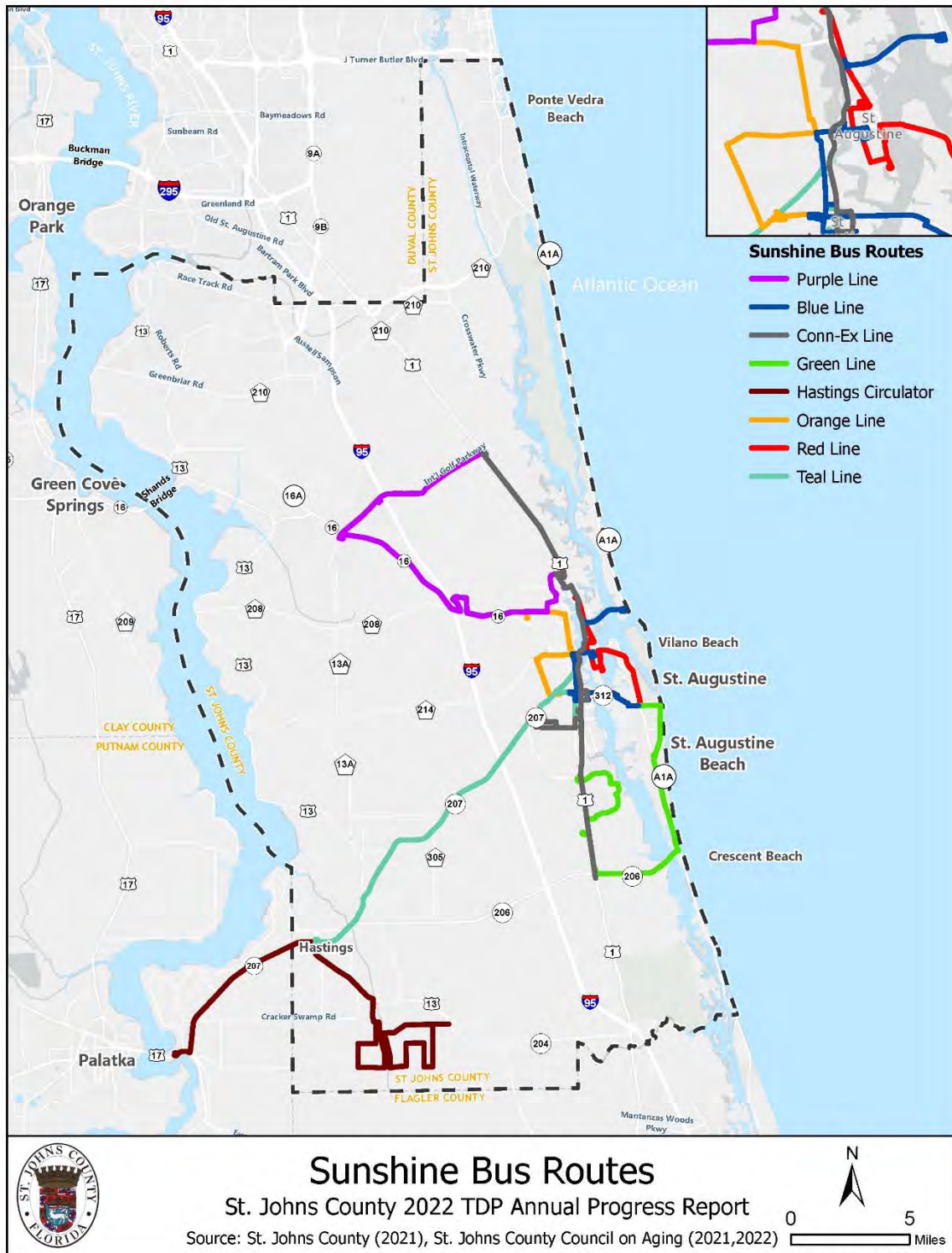
Analysis of the plan’s status and expectations over the next ten years is summarized in Chapters 2.0 - 7.0. Public involvement and system performance updates since the 2021 Major Update are contained in the Appendices.

The current system of bus routes is shown in Figure 1.1.



Transit Vehicles

Figure 1.1 Public Bus Routes for St. Johns County





2.0 Accomplishments and Expectations

This section reports on past year accomplishments and status of the TDP’s implementation program. Table 2.1 contains major components of the implementation program, a description of efforts completed over the past year and expectations through the next year (FY 2023). The implementation program was originally identified in St. Johns County’s Major TDP Update, completed in 2021. During the year since the Major TDP was completed, the County and SJCCOA implemented the Purple, Blue and Conn-Ex Line components of the TDP.

Table 2.1 Accomplishments and Expectations

	TDP Component	Past Year Results	Notes	Expectations for Next Year (FY 2023)
Deviated Fixed Route Service				
1	Modify the Purple Line - Add service to Murabella/World Golf Village along SR 16 and US -1	Began July 12, 2021	Extended south to Seabridge Square (from the Government Center) October 18, 2021. The change, requested by riders, was to provide more coverage of US-1 and increase ridership.	Completed
2	Blue Line – Modify service south of SR 312 that overlaps with the Orange Line and add service to Vilano Beach	Began February 7, 2022	The change increases system coverage (providing service along Old Moultrie Road/S. Dixie Highway) and connects with the Orange Line at West King Street providing transfer access to downtown St. Augustine.	Completed
3	Conn-Ex Line – Streamline and modify to focus service along US-1	Began February 7, 2022	Moved the Vilano Beach portion to the Blue Line. Currently, evaluating options to extend service along US-1 to the Avenues Mall/Avenues Walk area, in the City of Jacksonville.	Vilano Beach portion is Completed



	TDP Component	Past Year Results	Notes	Expectations for Next Year (FY 2023)
4	Teal Line – Modify to serve additional community destinations, thereby increasing system coverage	On-going	Consider adding Solomon Calhoun Center while removing service to the Government Center. Government Center service would continue through other bus routes.	On-going evaluation
Demand Response (Paratransit)				
5	Continue to provide paratransit services and consider strategies to train/encourage paratransit riders to utilize Sunshine Bus (for those who are able)	On-going	CTD passes are provided to Paratransit riders who qualify to promote cross ridership between Sunshine Bus and Paratransit. Partnership efforts with the Florida School for the Deaf and Blind are being piloted to offer ridership training and workforce opportunities for students.	On-going
Capital, Infrastructure and Technology				
6	Purchase vehicles consistent with replacement and service needs	On-going	The SJCCOA is unable to purchase vehicles until the TRIPS contracts are reissued.	As needed and as funds are available
7	Designate official bus stops in the more urbanized areas of the system and at key locations as funds and locations are made available. This may include the installation of additional bus stop signs, bus pull outs and bus hubs.	On-going		As needed and as funds are available
8	Install bus shelters, as funds and locations are made available.	On-going		As needed and as funds are available
9	Enhance communication systems and amenities, such as real-time bus information, smart phone application and/or other technologies to enhance the customer experience.	On-going		On-going



3.0 Analysis of Discrepancies

This section describes progress made toward meeting and maintaining the TDP goals and objectives. The current TDP has a vision, mission, and seven goals. Each of the plan's goals contains objectives. Table 3.1, on the following pages, contains a status for each objective. If applicable, Table 3.1 lists discrepancies occurring over the past year and steps that will be taken to attain the original goals and objectives.

VISION: To provide the opportunity for every person in St. Johns County to enjoy wellness, longevity and quality of life choices within a strong, healthy community through the provision of public transportation.

MISSION: To provide safe, affordable and reliable mobility options.

GOALS:

GOAL 1 – CUSTOMER FOCUS AND SAFETY

GOAL 2 - MOBILITY AND ACCESSIBILITY

GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION

GOAL 4 – EFFECTIVENESS AND EFFICIENCY

GOAL 5 – QUALITY OF LIFE

GOAL 6 – EDUCATION AND TRAINING

GOAL 7 – CAPITAL IMPROVEMENTS



Table 3.1 TDP Goals, Objectives and Policy Assessment

Goal/Objective	Implementation Assessment of Previous Year (2021)
<p>GOAL 1 – CUSTOMER FOCUS AND SAFETY: Maintain and continuously improve customer-focused service and products.</p>	
<p>Objective 1.1 - Monitor and improve safety and security throughout the transit system.</p>	<p>On-going efforts to maintain a Safety Management System (SMS) that complies with the Public Transportation Safety Certification Training Program (PTSCPT) rule, as well as continue to comply with workplace safety standards, and implement improvements. The County completed a Public Transportation Agency Safety Plan (PTASP) that was approved by the SJCBOCC July 2020.</p>
<p>Objective 1.2 - Seek input from users and non-users of the system through periodic surveys, focus groups, etc. to evaluate needs and respond with enhancements to programs and services</p>	<p>An on-board survey is typically completed annually to collect input from Sunshine Bus users. The most recent on-board surveys were completed February 2021 and July 2020. Additional input (from paratransit customers, bus drivers, elected officials, stakeholders and public) was collected for the recent 2021 Major TDP Update through surveys and meetings.</p>
<p>Objective 1.3 – Develop passenger amenities that best respond to local conditions.</p>	<p>On-going.</p>
<p>Objective 1.3 - Review and enhance employee customer service training programs and tools, including bus operator courtesy training.</p>	<p>On-going</p>



<p>GOAL 2 - MOBILITY AND ACCESSIBILITY: Provide mobility and access to meet current and evolving mobility market needs and opportunities, and to improve the economy.</p>	
<p>Objective 2.1 - Continue to develop public transportation services that address the mobility needs of traditional transit customers.</p>	<p>On-going. Survey results continue to indicate that most riders are dependent on Sunshine Bus transit service.</p>
<p>Objective 2.2 - Encourage the use of public transportation by all residents of St. Johns County and municipalities within.</p>	<p>On-going.</p>
<p>Objective 2.3 – Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area.</p>	<p>Modified the Purple Line to connect St. Augustine and Murabella/World Golf Village along SR 16 on July 12, 2021.</p>
<p>Objective 2.4 - Decrease barriers to mobility and accessibility.</p>	<p>On-going. Evaluated changes to the Teal Line to add service and access to additional community destinations.</p>
<p>Objective 2.5 -Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.</p>	<p>On-going.</p>



<p>GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION: Enhance and improve multimodal coordination and connectivity to promote travel efficiencies and effectiveness.</p>	
<p>Objective 3.1 - Continue the cooperative culture between St. Johns County, the Council on Aging and other mobility service partners.</p>	<p>On-going coordination between St. Johns County and the SJCCOA.</p>
<p>Objective 3.2 - Coordinate transportation services and facilitate connections across jurisdictional boundaries and/or between public transportation modes and services.</p>	<p>On-going coordination with JTA regarding the St. Johns Express Select, connecting downtown Jacksonville and St. Augustine. On-going attendance at Northeast Florida Regional Transit Working Group meetings.</p>
<p>Objective 3.3 - Continue to participate in state, regional and local coordination efforts to maintain consistency between St. Johns County programs and initiatives and other plans and programs.</p>	<p>On-going coordination with partners such as JTA, Ride Solutions, North Florida TPO, the Northeast Florida Regional Council and FDOT, particularly as part of the Northeast Florida Regional Transit Working Group. On-going coordination with JTA regarding the St. Johns Express Select, connecting downtown Jacksonville and St. Augustine.</p>
<p>GOAL 4 – EFFECTIVENESS AND EFFICIENCY: Provide an Effective and Efficient Public Transportation System.</p>	
<p>Objective 4.1 - Identify methods to operate more effective and efficient service, while maintaining and increasing ridership levels.</p>	<p>Recently streamlined bus routes by decreasing overlapping portions of the Blue and Orange Lines south of SR 312 and by concentrating the Conn-Ex Line service along US-1.</p>
<p>Objective 4.2 - Encourage paratransit riders to use the deviated fixed route service, for those who can ride the deviated fixed route service.</p>	<p>The SJCCOA continues to provide Sunshine Bus passes for TD riders.</p>
<p>Objective 4.3 - Implement service enhancements that will attract additional riders, including those who are not dependent on public transportation.</p>	<p>On-going efforts to implement technology enhancements that will communicate real-time service information to customers and potentially attract additional riders.</p>
<p>Objective 4.4 - Increase passenger revenues per mile and per hour.</p>	<p>Modified the Purple Line to connect St. Augustine and Murabella/World Golf Village along SR 16 on July 12, 2021.</p>



<p>GOAL 5 – QUALITY OF LIFE: Enhance economic prosperity, livability and environmental sustainability within the service area.</p>	
<p>Objective 5.1 - Support economic development initiatives.</p>	<p>On-going. Previously partnered with JTA to incorporate a bus stop at the recently developed Pavilion at Durbin Park, located in northwest St. Johns County at the intersection of Race Track Rd. and Bartram Park Blvd. The Pavilion at Durbin Park is a retail development and the first phase of a mixed-use development.</p>
<p>Objective 5.2 - Pursue the development of transit-friendly land use policies and land development criteria.</p>	<p>On-going.</p>
<p>Objective 5.3 - Ensure that Future Land Use Maps and other comprehensive plan components support the development of public transit service.</p>	<p>On-going.</p>
<p>GOAL 6 – EDUCATION AND TRAINING: Inform the community on the value of a quality public transit system and develop a highly qualified Sunshine Bus workforce.</p>	
<p>Objective 6.1 - Enhance the image and visibility of transit in the community.</p>	<p>Regular updates to the SJCCOA website to communicate bus system changes. On-going advertising contract that allows advertising on Sunshine Bus vehicles, potentially enhancing visibility within the community.</p>
<p>Objective 6.2 - Develop on-going outreach programs designed to educate the public about available transportation alternatives.</p>	<p>On-going updates to the SJCCOA website to communicate bus system changes.</p>
<p>Objective 6.3 - Enhance staff recruitment, retention and development efforts.</p>	<p>On-going.</p>



GOAL 7 – CAPITAL IMPROVEMENTS: Establish the appropriate infrastructure necessary to maintain and expand deviated fixed route and paratransit services in the future.	
Objective 7.1 - Acquire vehicles and associated equipment for fleet replacement and expansion.	On-going effort to meet vehicle and equipment needs as funding is available.
Objective 7.2 - Establish designated bus stops with signage and shelters as funds and locations are made available.	On-going.
Objective 7.3 - Continue to monitor and enhance bus facility capacity and equipment needs.	On-going.
Objective 7.4 - Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.	On-going.



4.0 Implementation Program Revisions for the Coming Year

Table 2.1, contained in section 2, summarizes the implementation program and expectations for the coming year. Table 2.1 is consistent with the implementation plan developed in the most recent Major Update of the TDP. In addition to Table 2.1, the following items describe conditions that may impact the coming year.

- Due to customer requests, SJCCOA and St. Johns County personnel are considering options to provide service to and from the Avenues Mall/Walk area in Jacksonville.
- The City of St. Augustine is partnering with Hometown Trolley to offer a circulator or shuttle service in downtown St. Augustine to help improve mobility for individuals from the visitor center parking garage and other downtown parking areas. The service operates seven days per week operating 10 a.m. to 10 p.m. The goal is to reduce congestion and improve parking issues in St. Augustine.

5.0 Revised Program and Recommendations – Tenth Year

Implementation items contained in the new tenth year of this plan were developed using the information and assessments contained in this progress report. Service for year 2032, the new tenth year of the plan, is expected to maintain year 2031 service levels. Similarly, the plan's current capital enhancement assumptions are anticipated to continue through year 2032. Goals, objectives and recommendations, will be reviewed and updated every five years during Major TDP Updates or as needed.



6.0 Revised Financial Plan

The financial plan includes estimated costs and financial resources for a ten-year period and has been modified in this document to reflect the 2023 – 2032 time-period. The ten-year financial update includes planning level cost estimates for public transit services over the next ten years. Anticipated revenues were used to develop estimates of financial resources. The financial plan is summarized in Tables 6.1 through 6.9.

- Table 6.1, Capital and Operating Assumptions, contains operating costs from the 2020 National Transit Database (NTD). The 2020 NTD costs are higher than the 2019 NTD costs contained in last year's TDP Major Update. Deviated fixed route NTD costs increased approximately 10% between 2019 and 2020. Demand response NTD costs increased approximately 6% and 11%, per revenue hour and per revenue mile, respectively. Additionally, estimated inflation rates increased from an average of 3.0% to 4.5% across the 10-year plan.
- Tables 6.2 and 6.3, depict service and implementation characteristics, respectively, for both the deviated fixed route and demand response systems. These tables assume no major service changes from last year when the major TDP update was completed.
- Using the information contained in Tables 6.1 through 6.3, Table 6.4 (Operating Costs) estimates operating expenses over the ten-year period.
- Table 6.5, Capital Needs and Costs, depicts cost estimates for capital enhancements.
- Tables 6.6 and 6.7 provide summaries for TDP costs and revenues. Costs to provide the proposed transit services are approximately \$70.9 million over the ten-year period. Revenues are estimated to be \$52.1 million over the same time-period, leaving approximately \$18.8 million in unfunded needs.



Table 6.1 Capital and Operating Assumptions

Assumption	Estimated Cost	Notes/Source
Deviated Fixed route Operating Cost per Revenue Hour	\$64.02	FY 2020 National Transit Database, St. Johns County
Deviated Fixed route Operating Cost per Revenue Mile	\$3.04	FY 2020 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Hour	\$48.52	FY 2020 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Mile	\$4.75	FY 201920 National Transit Database, St. Johns County
Operating Cost Inflation Rate (10-year average)	4.5%	7% in the short-term, decreased gradually to 3% by year seven
Capital Cost Inflation Rate (10-year average)	4.5%	7% in the short-term, decreased gradually to 3% by year seven



Table 6.2 Service Characteristics

Service Type/Mode	Description	Headway (minutes)			Revenue Hours			Revenue Miles			Annual Days of Service			Annual Hours	Annual Miles	Annual Operating Cost
		Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday			
Maintain Existing Deviated Fixed Route Service													TOTALS:	33,226	574,182	\$2,127,116
Route #1 - Orange	Maintain Existing Fixed Route	133	133	0	13.1	13.3	0	168	168	0	255	52	0	4,032	51,576	\$258,135
Route #2 - Blue	Maintain Existing Fixed Route	133	133	0	13.1	13.3	0	121	121	0	255	52	0	4,032	37,270	\$258,135
Route #3 - Red	Maintain Existing Fixed Route	133	133	0	13.7	13.3	0	130	130	0	255	52	0	4,185	39,757	\$267,930
Route #4 - Green	Maintain Existing Fixed Route	133	133	0	13.7	13.3	0	228	228	0	255	52	0	4,185	70,119	\$267,930
Route #5 – H. Circulator	Maintain Existing Fixed Route	114	114	0	12.8	13.3	0	312	312	0	255	52	0	3,956	95,815	\$253,238
Route #6 - Teal	Maintain Existing Fixed Route	146	146	0	13.3	13.3	0	288	288	0	255	52	0	4,083	88,508	\$261,400
Route #7 - Conn-Ex	Maintain Existing Fixed Route	71	71	0	28.9	26.6	0	623	623	0	255	52	0	8,753	191,138	\$560,348
Demand Response Service													TOTALS:	31,001	332,650	\$1,504,169
Demand Response	Paratransit Service				117.8	18.5	0	1,278	130	0	255	52	0	31,001	332,650	\$1,504,169
Modifications to Deviated Fixed Route Service																
Modify Purple	Connect to Murabella/WGV	133	133	0	14.60	14.60	0	340	340	0	255	52	0	4,482	104,441	\$286,950
Modify Conn-Ex	Route Realignment	71	71	0	-5.20	0.40	0	-59	-59	0	255	52	0	-1,305	-17,990	-\$54,690
Modify Blue	Route Realignment	133	133	0	0.10	0.00	0	23	23	0	255	52	0	25	7,122	\$1,633



Table 6.3 Service Implementation Plan

Service Type/Mode	Description	Implementation Year	Annual Operating Cost	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
			2021										
Maintain Existing Deviated Fixed Route Service													
Route #1 - Orange	Maintain Existing Fixed Route	2021	\$258,135	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #2 - Blue	Maintain Existing Fixed Route	2021	\$258,135	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #3 - Red	Maintain Existing Fixed Route	2021	\$267,930	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #4 - Green	Maintain Existing Fixed Route	2021	\$267,930	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #5 – H. Circulator	Maintain Existing Fixed Route	2021	\$253,238	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #6 - Teal	Maintain Existing Fixed Route	2021	\$261,400	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #7 - Conn-Ex	Maintain Existing Fixed Route	2021	\$560,348	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Maintain Existing Demand Response Service													
Existing Demand Response	Paratransit Service	2021	\$1,504,169	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modifications to Deviated Fixed Route Service													
Modify Purple	Connect to Murabella/WGV	2021	\$286,950	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Conn-Ex	Route Realignment	2021	-\$54,690	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Blue	Route Realignment	2021	\$1,633	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



Table 6.4 Operating Costs

Service Type/Mode	Description	Annual Operating Cost	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	Total
Maintain Existing Deviated Fixed Route Service		\$2,127,116	\$2,322,864	\$2,427,392	\$2,536,625	\$2,650,773	\$2,770,058	\$2,894,711	\$3,024,973	\$3,161,096	\$3,303,346	\$3,451,996	\$28,543,834
Route #1 - Orange	Maintain Existing Route	\$258,135	\$281,890	\$294,575	\$307,831	\$321,683	\$336,159	\$351,286	\$367,094	\$383,613	\$400,876	\$418,915	\$3,463,922
Route #2 - Blue	Maintain Existing Route	\$258,135	\$281,890	\$294,575	\$307,831	\$321,683	\$336,159	\$351,286	\$367,094	\$383,613	\$400,876	\$418,915	\$3,463,922
Route #3 - Red	Maintain Existing Route	\$267,930	\$292,586	\$305,753	\$319,512	\$333,890	\$348,915	\$364,616	\$381,024	\$398,170	\$416,087	\$434,811	\$3,595,363
Route #4 - Green	Maintain Existing Route	\$267,930	\$292,586	\$305,753	\$319,512	\$333,890	\$348,915	\$364,616	\$381,024	\$398,170	\$416,087	\$434,811	\$3,595,363
Route #5 - Hastings Circulator	Maintain Existing Route	\$253,238	\$276,542	\$288,986	\$301,990	\$315,580	\$329,781	\$344,621	\$360,129	\$376,335	\$393,270	\$410,967	\$3,398,202
Route #6 - Teal	Maintain Existing Route	\$261,400	\$285,455	\$298,301	\$311,724	\$325,752	\$340,411	\$355,729	\$371,737	\$388,465	\$405,946	\$424,214	\$3,507,736
Route #7 - Conn-Ex	Maintain Existing Route	\$560,348	\$611,914	\$639,450	\$668,225	\$698,295	\$729,719	\$762,556	\$796,871	\$832,730	\$870,203	\$909,362	\$7,519,326
Demand Response Service		\$1,504,169	\$1,722,966	\$1,844,026	\$1,973,591	\$2,112,259	\$2,260,671	\$2,419,511	\$2,589,511	\$2,771,455	\$2,966,183	\$3,174,594	\$23,834,766
Demand Response	Paratransit Service	\$1,504,169	\$1,722,966	\$1,844,026	\$1,973,591	\$2,112,259	\$2,260,671	\$2,419,511	\$2,589,511	\$2,771,455	\$2,966,183	\$3,174,594	\$23,834,766
Modifications to Deviated Fixed Route Service		\$233,893	\$267,915	\$286,739	\$306,886	\$328,449	\$351,526	\$376,225	\$402,659	\$430,951	\$461,231	\$493,638	\$3,956,546
Modify Purple	Connect to Murabella/WGV	\$286,950	\$328,691	\$351,785	\$376,502	\$402,956	\$431,269	\$461,570	\$494,001	\$528,711	\$565,859	\$605,618	\$4,854,074
Modify Conn-Ex	Route Realignment	(\$54,690)	(\$62,645)	(\$67,047)	(\$71,758)	(\$76,800)	(\$82,196)	(\$87,971)	(\$94,152)	(\$100,768)	(\$107,848)	(\$115,425)	(\$925,143)
Modify Blue	Route Realignment	\$1,633	\$1,870	\$2,001	\$2,142	\$2,292	\$2,454	\$2,626	\$2,810	\$3,008	\$3,219	\$3,445	\$27,616
Projected Annual Operating Costs - Existing Deviated Fixed Route Service		\$2,127,116	\$2,322,864	\$2,427,392	\$2,536,625	\$2,650,773	\$2,770,058	\$2,894,711	\$3,024,973	\$3,161,096	\$3,303,346	\$3,451,996	\$28,543,834
Projected Annual Operating Costs - TD Service		\$1,504,169	\$1,722,966	\$1,844,026	\$1,973,591	\$2,112,259	\$2,260,671	\$2,419,511	\$2,589,511	\$2,771,455	\$2,966,183	\$3,174,594	\$23,834,766
Projected Annual Operating Costs - Proposed Net Change in Deviated Fixed Route Service		\$233,893	\$267,915	\$286,739	\$306,886	\$328,449	\$351,526	\$376,225	\$402,659	\$430,951	\$461,231	\$493,638	\$3,956,546



Table 6.5 Capital Needs and Costs

Capital Needs	Unit Cost 2021	10-Year Need	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032										
Deviated Fixed Route Vehicle Requirements																						
Replacement Buses - Maintain service (27' cutaway)	\$115,320	8	2	\$263,199	0	\$0	2	\$287,419	0	\$0	0	\$0	2	\$327,993	0	\$0	2	\$358,177	0	\$0	0	\$0
Replacement Passenger Vans - Maintain service	\$115,320	14	0	\$0	2	\$275,042	0	\$0	5	\$750,883	0	\$0	0	\$0	2	\$342,753	0	\$0	5	\$935,737	0	\$0
Modify Purple	\$115,320	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Modify Conn-Ex	\$115,320	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Modify Blue	\$115,320	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Total		22	2	\$263,199	2	\$275,042	2	\$287,419	5	\$750,883	0	\$0	2	\$327,993	2	\$342,753	2	\$358,177	5	\$935,737	0	\$0
Other Revenue Vehicles																						
Demand Response Replacement - Maintain Service (23' cutaway)	\$86,150	41	2	\$196,623	2	\$205,471	8	\$858,869	0	\$0	7	\$820,668	4	\$490,056	2	\$256,054	9	\$1,204,095	1	\$139,809	1	\$146,100
Minivans for Demand Response Service	\$48,350	6	3	\$165,526	0	\$0	0	\$0	0	\$0	0	\$0	3	\$206,276	0	\$0	0	\$0	0	\$0	0	\$0
Demand Response Expansion	\$86,150	14	1	\$98,311	1	\$102,735	1	\$107,359	0	\$0	3	\$351,715	2	\$245,028	2	\$256,054	2	\$267,577	0	\$0	0	\$0
Minivans for Demand Response Service - Expansion	\$48,350	1	1	\$55,175	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Total		62	7	\$515,636	3	\$308,206	9	\$966,227	0	\$0	10	\$1,172,382	9	\$941,360	4	\$512,108	11	\$1,471,671	1	\$139,809	1	\$146,100
Support Vehicles																						
Replacement Cars - Maintain Existing Service	\$0	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Total		0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Other Transit Infrastructure																						
Bus Stop Signs	\$2,500	10	5	\$14,265	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Shelters	\$15,000	11	1	\$17,117	1	\$17,888	1	\$18,693	1	\$19,534	1	\$20,413	1	\$21,332	1	\$22,291	1	\$23,295	1	\$24,343	1	\$25,438
New Park and Ride Bus Bay	\$200,000	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Bus Pull Outs	\$150,000	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Software Purchase/Installation Update	\$10,000	11	1	\$11,412	1	\$11,925	1	\$12,462	1	\$13,023	1	\$13,609	1	\$14,221	1	\$14,861	1	\$15,530	1	\$16,229	1	\$16,959
Training	\$2,000	11	1	\$2,282	1	\$2,385	1	\$2,492	1	\$2,605	1	\$2,722	1	\$2,844	1	\$2,972	1	\$3,106	1	\$3,246	1	\$3,392
Misc. Equipment	\$85,000	7	0	\$0	0	\$0	1	\$105,925	0	\$0	1	\$115,673	0	\$0	1	\$126,318	1	\$132,002	1	\$137,943	1	\$144,150
Bus Shelter Amenities	\$1,000	11	1	\$1,141	1	\$1,193	1	\$1,246	1	\$1,302	1	\$1,361	1	\$1,422	1	\$1,486	1	\$1,553	1	\$1,623	1	\$1,696
Administrative Expenses	\$85,000	11	1	\$96,999	1	\$101,364	1	\$105,925	1	\$110,692	1	\$115,673	1	\$120,879	1	\$126,318	1	\$132,002	1	\$137,943	1	\$144,150
Preventive Maintenance	\$200,000	11	1	\$228,233	1	\$238,504	1	\$249,236	1	\$260,452	1	\$272,172	1	\$284,420	1	\$297,219	1	\$310,594	1	\$324,571	1	\$339,176
Total		76	11	\$371,450	6	\$373,258	7	\$495,980	6	\$407,607	7	\$541,623	6	\$445,117	7	\$591,466	7	\$618,082	7	\$645,896	7	\$674,961
Vehicle Cost for Maintain Existing Vehicles				\$625,348		\$480,513		\$1,146,288		\$750,883		\$820,668		\$1,024,325		\$598,807		\$1,562,272		\$1,075,546		\$146,100
Other Infrastructure Cost				\$371,450		\$373,258		\$495,980		\$407,607		\$541,623		\$445,117		\$591,466		\$618,082		\$645,896		\$674,961
Vehicle Cost for Additional/New Service				\$153,487		\$102,735		\$107,359		\$0		\$351,715		\$245,028		\$256,054		\$267,577		\$0		\$0
Total Capital Cost				\$1,150,284		\$956,507		\$1,749,627		\$1,158,491		\$1,714,005		\$1,714,470		\$1,446,327		\$2,447,930		\$1,721,441		\$821,061



Table 6.6 10-Year TDP Cost Summary

Alternatives	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	Total
Maintain Existing Deviated Fixed Route Service	\$2,804,025	\$2,972,958	\$3,212,666	\$3,809,264	\$2,959,966	\$3,422,793	\$3,703,137	\$3,869,778	\$4,884,978	\$4,126,957	\$35,766,523
Demand Response Service	\$2,238,602	\$2,152,232	\$2,939,818	\$2,112,259	\$3,433,054	\$3,360,870	\$3,101,619	\$4,243,126	\$3,105,992	\$3,320,694	\$30,008,266
Net Change in Dev. Fixed Route with Proposed Improvements	\$421,402	\$389,475	\$414,245	\$328,449	\$703,241	\$621,253	\$658,714	\$698,528	\$461,231	\$493,638	\$5,190,174
TOTAL EXPENSES	\$5,464,029	\$5,514,665	\$6,566,729	\$6,249,972	\$7,096,261	\$7,404,917	\$7,463,470	\$8,811,433	\$8,452,201	\$7,941,289	\$70,964,964

Table 6.7 10-Year TDP Revenue Summary

Revenue Sources	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	Total
Federal											
FTA 5307	\$1,513,886	\$1,576,320	\$1,780,724	\$1,803,580	\$1,826,766	\$1,850,287	\$1,874,149	\$1,898,356	\$1,922,914	\$1,947,830	\$17,994,812
FTA 5339	\$41,750	\$41,750	\$41,750	\$41,750	\$41,750	\$41,750	\$41,750	\$41,750	\$41,750	\$41,750	\$417,500
FTA 5310	\$121,881	\$123,100	\$124,331	\$125,574	\$126,830	\$128,098	\$129,379	\$130,673	\$131,980	\$133,299	\$1,275,145
FTA 5311	\$395,672	\$399,629	\$403,625	\$407,661	\$411,738	\$415,855	\$420,014	\$424,214	\$428,456	\$432,741	\$4,139,605
STP	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$2,500,000
State											
State Block Grant	\$581,146	\$595,675	\$610,567	\$625,831	\$641,476	\$657,513	\$673,951	\$690,800	\$708,070	\$725,772	\$6,510,801
TD Commission	\$553,109	\$577,999	\$604,009	\$631,189	\$659,593	\$689,274	\$720,292	\$752,705	\$786,577	\$821,973	\$6,796,719
FDOT Commuter Assistance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FDOT Service Development	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Local and Private											
Farebox Revenue	\$213,064	\$217,325	\$221,672	\$226,105	\$230,627	\$235,240	\$239,945	\$244,744	\$249,638	\$254,631	\$2,332,991
Local Match (County)	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$2,764,890
Local Non-Govt (Private Pay)	\$93,719	\$97,936	\$102,343	\$106,949	\$111,762	\$116,791	\$122,047	\$127,539	\$133,278	\$139,275	\$1,151,639
Agency Match	\$314,397	\$328,545	\$343,329	\$358,779	\$374,924	\$391,796	\$409,427	\$427,851	\$447,104	\$467,224	\$3,863,376
Advertising Contract	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$2,400,000
TOTAL REVENUE	\$4,595,113	\$4,724,768	\$4,998,839	\$5,093,908	\$5,191,956	\$5,293,094	\$5,397,441	\$5,505,120	\$5,616,256	\$5,730,984	\$52,147,477
TOTAL COST	\$5,464,029	\$5,514,665	\$6,566,729	\$6,249,972	\$7,096,261	\$7,404,917	\$7,463,470	\$8,811,433	\$8,452,201	\$7,941,289	\$70,964,964
TOTAL UNFUNDED NEEDS	\$868,916	\$789,897	\$1,567,890	\$1,156,064	\$1,904,305	\$2,111,822	\$2,066,028	\$3,306,313	\$2,835,945	\$2,210,305	\$18,817,486

7.0 Revised Projects or Services to meet Goals and Objectives

Table 2.1 beginning on page 4 summarizes the implementation program. There are no revisions to the list of projects since the Major TDP Update was completed and approved last year.



St. Johns County Pier Bus Stop, St. Augustine Beach



APPENDIX A1: PUBLIC INVOLVEMENT SUMMARY (WITH LIMITED ENGLISH PROFICIENCY UPDATE)



A1. Public Involvement Summary

Appendix A1 updates the on-board survey and Limited English Proficiency (LEP) analysis.

Summary of Rider Survey

Survey Process

Customers riding the Sunshine Bus deviated fixed route system were surveyed Friday, April 1, 2022. As in past years, the purpose of the survey was to collect information on rider demographics, travel characteristics and satisfaction with the service. A total of 29 surveys were completed (Table A.1).

Table A.1 Surveys Collected

Bus Route	Number of Surveys Collected
Blue	5
Green	3
Red	5
Orange	4
Teal	6
Circulator	6
Total Surveys	29

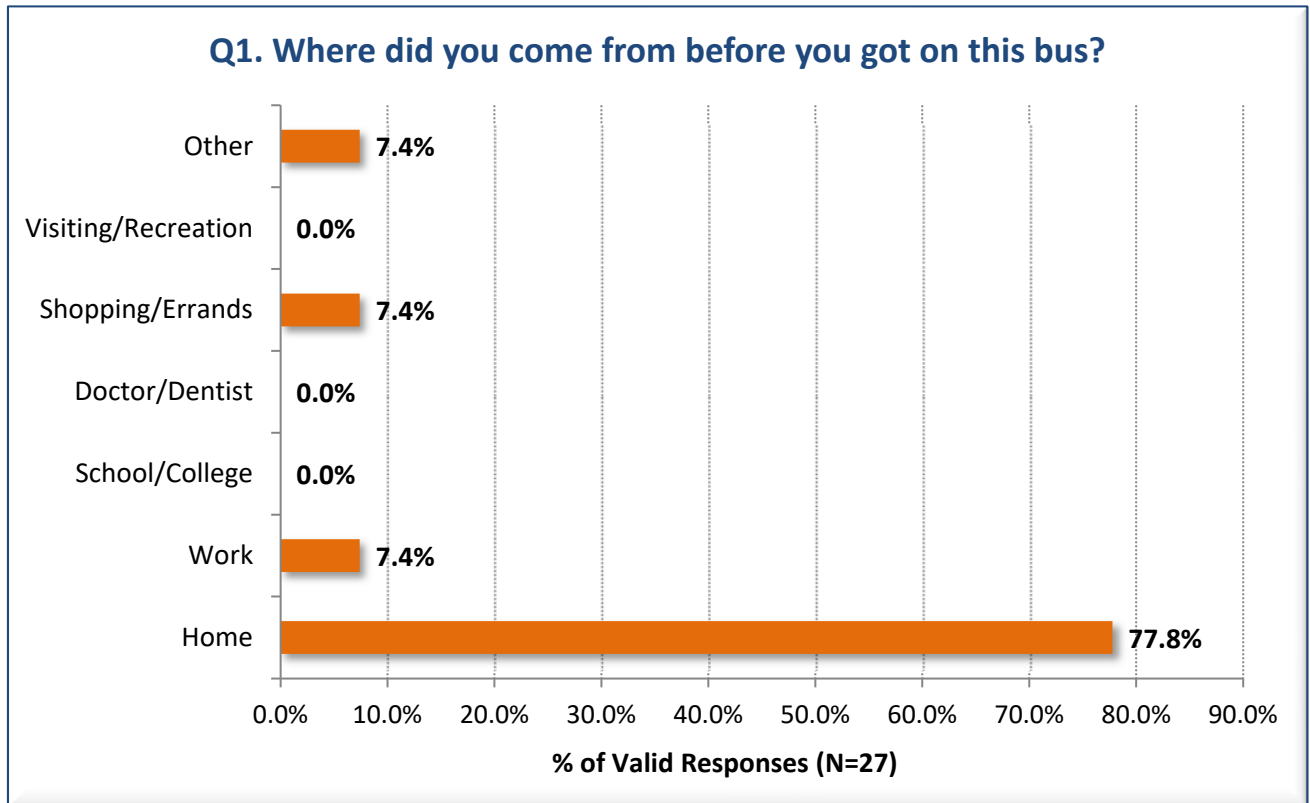
A summary of survey results follows. The survey instrument and survey charts/tables for all survey questions are included in Appendices A2 and A3, respectively.



Survey Results

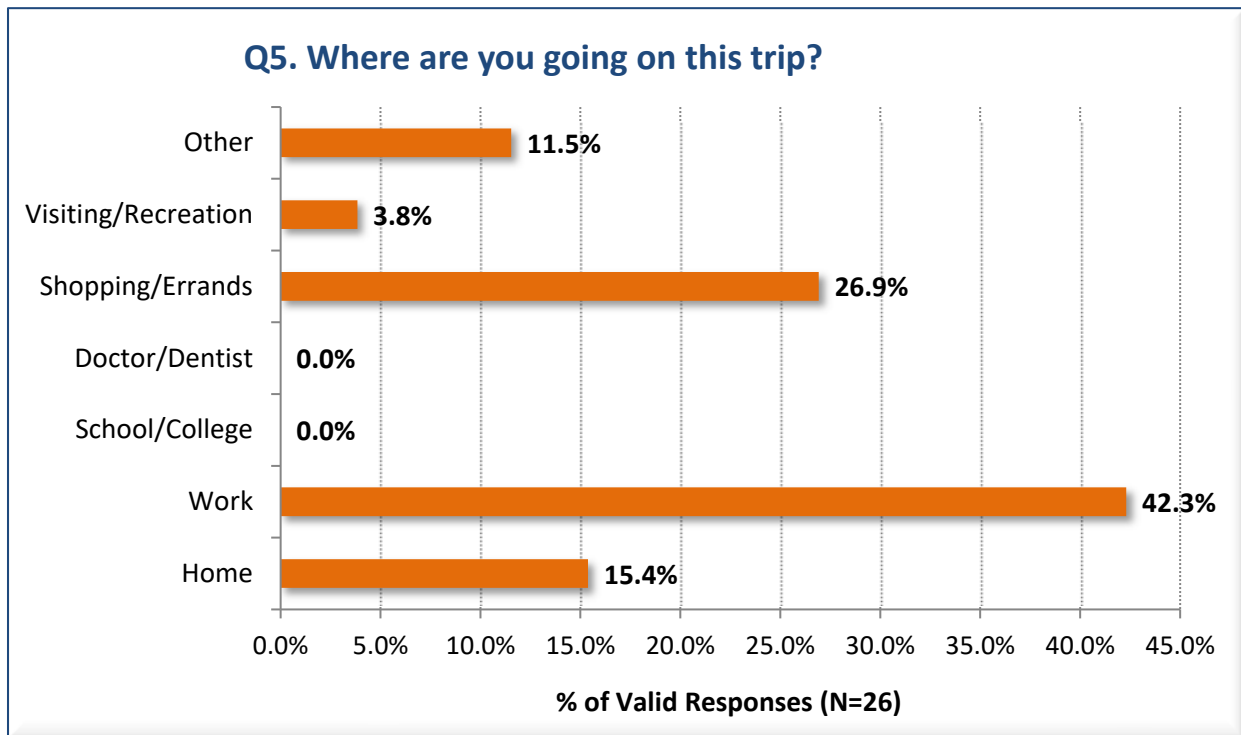
Most survey respondents began their bus trip at home. As shown in Figure A.1, 77.8% of riders surveyed came from home before getting on the bus. The last three surveys also reported that most riders surveyed came from home prior to boarding the transit vehicle (57.1% in 2019, 85.7% in 2020 and 73.9% in 2021).

Figure A.1 Where Riders Came From (Origin)



In Figure A2, survey results revealed that 42.3% of Sunshine Bus riders¹ take transit to work, followed by shopping/errands (26.9%) and home (15.4%). These three destinations also received the highest responses for the previous three surveys, during years 2021, 2020 and 2019.

Figure A.2 Where Riders Were Going (Destination)



Survey question number three (Figure A.3) asked how survey participants arrived at the bus stop. Three-quarters of riders surveyed (75.9%) walked 0-3 blocks to arrive at their bus stop and 13.8% rode a bicycle.

Question number eight (Figure A.4) asked riders how they will get to their final destinations. Fifty percent of riders surveyed (50.0%) planned to walk 0-3 blocks to their destination, 28.1% planned to transfer to another Sunshine Bus route and 12.5% planned to ride a bicycle.

¹ Of those that participated in the survey

Figure A.3 Means of Transportation to the Bus

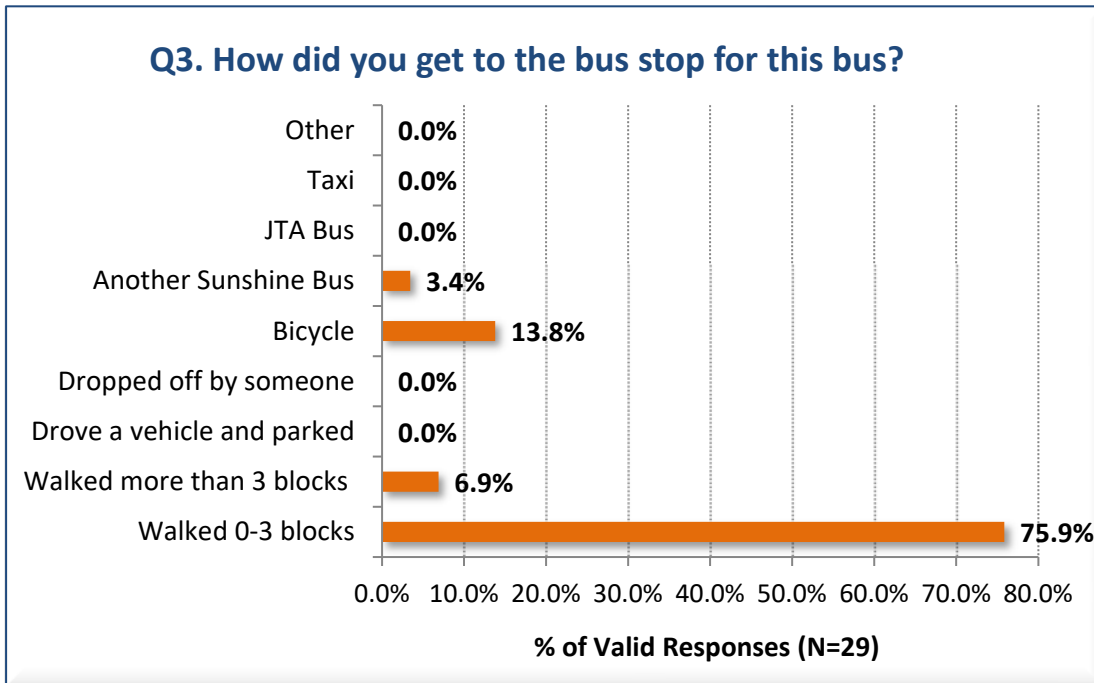


Figure A.4 Means of Transportation from the Bus

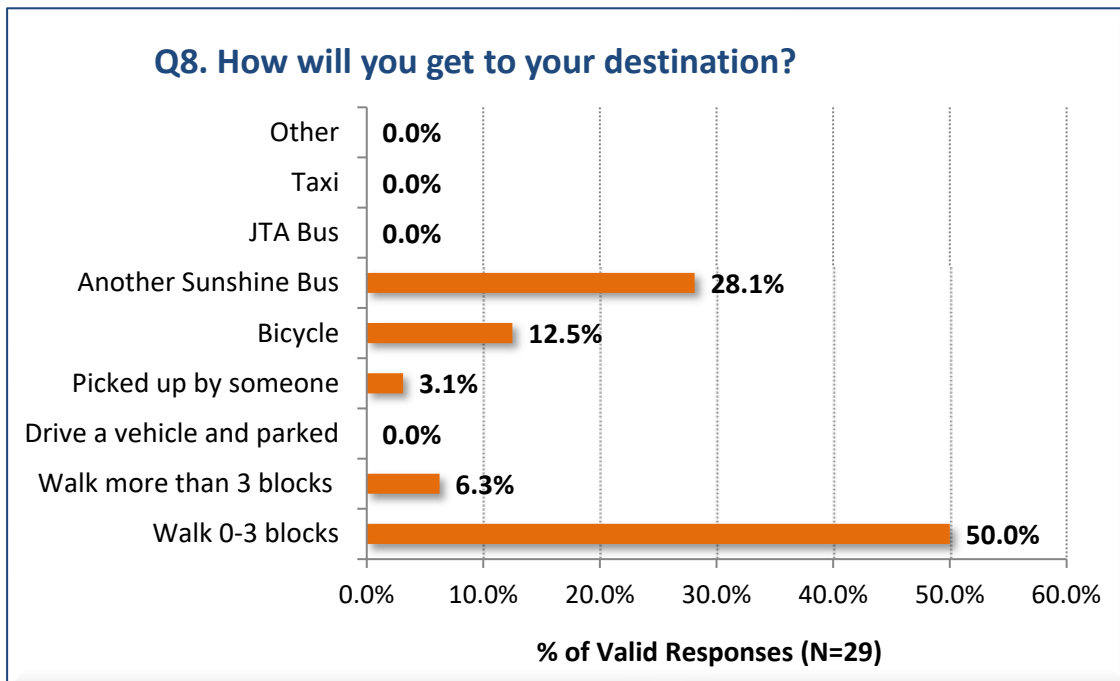
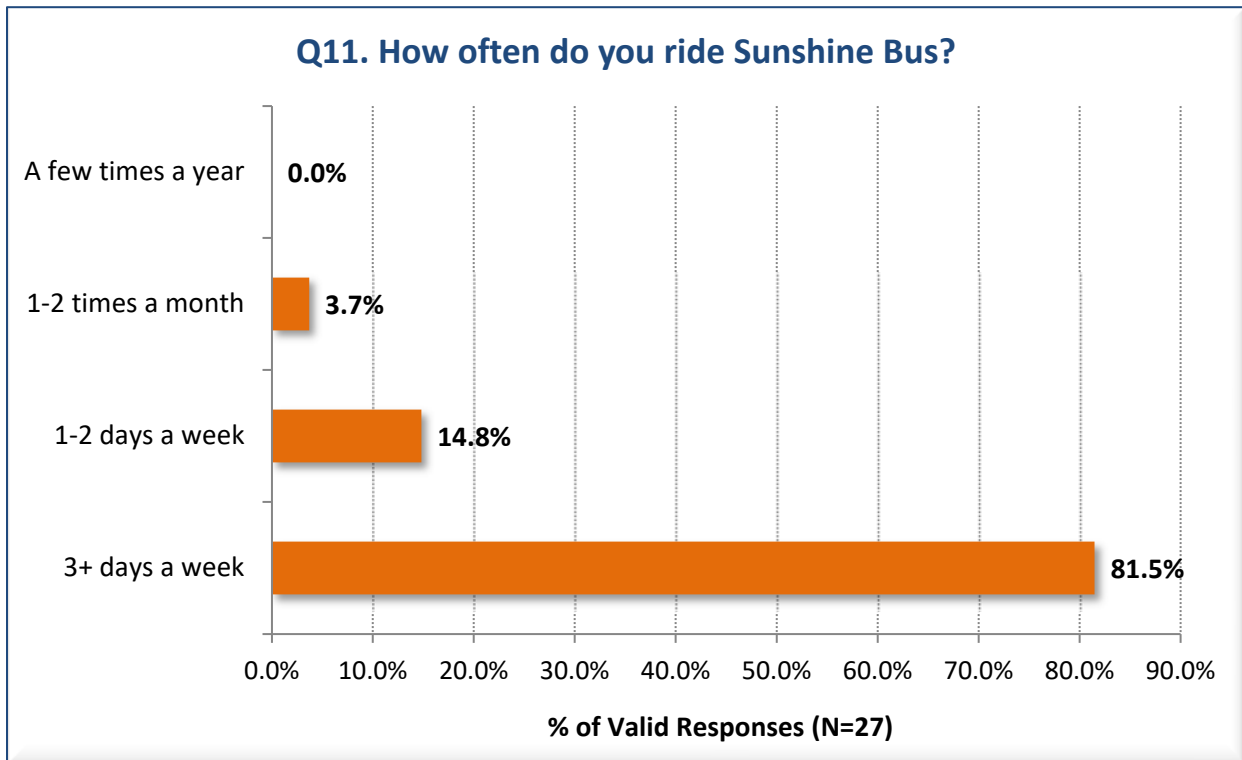




Figure A.5 indicates most deviated-fixed route riders are frequent riders. Most survey respondents indicated they rode the bus weekly (96.3%), with 81.5% riding three or more days a week and 14.8% riding 1 to 2 days a week.

Figure A.5 Frequency of Sunshine Bus Use



Bus riders were asked about other means of transportation they would use if Sunshine Bus were not available. Figure A.6 shows that about 30% would ride with someone, 12% would take a taxi and another 12% would ride Uber/Lyft. Almost 30% of survey respondents (up 11% from last year) would not make their trip if Sunshine Bus were not available, potentially indicating these bus riders would not have other transportation options available to them. No survey respondents replied that they would drive. Many indicated they either have no working, registered motor vehicle at home (51.9%) or no driver's license (34.6%), shown in Figures A.7 and A.8, respectively.

Figure A.6 Transportation Options

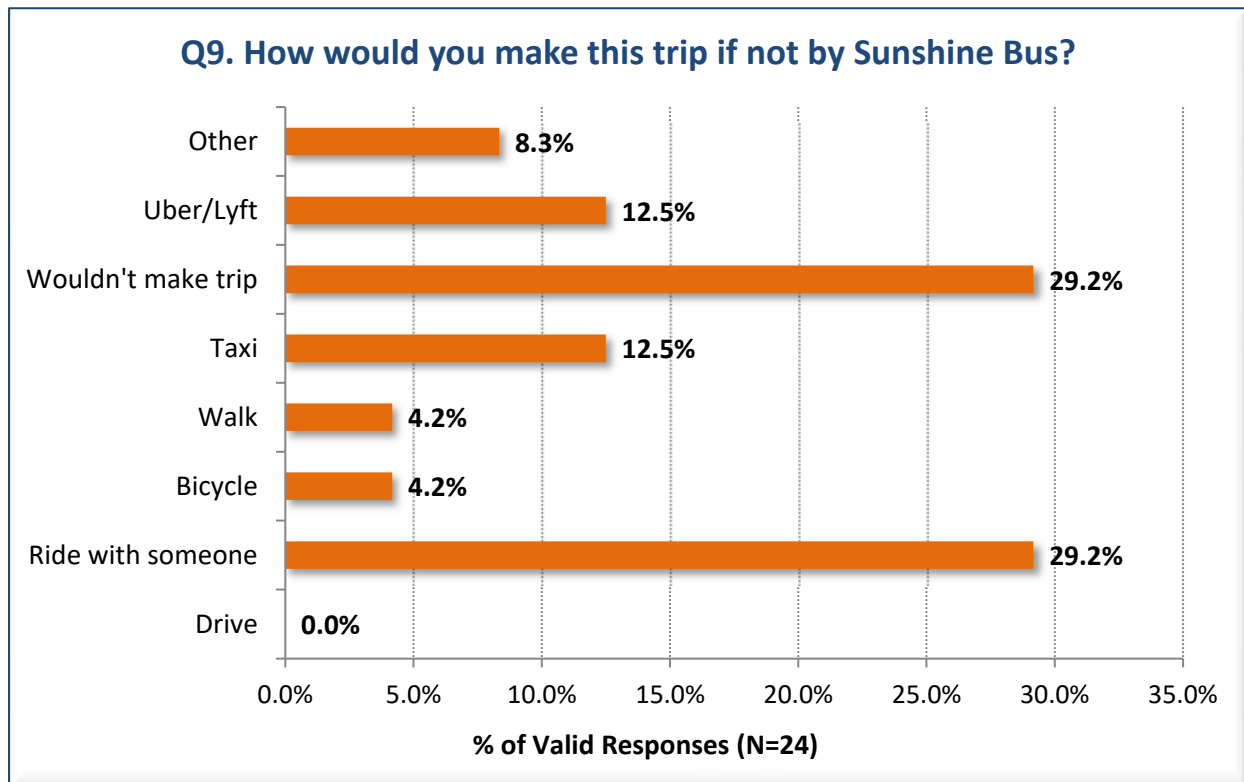


Figure A.7 Household Vehicles

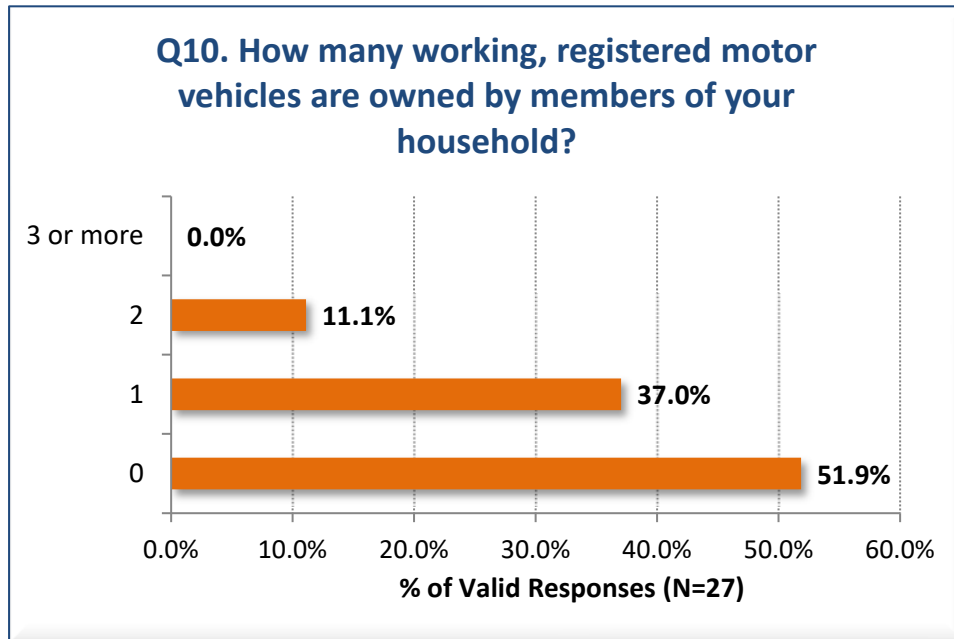
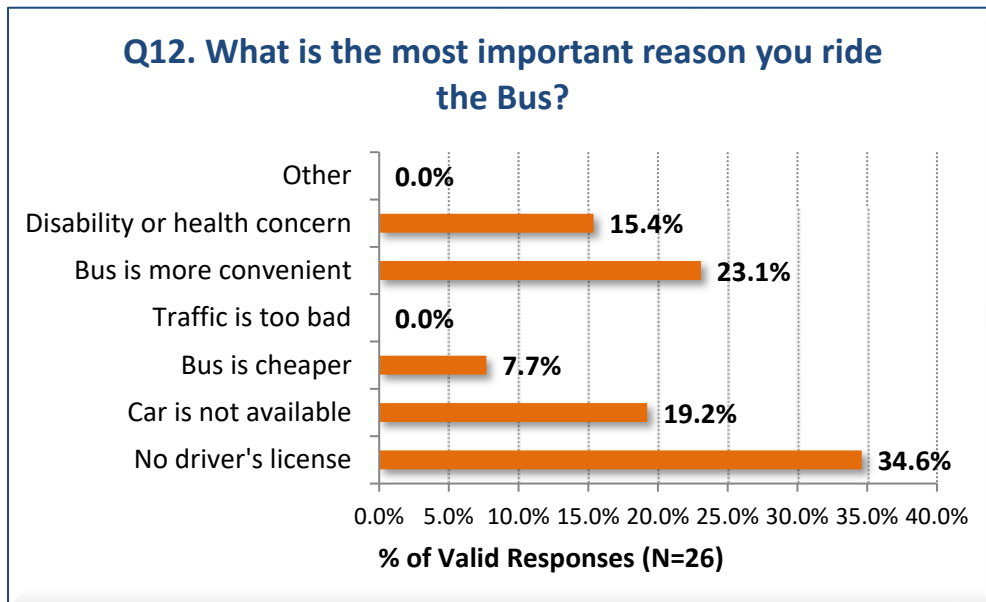
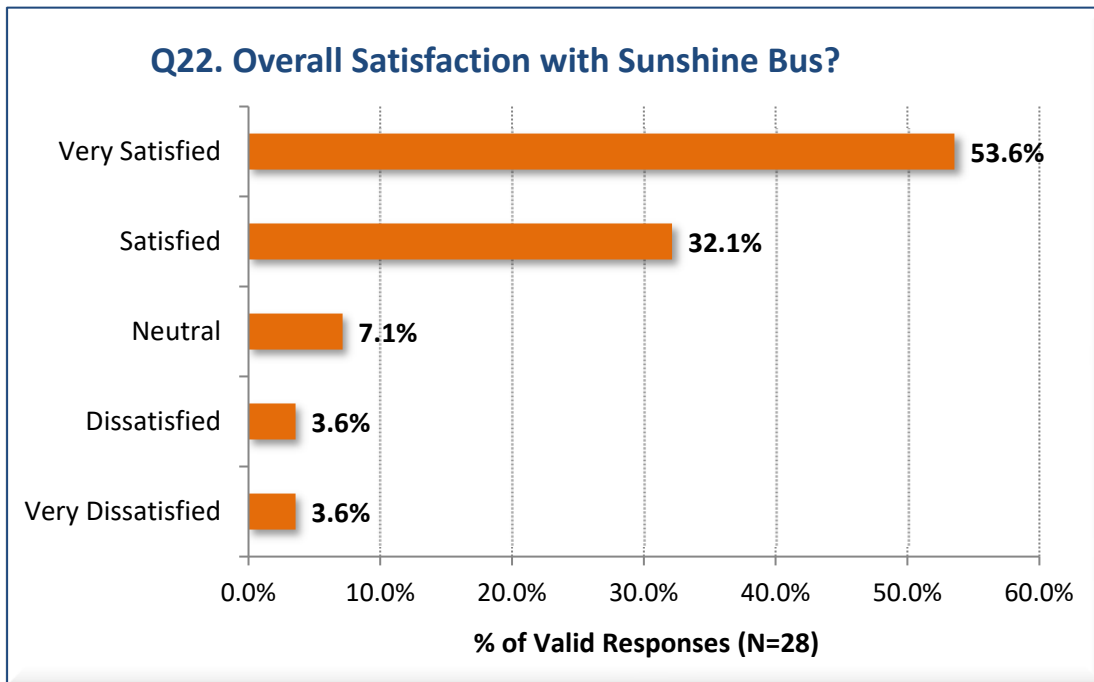


Figure A.8 Reasons why Riders Use Sunshine Bus



Question 22 asked how satisfied Sunshine Bus riders were with Sunshine Bus. Figure A.9 shows that 85.7% of survey respondents were either *very satisfied* or *satisfied*.

Figure A.9 Overall Satisfaction with Sunshine Bus



Bus riders were also asked for suggestions to improve Sunshine Bus service (question 23). Responses to these questions are listed in Appendix A.3.

Limited English Proficiency (LEP)

The federal government directs the U.S. Department of Transportation (DOT) to look at the services it provides, and make sure that individuals who have a limited ability to read, write, speak, or understand English (i.e., who are limited English proficient, or LEP), have access to those services. On August 16, 2000, the President signed Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency.” Then the U.S.DOT and FTA published LEP guidance in 2005 and 2007², respectively. As a result, public transportation

² Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,



providers that receive Federal Transit Administration (FTA) funding must take reasonable steps to ensure that LEP persons have meaningful access to public transportation.

A four-factor framework is outlined in Section V of the 2005 DOT LEP Guidance³ to help transit agencies ensure that limited-English members of their population have meaningful access to benefits, services and information. These four factors are: 1) Determine the number or proportion of LEP individuals eligible to be serviced or likely to be served by transit; 2) Determine the frequency with which LEP individuals come in contact with transit; 3) Determine the relative importance of transit provided by St. Johns County to peoples' lives; and 4) Assess the available resources to the transit system.

To address Factor 1, U.S. Census, American Community Survey (ACS) data for St. Johns County, Florida was used to determine the number and proportion of LEP individuals in the community.

Table A.2 shows that 2.3% of St. Johns County's population⁴ speaks English less than "very well." Of those, the predominant second language is Spanish. Almost 4% of the total county population five years and over speak Spanish at home (9,091 people), and 25.3% of that population (2,300 people) speak English less than "very well." These Spanish speaking residents who speak English less than "very well" represent a relatively small portion (1.0%) of the total St. Johns County population five years and over. The magnitude of these percentages is like the 2018 ACS data cited in the 2021 Major TDP.

³ Federal Register/Vol.70, No.239/December 14, 2005

⁴ County Population 5 Years and Over



Table A. 2 Population 5 Years and Over Who Speak a Language Other than English at Home

Language	Number of Speakers	% of Total County Population ⁵	% of Speakers that Speak English only or “Very Well”	% of Speakers that Speak English Less than “Very Well”	% of Total County Population Speaking English Less than “Very Well”
Spanish	9,091	3.9%	74.7%	25.3%	1.0%
Other Indo-European	6,307	2.7%	75.3%	24.7%	0.7%
Asian and Pacific Island	3,372	1.5%	65.3%	34.7%	0.5%
Other	947	0.4%	71.9%	28.1%	0.1%
Total	19,717	8.5%	73.1%	26.9%	2.3%

Source: American Community Survey, Table S1601: Language Spoken at Home, 2019, 5-Year Estimate

To determine the frequency with which LEP individuals utilize transit, the 2022 on-board survey asked, “Do you speak any other language(s) besides English at home?” All survey respondents (100%) stated that they do not speak any languages besides English at home.

The below questions on the survey provide information concerning the relative importance of Sunshine Bus to people’s lives:

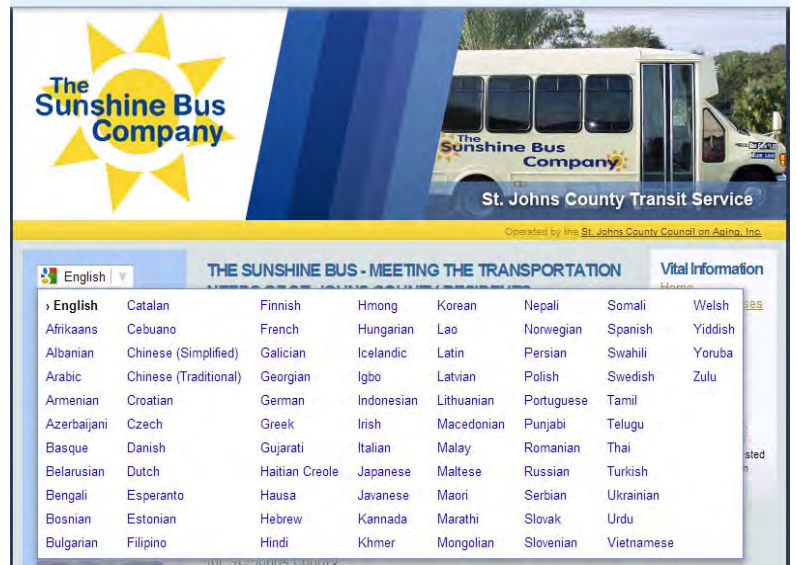
- “How would you make this trip if not by Sunshine Bus?”
- “How many working, registered motor vehicles are owned by members of your household?”
- “What is the most important reason you ride the bus?” and
- “How often do you ride?”

Most riders surveyed (81.5%) said they ride the bus three or more days a week. Half of the respondents indicated they had no working, registered vehicle at home (51.9%) and one-third reported they had no driver’s license (34.6%). About 30% would not have made the trip if Sunshine Bus were not available.

⁵ % of Total County Population 5 Years and Older



On July 16, 2019, the St. Johns County BOCC adopted the current Title VI Plan. Like the prior plan, the new Title VI Plan includes a Language Assistance Plan (LAP). In addition to utilizing U.S. Census ACS and survey data, the LAP contains a list of language assistance strategies the County utilizes. The LAP also includes guidelines for training staff, providing notice to LEP persons, and monitoring/updating the plan. St. Johns County will continue to look for additional low-cost methods (as well as additional financial resources) to provide language translation assistance to customers that need it.





APPENDIX A2: ON-BOARD SURVEY QUESTIONNAIRE



Date: _____

Route: _____

Sunshine Bus Company 2022 Customer Survey

Please help us improve service by completing this brief survey. Your input is very important to us. Participation is voluntary and your responses will not identify you personally. Thank you!

This survey is about the **ONE-WAY** trip you are making now (from **START** to **END** location).

START LOCATION

1. Where did you come from before you got on this bus? (Check only one)

- Home
- Shopping/Errands
- Work
- Recreation/Visiting
- School/College
- Doctor/Dentist
- Other (specify) _____

2. Describe your specific start location (in Question 1)?

Place name: _____

(for example, Government Center or Whispering Pines)

Address/Street: _____

City: _____ County: _____ Zip Code: _____

3. How did you get to the bus stop for this bus?

- Walked 0-3 blocks
- Walked more than 3 blocks
- Bicycle
- Dropped off by someone
- Taxi
- Drove a vehicle and parked
- Another Sunshine Bus _____ (specify route)
- JTA bus _____ (specify route)
- Other (specify) _____

4. Where did you get on the bus you are riding now?

Stop name: _____ (for example, Seabridge Sq.)

Cross streets of bus stop: _____ & _____

END LOCATION (DESTINATION)

5. Where are you going on this trip? (Check only one)

- Home
- Shopping/Errands
- Work
- Recreation/Visiting
- School/College
- Doctor/Dentist
- Other (specify) _____

6. Describe the place you are going (in Question 5)?

Place name: _____

Address/Street: _____

City: _____ County: _____ Zip Code: _____

7. Where will you get off the bus you are on now?

Stop name: _____ (for example, Avenues Mall)

Cross streets of bus stop: _____ & _____

8. After this bus, how will you get to your destination?

- Walk 0-3 blocks
- Walk more than 3 blocks
- Bicycle
- Get picked up by someone
- Taxi
- Drive a vehicle I parked
- Another Sunshine Bus _____ (specify route)
- JTA bus _____ (specify route)
- Other (specify) _____

9. How would you make this trip if not by Sunshine Bus? (Check only one)

- Drive
- Bicycle
- Ride with someone
- Walk
- Taxi
- Would not make trip
- Uber/Lyft
- Other (specify) _____

10. How many working, registered motor vehicles are available at home? (Check one)

- 0
- 1
- 2
- 3 or more

11. How often do you ride Sunshine Bus? (Check one)

- 3 or more days a week
- Once or twice a month
- 1 – 2 days a week
- Few times a year

12. What is the most important reason you ride the bus? (Check only one)

- No driver's license
- Traffic is too bad
- Car is not available
- Bus is more convenient
- Bus is cheaper
- Disability or health concern
- Other (specify) _____

13. What is your HOME zip code? _____

14. What is your WORK zip code or city? _____

15. Do you need any of the following for your trip?

- Wheelchair, lift or ramp
- Bus stop announcements
- Other assistance (specify) _____

16. Are you? Male Female

17. What is your age group?

- Under 18
- 25-34
- 45-54
- 60 -64
- 18-24
- 35-44
- 55-59
- 65+

18. Which options describe you?

- White
- Other (specify) _____
- Black/African American
- Hispanic, Latino or Spanish origin
- Asian/Asian American
- Native American, American Indian or Alaska Native

19. Do you speak any other language(s) besides English at home? Yes No

If yes, which language(s) _____

20. What was the range of your total household income last year? (Check only one)

- Less than \$10,000
- \$30,000 to \$39,000
- \$10,000 to \$19,999
- \$40,000 to \$49,999
- \$20,000 to \$29,999
- \$50,000 or more

21. What fare did you pay for this bus trip? (Check one)

- Cash Fare One-way - **\$2.00**
- Reduced Fare One-way - **\$ 1.00**
- Unlimited Day Pass - **\$4.00**
- Reduced Day Pass - **\$ 2.00**
- Regular Fare Monthly Unlimited Pass - **\$30.00**
- Reduced Fare Monthly Unlimited Pass - **\$15.00**
- CTD Pass
- Other (please specify) _____

22. Your overall satisfaction with Sunshine Bus?

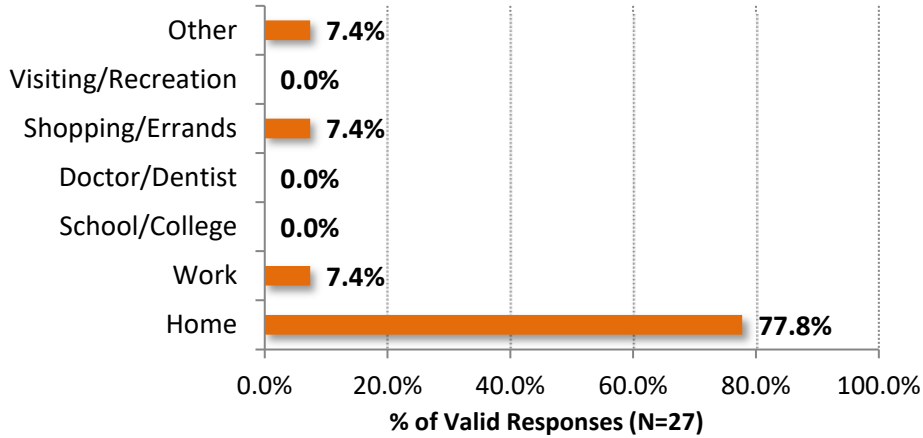
- Very Satisfied
- Neutral
- Satisfied
- Dissatisfied
- Very Dissatisfied

23. What would make Sunshine Bus better? (Please write here and/or on the back.)

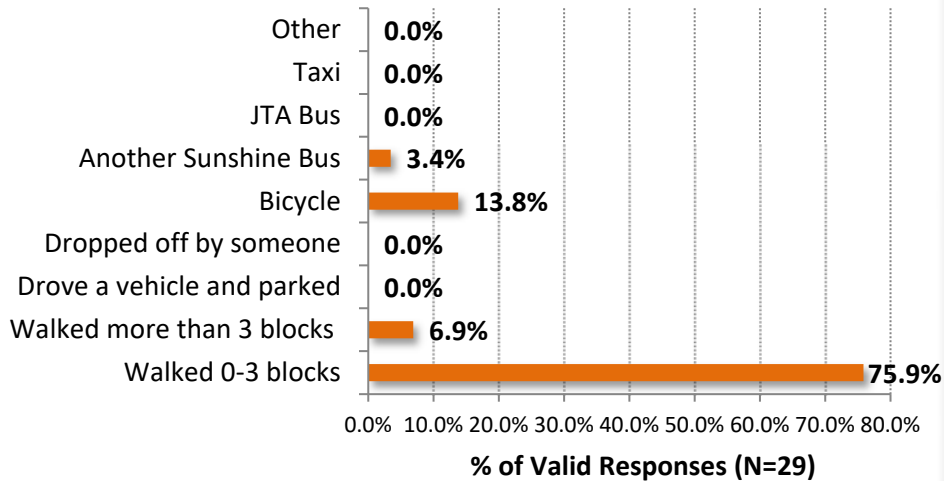


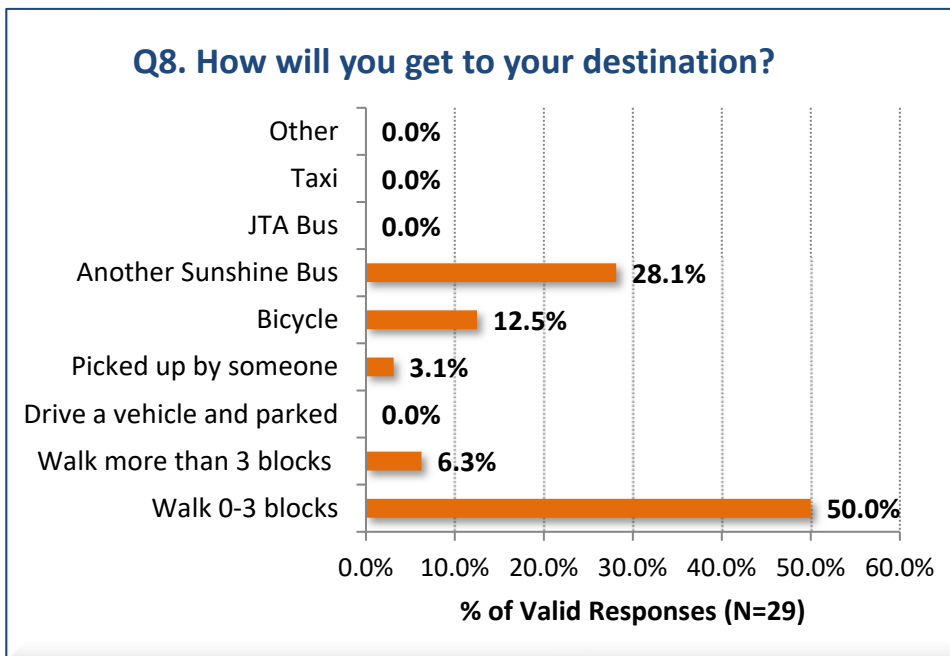
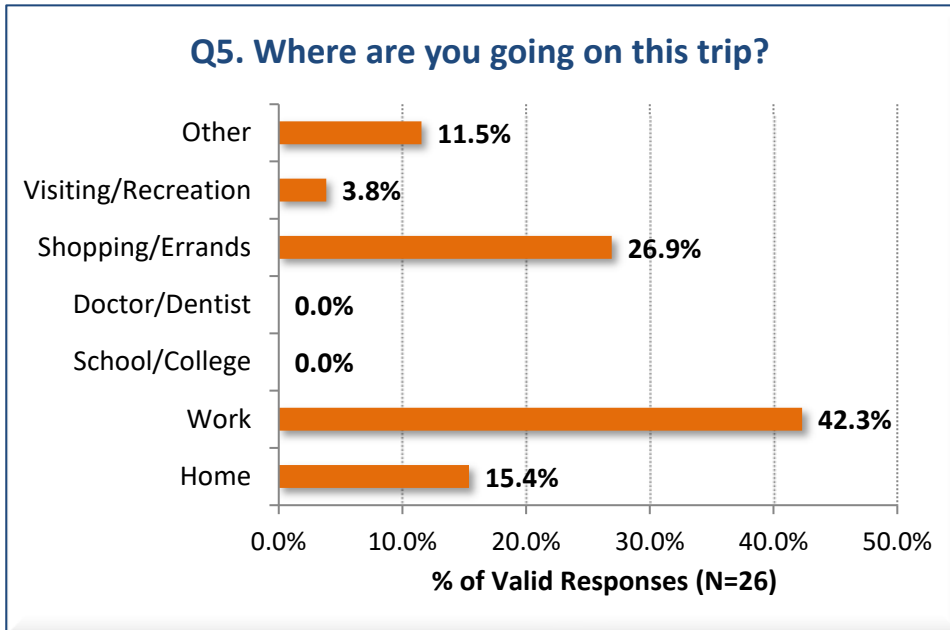
APPENDIX A3: ON-BOARD SURVEY CHARTS AND TABLES

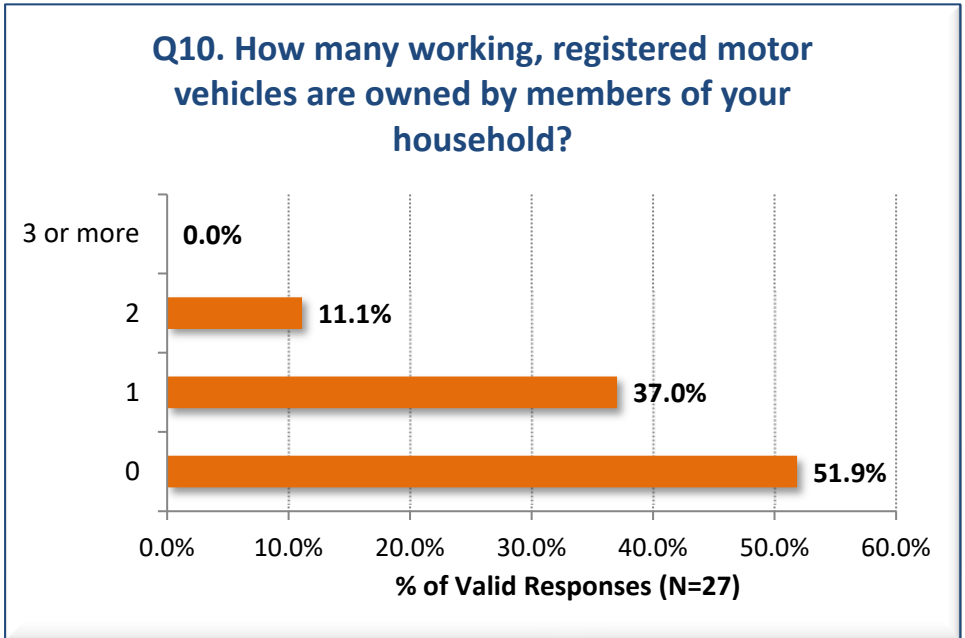
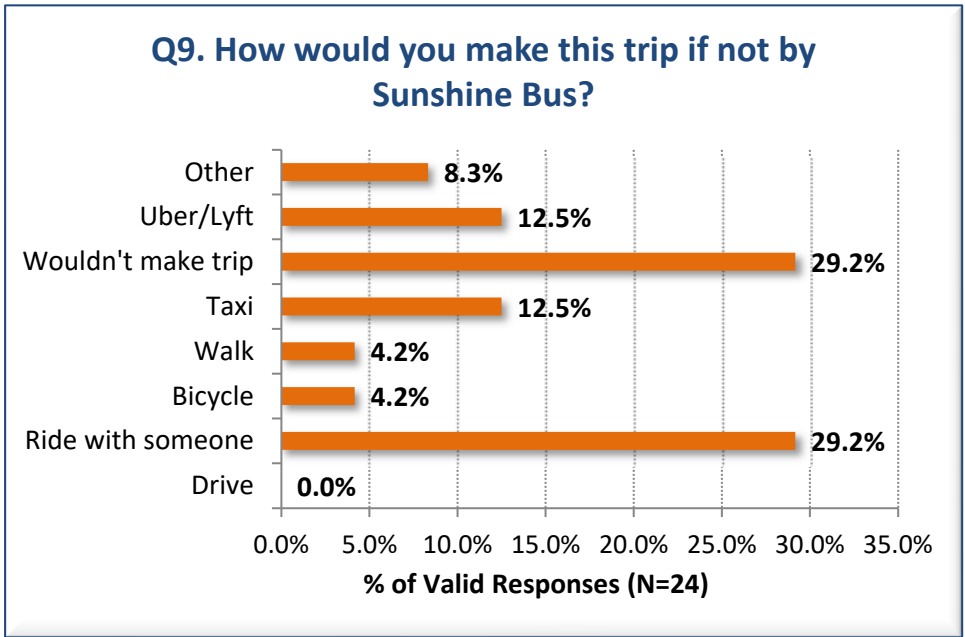
Q1. Where did you come from before you got on this bus?

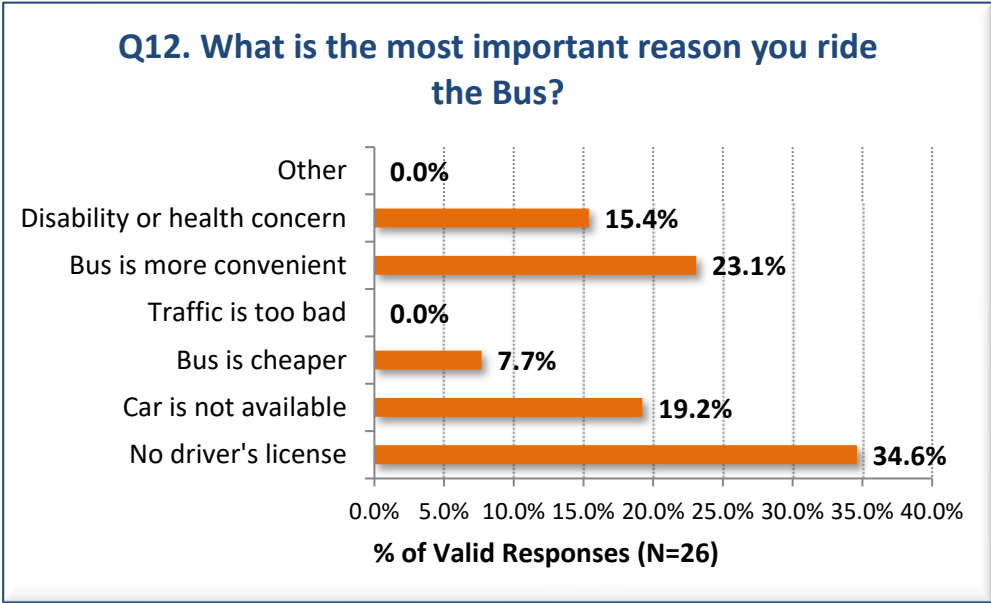
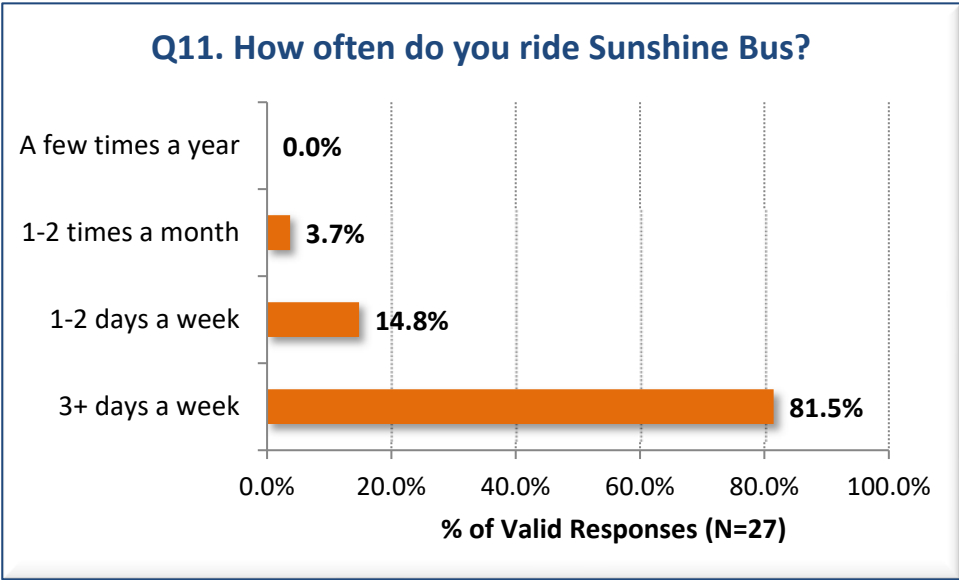


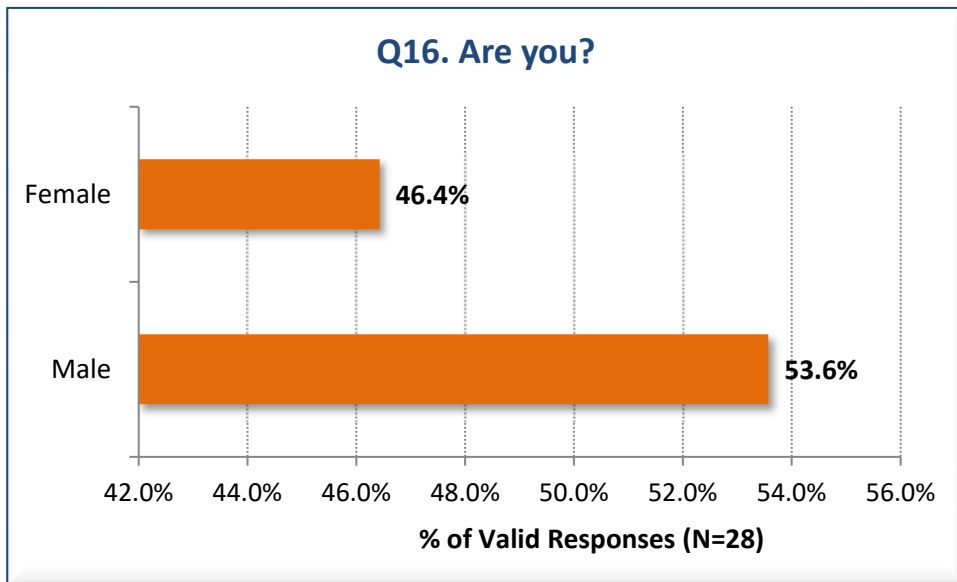
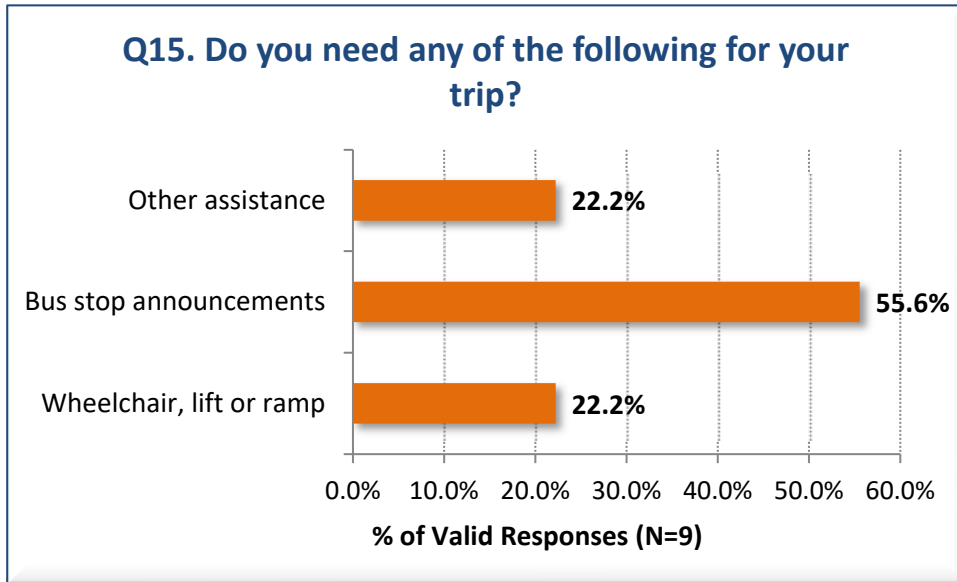
Q3. How did you get to the bus stop for this bus?

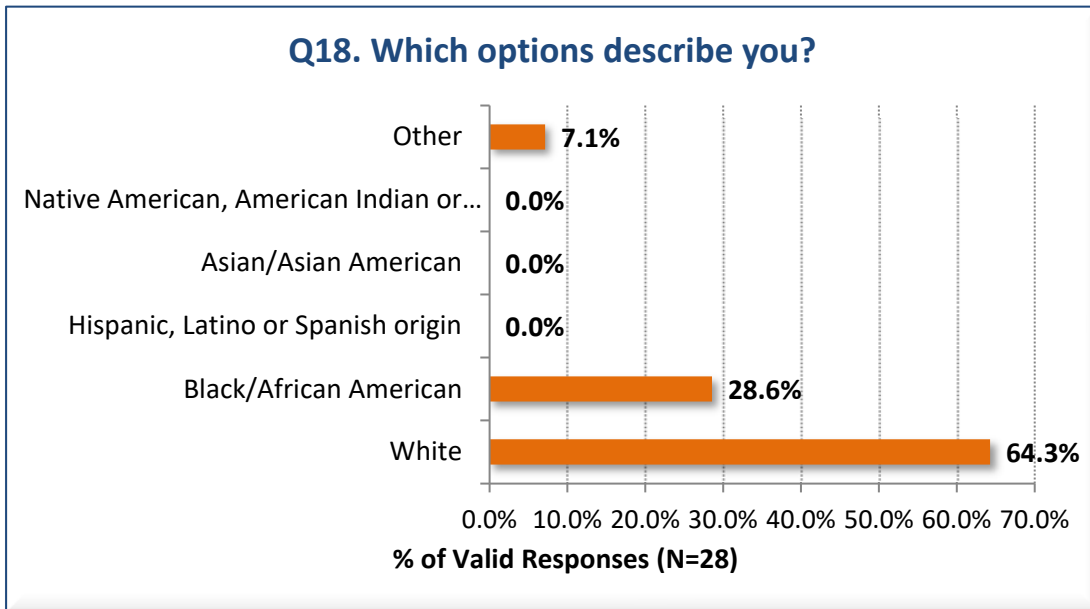
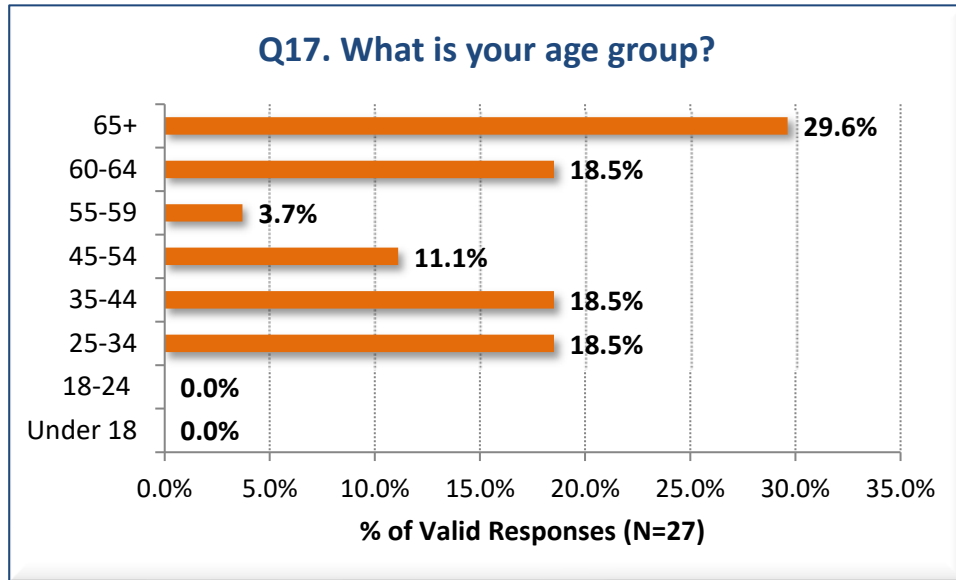


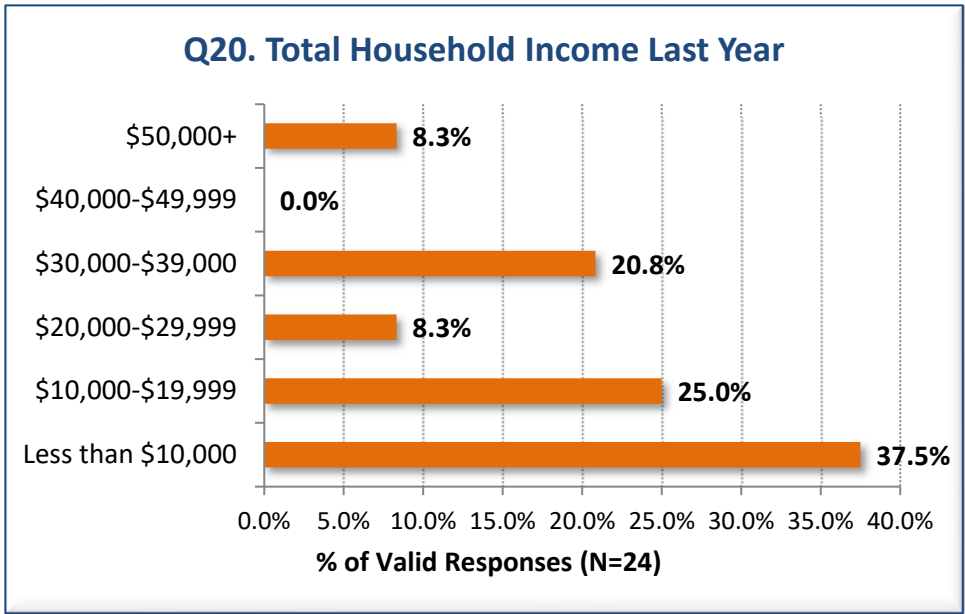
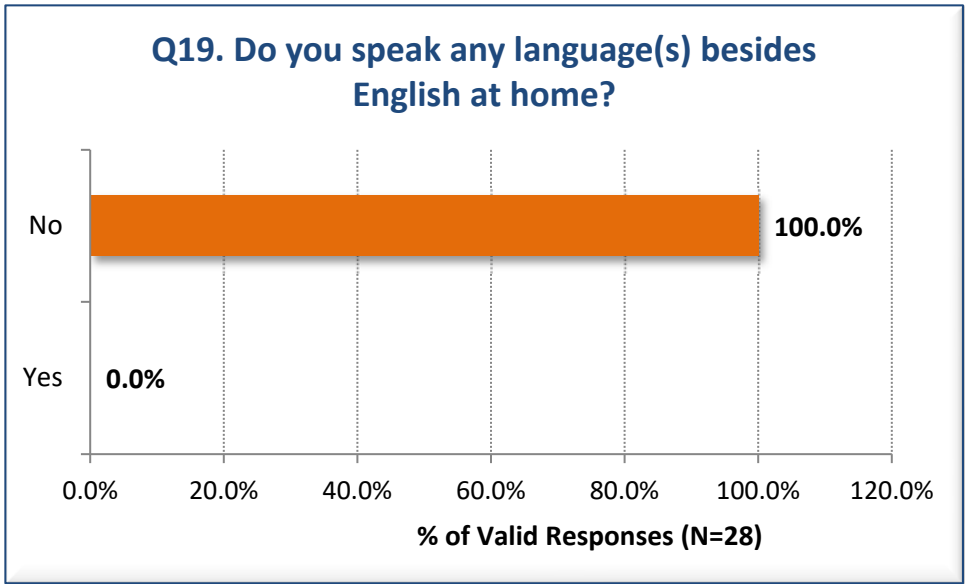


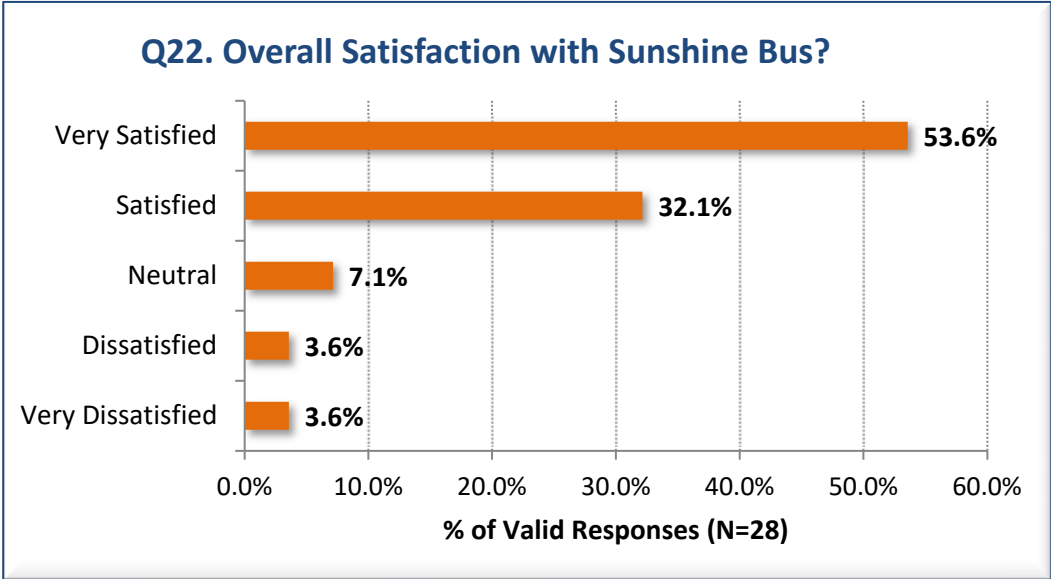
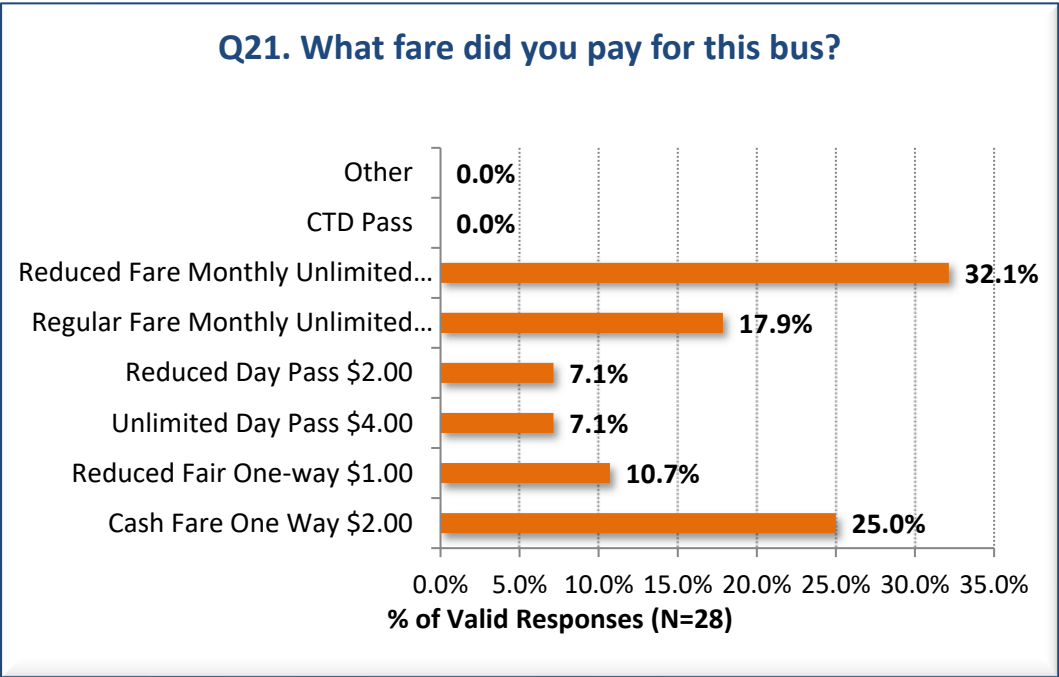














Question 2. Origin Location (Describe your specific start location, in Question 1)⁶

Survey Number	Bus Route	Origin Place Name	Origin Location	City	Zip	Purpose (Q1 Origin)
1	Blue	US-1 S. of Main Library	Milton Street	St. Augustine	32084	Home
2	Blue	SR A1A	SR A1A	St. Augustine	---	Other
3	Blue	Ponce Harbor Apartment	Ponce Harbor Drive	St. Augustine	32086	Home
4	Blue	Lincolnvile area	Washington Street	St. Augustine	32084	Home
5	Blue	---	---	St. Augustine	---	---
6	Green	Peppertree RV	A1A South	St. Augustine	32080	Home
7	Green	Publix Moultrie	4255 US-1 S	St. Augustine	32086	Home
8	Green	St. Augustine Shores	---	St. Augustine	32086	Home
9	Red	St. Benedict Moor Catholic Church	MLK Avenue	St. Augustine	32084	Home
10	Red	Council on Aging	180 Marine Street	St. Augustine	32084	Home
11	Red	Near Mellow Mushroom	410 SR A1A/Anastasia Blvd	St. Augustine	32080	Home
12	Red	Depot	1965 A1A S.	St. Augustine	32080	Home
13	Red	Seabreeze Motel	208 SR A1A/Anastasia Blvd	St. Augustine	32080	Home
14	Orange	Walmart Supercenter	2355 US-1 South	St. Augustine	32086	Shopping/Errands
15	Orange	Lion Inn Motel	420 SR A1A/Anastasia Blvd	St. Augustine	32080	Home
16	Orange	---	---	St. Augustine	32084	Home
17	Orange	West Augustine	S. Nassau St. and W. King St.	St. Augustine	32084	Home
18	Teal	Osceola Elementary School	1605 Osceola Elementary Rd	St. Augustine	32084	Work
19	Teal	E. Cochran Ave and N. Orange St	E. Cochran Ave and N. Orange St	Hastings	32145	Home
20	Teal	---	---	St. Augustine	---	---
21	Teal	Cobblestone Village Shopping Area	305 SR 312	St. Augustine	32086	Other
22	Teal	Walmart Supercenter	2355 US-1 South	St. Augustine	32086	Shopping/Errands
23	Teal	---	---	St. Augustine	---	Home
25	Circulator	Hastings Manor	309 Richardson Place	Hastings	32145	Home
26	Circulator	Flagler Estates	---	Hastings	32145	Home
27	Circulator	Susan St and Baylor Ave	Susan St and Baylor Ave	Hastings	32145	Home
28	Circulator	---	---	St. Augustine	---	Work
29	Circulator	Kirchherr Ave and Melanie St	Kirchherr Ave and Melanie St	Hastings	32145	Home
30	Circulator	Flagler Estates	Light Ave near Kirchherr Ave	Hastings	32145	Home

⁶ Some items are estimated based on survey respondent responses.



Question 4. Origin Bus Stop (Where did you get on the bus you are riding now?)⁷

Survey Number	Bus Route	Origin Bus Stop Description	Cross Street 1	Cross Street 2	City	Zip Code
1	Blue	---	US-1	San Carlos	St. Augustine	32084
2	Blue	Depot	SR A1A	Pope Road	St. Augustine	32080
3	Blue	Publix	---	---	St. Augustine	---
4	Blue	---	Cordova	---	St. Augustine	---
5	Blue	---	---	---	St. Augustine	---
6	Green	---	SR A1A	A1A South	St. Augustine	---
7	Green	Moultrie Publix	US-1	Wildwood Drive	St. Augustine	32086
8	Green	Shores Drive	Deltona	---	St. Augustine	
9	Red	St. Benedict the Moor Catholic Church	MLK Avenue	St. Francis	St. Augustine	32084
10	Red	Council on Aging	Marine Street	South Street	St. Augustine	32084
11	Red	Laundry Room	SR A1A/Anastasia Blvd	S. Matanza Blvd	St. Augustine	32080
12	Red	Depot	SR A1A	Pope Road	St. Augustine	32080
13	Red	Seabreeze Motel	SR A1A/Anastasia Blvd	Zorayola Avenue	St. Augustine	32080
14	Orange	Walmart Supercenter	US-1	---	St. Augustine	32086
15	Orange	---	---	---	St. Augustine	---
16	Orange	---	---	---	St. Augustine	---
17	Orange	S. Nassau St. and W. King St.	S. Nassau St	W. King St	St. Augustine	32084
18	Teal	Osceola Elementary School	SR 207	Osceola Elementary Rd	St. Augustine	32084
19	Teal	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145
20	Teal	Seabridge Square	US-1	SR 312	St. Augustine	32084
21	Teal	Seabridge Square	US-1	SR 312	St. Augustine	32084
22	Teal	Seabridge Square	US-1	SR 312	St. Augustine	32084
23	Teal	---	---	---	St. Augustine	---
25	Circulator	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145
26	Circulator	Flagler Estates	Flagler Estates Blvd	W. Deep Creek Blvd	Hastings	32145
27	Circulator	Susan St and Baylor Ave	Baylor Ave	Susan St	Hastings	32145
28	Circulator	---	---	---	St. Augustine	---
29	Circulator	Kirchherr Ave and Melanie St	Kirchherr Ave	Melanie St	Hastings	32145
30	Circulator	New Life Church of SJC	Kirchherr Ave	Olga St	Hastings	32145

⁷ Some items are estimated based on survey respondent responses.



Question 6. Destination Location (Describe the place you are going, in Question 5)⁸

Survey Number	Bus Route	Destination Place Name	Destination Location	City	Zip	Purpose (Q5 Destination)
1	Blue	Select Physical Therapy	1690 US 1 Highway South	St. Augustine	32084	Other
2	Blue	Publix Cobblestone Village	125 Jenkins St	St. Augustine	32086	Shopping/Errands
3	Blue	Island Flava Supermarket	95 Dixie Highway	St. Augustine	32084	Work
4	Blue	Publix Cobblestone Village	125 Jenkins St	St. Augustine	32086	Shopping/Errands
5	Blue	---	---	St. Augustine	---	---
6	Green	Bealls Outlet	316 SR 312	St. Augustine	32086	Work
7	Green	Crescent Beach	---	St. Augustine	32080	---
8	Green	Publix	---	St. Augustine	---	Shopping/Errands
9	Red	Publix Cobblestone Village	125 Jenkins St	St. Augustine	32086	Shopping/Errands
10	Red	---	---	St. Augustine	32084	Shopping/Errands
11	Red	Downtown	---	St. Augustine	---	Other
12	Red	Mellow Mushroom	410 SR A1A/Anastasia Blvd	St. Augustine	32080	Work
13	Red	Winn-Dixie	3551 N US-1	St. Augustine	32084	Shopping/Errands
14	Orange	Rodriquez Street	W. King St and Rodriquez St	St. Augustine	32084	Home
15	Orange	Flagler Hospital	400 Health Park Blvd	St. Augustine	32086	Work
16	Orange	Church	---	St. Augustine	---	Recreation/Visiting
17	Orange	Walmart Supercenter	2355 US-1 South	St. Augustine	32086	Work
18	Teal	VyStar Credit Union	3654 US-1	St. Augustine	32084	Shopping/Errands
19	Teal	Burger Buckets	3 Cordova Street	St. Augustine	32084	Work
20	Teal	---	---	St. Augustine	---	Home
21	Teal	Vermont Heights	SR 207 and New Hampshire Rd	St. Augustine	32033	Home
22	Teal	E. Carter St and N Main St	E. Carter St and N Main St	Hastings	32145	Home
23	Teal	---	---	St. Augustine	---	---
25	Circulator	Eastgate Square Shopping Mall	164 US 17	East Palatka	32131	Work
26	Circulator	---	---	St. Augustine	---	Work
27	Circulator	---	---	St. Augustine	---	Work
28	Circulator	Chipotle	1753 US-1 S	St. Augustine	32084	Work
29	Circulator	Red Lobster	100 SR 312 W	St. Augustine	32086	Work
30	Circulator	St. George Tavern	116A St. George St	St. Augustine	32084	Shopping/Errands

⁸ Some items are estimated based on survey respondent responses.



Question 7. Destination Bus Stop (Where will you get off the bus you are on now?)⁹

Survey Number	Bus Route	Destination Bus Stop Description	Cross Street 1	Cross Street 2	City	Zip Code
1	Blue	Seabridge Square	US-1	SR 312	St. Augustine	32084
2	Blue	Publix Cobblestone Village	US-1	SR 312	St. Augustine	32086
3	Blue	Island Flava Supermarket	Dixie Highway	SR 207	St. Augustine	32084
4	Blue	Publix Cobblestone Village	US-1	SR 312	St. Augustine	32086
5	Blue	---	---	---	St. Augustine	---
6	Green	Depot	SR A1A	Pope Road	St. Augustine	32080
7	Green	Crescent Beach	---	---	St. Augustine	32080
8	Green	Publix	---	---	St. Augustine	---
9	Red	Publix Cobblestone Village	US-1	SR 312	St. Augustine	32086
10	Red	Depot	SR A1A	Pope Road	St. Augustine	32080
11	Red	Downtown	SR A1A	Marina	St. Augustine	32084
12	Red	Mellow Mushroom	Flagler Blvd.	SR A1A/Anastasia Blvd	St. Augustine	32080
13	Red	Winn-Dixie	US-1	---	St. Augustine	32084
14	Orange	W. King St and Rodriquez St	W. King Street	Rodriquez Street	St. Augustine	32084
15	Orange	Flagler Hospital	US-1	Health Park Blvd	St. Augustine	32086
16	Orange	---	---	---	St. Augustine	---
17	Orange	Walmart Supercenter	US-1	---	St. Augustine	32086
18	Teal	VyStar Credit Union	US-1	Rambia St	St. Augustine	32084
19	Teal	US-1 and Orange St	US-1	Orange St	St. Augustine	32084
20	Teal	---	---	---	St. Augustine	---
21	Teal	Vermont Heights	SR 207	New Hampshire Rd	St. Augustine	32033
22	Teal	E. Carter St and N Main St	E. Carter St	N. Main St	St. Augustine	32145
23	Teal	---	---	---	St. Augustine	---
25	Circulator	Eastgate Square Shopping Mall	US 17	---	E. Palatka	32131
26	Circulator	---	---	---	St. Augustine	---
27	Circulator	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145
28	Circulator	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145
29	Circulator	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145
30	Circulator	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145

⁹ Some items are estimated based on survey respondent responses.



Questions 3 and 8. Transfers. (How did you get to the bus stop for this bus? and How will you get to your destination?)¹⁰

Bus Line 1	Bus Line 2	Number of Transfers Reported	Percent of Total Survey Respondents (29)	Percent of Total Transfers (8)
Red	Blue	1	3.4%	12.5%
Orange	Teal	1	3.4%	12.5%
Green	Blue	1	3.4%	12.5%
Red	Orange	2	6.9%	25.0%
Circulator	Teal	3	10.3%	37.5%
Total		8	27.6%	100.0%

¹⁰ Transfers shown represent total transfers reported from Bus Line 1 to Bus Line 2



Questions 13 and 14. List of Home and Work Zip Codes

Survey Number	Bus Route	Home Zip Code (Question 13)	Work Zip Code (Question 14)
1	Blue	32084	n/a
2	Blue	---	---
3	Blue	32086	32084
4	Blue	32084	32084
5	Blue	---	---
6	Green	32080	32086
7	Green	32086	32084
8	Green	32086	No work
9	Red	32084	retired
10	Red	32084	---
11	Red	32080	n/a
12	Red	32080	32080
13	Red	32080	---
14	Orange	32084	---
15	Orange	32080	32086
16	Orange	32084	---
17	Orange	32084	32086
18	Teal	32084	32084
19	Teal	32145	St. Augustine
20	Teal	32074	---
21	Teal	32033	---
22	Teal	32145	---
23	Teal	32145	---
25	Circulator	32145	32131
26	Circulator	32145	32145
27	Circulator	32145	---
28	Circulator	32145	St. Augustine
29	Circulator	32145	---
30	Circulator	32145	32084



Summary of Questions 13 and 14. Home and Work Zip Code

Zip Code	Home (Q13)	Work (Q14)	City/Place	County
32033	1	0	Vermont Heights, Elkton, Spuds, Armstrong	St. Johns
32074	1	0	---	---
32080	5	1	St. Augustine, St. Augustine Beach, Crescent Beach, Butler Beach	St. Johns
32084	8	5	St. Augustine, Vilano Beach	St. Johns
32086	3	3	St. Augustine South, St. Augustine Shores	St. Johns
32131	0	1	E. Palatka	Putnam
32145	9	1	Hastings	St. Johns
St. Augustine	0	2	St. Augustine	St. Johns
n/a, retired, no work	0	4	---	---
Total Q13 & Q14 Respondents	27	17		

Question 23. What would make Sunshine Bus better? (Verbatim comments)

Survey Number	Bus Route Name	Q23 What would make Sunshine Bus better?
1	Blue	Not running early [Be on time]; Restart route to the Avenues Mall.
2	Blue	Blue route should stop at Walmart again
3	Blue	The hours they transport [i.e., longer hours]
4	Blue	---
5	Blue	Update the posted date of mask mandate and indicate funding source
6	Green	Television commercials, social media, better ads
7	Green	Run later, Sunday service
8	Green	Nothing now
9	Red	Change the Blue Line back to Walmart
10	Red	More access to shopping and restaurants, on route one. Zelda is extremely helpful
11	Red	Everything is great
12	Red	More seating/standing bars
13	Red	---
14	Orange	---
15	Orange	It's real good. Nothing...needs to be changed...blessed to be able to take the bus.
16	Orange	---



Survey Number	Bus Route Name	Q23 What would make Sunshine Bus better?
17	Orange	For working people who rely on bus the runs are too far apart; you don't run at all on Sunday and \$2 is a bit steep for a fare. On the plus side, the small bus size promotes a nice camaraderie among passengers
18	Teal	---
19	Teal	Everything's fine.
20	Teal	---
21	Teal	Bus shelters and seats are needed [for example, at Seabridge Square bus stop]
22	Teal	Seats, shelters at bus stops [for example at Seabridge Square bus stop]
23	Teal	---
25	Circulator	Nothing. I'm very satisfied and thankful for all the hard work the bus drivers do
26	Circulator	---
27	Circulator	---
28	Circulator	---
29	Circulator	---
30	Circulator	---

Question 23. What would make Sunshine Bus better? (Summary of Comment Topics)

Comment Topics	
5	Everything is fine; thank you
2	Sunday Service
2	More frequent service
2	More shelters/seats at bus stops
2	Blue Line should stop at Walmart again
2	Better information about the service or about mask requirements
1	Not on time or too early
1	Bring back route to Jacksonville (Avenues Mall)
1	Later service hours
1	More seating or standing bars (in the vehicles)
1	Fare is too expensive
1	Bus driver is helpful
1	Need more access to shopping and restaurants
22	



APPENDIX B: PERFORMANCE EVALUATION



B. Performance Evaluation

Appendix B evaluates the relative performance of St. Johns County’s transit system by comparing recent, available data to previously reported data. The data in this appendix describe the deviated fixed route system for years 2016 through 2020, the first year of the pandemic.

Operating and Financial Performance

Table B.1 includes population and vehicles operating in maximum service. Population for both St. Johns County and the St. Augustine Urbanized Area increased over the past five years. The number of peak vehicles held constant between 2018 and 2020, at 9 vehicles.

Table B.1 Deviated Fixed Route Characteristics, 2016 – 2020

Year	Service Area Population (NTD)	Urbanized Area Population (FDOT Urbanized Area Population Estimates)	County Population (Census Estimates)	Vehicles Operated in Maximum Service
2016	195,823	80,188	235,087	8
2017	195,823	83,609	243,812	12
2018	243,812	86,885	254,261	9
2019	254,261	92,455	254,400	9
2020	264,672	95,330	273,425	9
5-Year Change 2016 – 2020	68,849	15,142	38,338	1
% Change 2016 - 2020	35.16%	18.88%	16.31%	12.50%
Annual Change 2019 - 2020	10,411	2,875	19,025	0
% Change 2019 - 2020	4.09%	3.11%	7.48%	0.00%

Source: National Transit Database, FY 2016 - 2020; Florida Transit Information and Performance Handbook (FDOT) 2017 - 2021; US Census Bureau State & County Quick Facts, FDOT Urbanized Area Population Estimates



Table B.2 shows that ridership and service declined significantly in 2020, during the first year of the pandemic. The number of riders decreased by over 135,570 people (48%) between 2019 and 2020. During the same time, vehicle revenue miles and vehicle revenue hours both decreased 28%, by 167,335 miles and 7,980 hours, respectively.

Table B.2 Deviated Fixed Route Operating Performance, 2016 - 2020

Year	Ridership	Vehicle Revenue Miles	Vehicle Revenue Hours	Riders per Revenue Mile	Riders per Revenue Hour
2016	294,283	532,937	26,912	0.55	10.94
2017	273,588	531,145	26,432	0.52	10.35
2018	300,165	632,358	29,691	0.47	10.11
2019	280,445	607,581	28,900	0.46	9.70
2020	144,874	440,246	20,919	0.33	6.93
5-Year Change 2016 – 2020	-149,409	-92,691	-5,993	-0.22	-4.01
% Change 2016 - 2020	-50.77%	-17.39%	-22.27%	-40.41%	-36.67%
Annual Change 2019 - 2020	-135,571	-167,335	-7,981	-0.13	-2.78
% Change 2019 - 2020	-48.34%	-27.54%	-27.62%	-28.71%	-28.63%

Source: National Transit Database, FY 2016 - 2020; Florida Transit Information and Performance Handbook (FDOT) 2017 - 2021

Financial performance is shown in Table B.3, on the following page. Between 2019 and 2020, operating cost, farebox revenue and transit service (miles and hours) decreased 20%, 56% and 28%, respectively. As a result, passenger revenue per mile and per hour decreased by 39%, while cost per mile and per hour increased about 10%.



Table B.3 Deviated Fixed Route Financial Performance, 2016 – 2020

Year	Operating Cost	Farebox Revenue	Vehicle Revenue Miles	Vehicle Revenue Hours	Passenger Revenue per Revenue Mile	Passenger Revenue per Revenue Hour	Cost per Revenue Mile	Cost per Revenue Hour
2016	\$962,376	\$107,132	532,937	26,912	\$0.20	\$3.98	\$1.81	\$35.76
2017	\$1,191,460	\$99,671	531,145	26,432	\$0.19	\$3.77	\$2.24	\$45.08
2018	\$1,851,577	\$88,209	632,358	29,691	\$0.14	\$2.97	\$2.93	\$62.36
2019	\$1,680,337	\$82,913	607,581	28,900	\$0.14	\$2.87	\$2.77	\$58.14
2020	\$1,339,213	\$36,358	440,246	20,919	\$0.08	\$1.74	\$3.04	\$64.02
5-Year Change 2016 –2020	376,837	-70,774	-92,691	-5,993	-0.12	-2.24	1.24	28.26
% Change 2016 - 2020	39.16%	-66.06%	-17.39%	-22.27%	-58.92%	-56.34%	68.46%	79.02%
Annual Change 2019 - 20	-341,124	-46,555	-167,335	-7,981	-0.05	-1.13	0.28	5.88
% Change 2019 - 20	-20.30%	-56.15%	-27.54%	-27.62%	-39.48%	-39.42%	9.99%	10.11%

Source: National Transit Database, FY 2016 - 2020; Florida Transit Information and Performance Handbook (FDOT) 2017 - 2021



Farebox Recovery Ratio

Farebox recovery ratio is the ratio of farebox revenue to operating cost. In Table B.4, based on the most recent reported NTD data (2019 and 2020), the farebox recovery ratio and average fare per rider decreased 45% and 15%, respectively. During the same period, cost per rider increased 54%.

Table B.4 Deviated Fixed Route Farebox Recovery and Average Fare per Rider

Year	Ridership	Operating Cost	Cost per Rider	Farebox Revenue	Farebox Recovery Ratio	Average Fare Per Rider
2016	294,283	\$962,376	\$3.27	\$107,132	11.13%	\$0.36
2017	273,588	\$1,191,460	\$4.35	\$99,671	8.37%	\$0.36
2018	300,165	\$1,851,577	\$6.17	\$88,209	4.76%	\$0.29
2019	280,445	\$1,680,337	\$5.99	\$82,913	4.93%	\$0.30
2020	144,874	\$1,339,213	\$9.24	\$36,358	2.71%	\$0.25
5-Year Change 2016 – 2020	-149,409	\$376,837	\$5.97	-\$70,774	-8.42%	-\$0.11
% Change 2016 - 2020	-50.77%	39.16%	182.67%	-66.06%	-75.61%	-31.06%
Annual Change 2019 - 2020	-135,571	-\$341,124	\$3.25	-\$46,555	-2.22%	-\$0.04
% Change 2019 - 2020	-48.34%	-20.30%	54.28%	-56.15%	-44.98%	-15.11%

Source: National Transit Database, FY 2016 - 2020; Florida Transit Information and Performance Handbook (FDOT) 2017 - 2021

Performance Evaluation Summary

Over the last evaluation year (comparing FY2019 and FY2020 data), during the pandemic, ridership decreased 48%, by over 135,571 riders. Although total operating cost decreased by 20%, cost per mile, cost per hour and cost per rider increased by 10%, 10% and 54%, respectively.